



**FACULTY OF BUSINESS AND MANAGEMENT**

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



WARISAN TC HOLDINGS BERHAD

**INDUSTRIAL TRAINING REPORT COMPANY OF  
WARISAN TAN CHONG MANAGEMENT SERVICES**

**SDN BHD**

**(WTCMS)**

**HUMAN RESOURCE INTERNSHIP:**

(HRM666)

**PREPARED BY:**

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**ADVISOR:**

MISS NIK AZLINA BINTI ABDULLAH

## **EXECUTIVE SUMMARY**

The purpose of this report was basically to analyze my industrial training for the company of Warisan TC Holdings Berhad. This report focused on student's profile, company's profile, SWOT analysis and discussion and PESTEL analysis and discussion. SWOT analysis is a technique for assessing four aspects of the company. SWOT also a tool that can help what I want to analyse about the company. Industrial activity refers to the skills that I can be used for my professional growth before I'm graduate. PESTEL analysis is assessed as a prerequisite/mandatory method that allows identifying factors relevant to the business environment and provides data and information that allow organizations within the analyse environment to predict the situation in order to adapt to new situation and develop competitiveness. This report also my memorable in industrial training during the 6 months at the company. This report is most important for me to elaborate and evaluate when I was at the company. My responsibilities for Payroll Admin and Record Management.

## **ACKNOWLEDGEMENT**

Alhamdulillah, all praise and thanks to Allah SWT for his blessings, inspiration, and strength given in completing my industrial training (Semester 6). Without him I am nothing. I also thanks to our advisors DR. Nursyamilah Binti Annuar, Miss Nik Azlina Binti Nik Abdullah for their knowledge and guidance throughout this training and report and I am also thanks to my examiner Puan Nurwahida Binti Fuad to evaluate my report. I am really appreciating my advisors for their sincerity in guide me about industrial training. May Allah bless in everything.

I am also thanking you for my family and friends very understanding towards me during the industrial training. I am grateful for their kindness and sacrifice in raising me to be successful people so as I can gain my knowledge and kindness during the training. Last but not least, I am so grateful because I successfully completed the report and submitted the report on the due date that was given.

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# CURRENT PROJECTS

## DEPUTY DIRECTOR OF COMMUNITY SERVICE

RUMAH AMAL KASIH BESTARI

UTM GROUP PROJECT (COMMUNITY SERVICE) | 2020

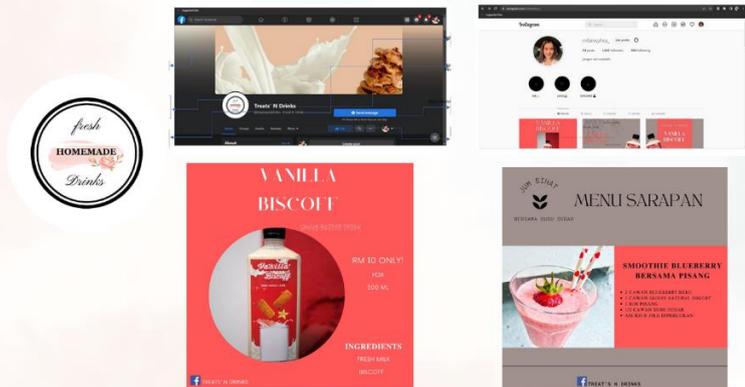
Responsible for the overall of projects (community services) planning and organized through online distance learning. Follow up of the activities of the projects and manage the teams.



## PRINCIPLES OF ENTREPRENEURSHIP

Selling the product on social media posting such as Facebook Page, Instagram and Whatsapp. Make a poster, video, tips on social media to attract people for buy the product.

UTM PROJECT (SOCIAL MEDIA POSTING) | 2022



## MULTIMEDIA COMMITEE

FIELD TRIP : 12 JAN 2023 (UNIVERISTI UTARA MALAYSIA)

UTM PROJECT (FIELD TRIP) | 2022/2023

Making a video for the project and about the team. Photographing and editing picture while event is running. Photographing and video capturing projects for reports.



**INTERNSHIP  
EXPERIENCE  
(6 MONTHS)**

**WARISAN TAN CHONG MANAGEMENT SERVICE**

HR ADMIN

MARCH 2023 - AUGUST 2023

- Responsibilities for payroll admin and record management
- Make a payroll for company which (GOCAR, DTS & MM2H)
- Retirement Benefits for Resigned Staff
- Approval Leave
- Make a second payroll for LHDN, EPF, SOCSO, EIS, HRDF & new joiner
- Update all the payroll & documents in SharePoint
- Overtime/Commission claims for employees
- Update profile for new joiner in system

**SKILLS**

- Time Management
- Communication Skills
- Emotional - Intelligence

**MICROSOFT OFFICE 365**

- EXCEL
- WORDS
- POWERPOINT

Add : Canva + Design

**WORK  
EXPERIENCE**

**UTS Marketing Solutions Sdn Bhd**

TELEMARKETER

OCTOBER 2019 - JANUARY 2020

- Make a call to offer the insurance cover for customer in Bank Islam

**SKILLS**

- Communication Skill

Explain to the customers and make sure customers understand the policy of the insurance.

Counter the customers when they rejected the offer until they apply the insurance cover.

- Problem Solving

Resolving an issue with a difficult or upset customer such as a commitment monthly for the payment of insurance cover.

- TeamWork

Great teams such as senior also help newbies to handle the customers.

# CERTIFICATES




 Akademi  
Pembangunan PKS dan  
Kewahsawanan Malaysia  
(MASMED)

## MASMED YOUNG ENTREPRENEUR (MyENT)

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Program Pengajian	: SARJANA MUDA PENTADBIRAN PERNIAGAAN (KEPUJIAN) PENGURUSAN SUMBER MANUSIA
Fakulti	: Faculty of Business & Management
Kampus	: Perlis

#### MAKLUMAT PERNIAGAAN

Mod Perniagaan	: Online
Bidang Perniagaan yg dicetuskan	: Makanan
Tempoh Beriaga	:
No. Pendaftaran Perniagaan	: 202203161573 (003410949-D)
URL Perniagaan	: <a href="https://www.facebook.com/treatsanddrinks/">https://www.facebook.com/treatsanddrinks/</a>
Alamat Premis Perniagaan	: NO 31 JALAN TJ 7/3 TAMAN TEMERLOH JAYA
Tarikh Mendaftar	: 11 Jul 2022
Tarikh Kemaskini	: 11 Jul 2022
Tarikh Cetak	: 11 Jul 2022

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PERSONAL PROFILE

  
 CHE NURUL AIN SYAHIRA  
BINTI CHE MAT

BUSINESS PROFILE

Personal Information

Name	: CHE NURUL AIN SYAHIRA BINTI CHE MAT	Phone/Mobile	: 01117840798	<a href="#">Edit</a>
New Identity Card No.	: 980508065742	Home Address	: NO 31 JALAN TJ 7/3	
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City	: TEMERLOH	Postcode	: 28000	
State	: Pahang	Personal Instagram	: idainyfra_	
Personal Facebook	: Nurul Ain	Race	: Malay	
Gender	: Female	Social Need Required	: No	
Marital Status	: Single			

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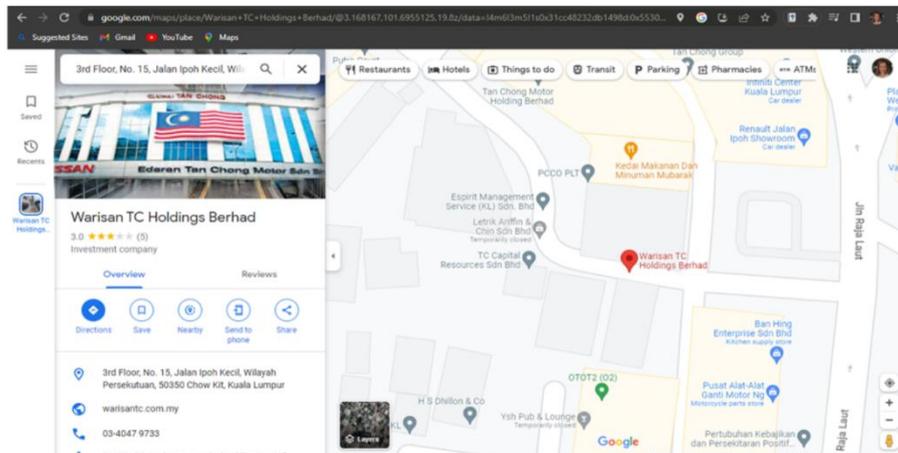
UITM Akaun - PRINCIPLES OF ENTREPRENEURSHIP (ENT300)

## 2.0 COMPANY'S PROFILE

### 2.1 COMPANY'S NAME

WARISAN TC Holdings Berhad.

### 2.2 LOGO AND LOCATION OF COMPANY



Warisan TC Holdings Berhad

03-4047 9733

ADDRESS:  
3RD FLOOR, NO. 15, JALAN IPOH KECIL, WILAYAH  
PERSEKUTUAN, 50350 CHOW KIT, KUALA LUMPUR

*Figures 1: Location of company*

## **2.3 WORKING HOURS**

Monday to Friday (8.30 am – 6.15pm)

## **2.4 VISION**

### VISION

*Deliver consistent growth to our shareholders and other stakeholders by adopting a relentless pursuit for excellence via introduction of new innovative business ideas and providing unmatched products and service quality to our valued customers at all times.*

## **2.5 MISSION**

### MISSION

*Abilities to identify, source for and market quality products at competitive pricing, coupled with improving customer satisfaction through our well-trained staff and customer service, is pivotal towards achieving its vision.*

## **2.6 BACKGROUND OF THE COMPANY**

Warisan Tan Chong Holdings Berhad (WTCH) is engaged in investment holding and provision of management services. WTCH's core businesses namely, travel and car rental, machinery, and consumer products. The travel and car rental business are engaged in the operation of inbound and outbound tours, hiring of cars and coaches and sale of air tickets. WTCH was founded in 1997 and based in Kuala Lumpur, Malaysia. President of WTCH Dato' Tan Heng Chew was the first director of the company.

The company is listed in Bursa Malaysia under the Main Market. It has 15 subsidiaries under of Warisan TC Holdings Berhad. The amount of the employees in WTCH which 1000 employees. Warisan Tan Chong Management Service (WTCMS) established on 2006 are providing services for Department Human Resource, Department Finance and Department Internal Audit for the company WTCH.

## 2.7 OBJECTIVE AND GOALS

Provide a service for travel and car rental, machinery, and consumer products for the customer satisfaction.

## 2.8 ORGANIZATION STRUCTURE HR DEPARTMENT

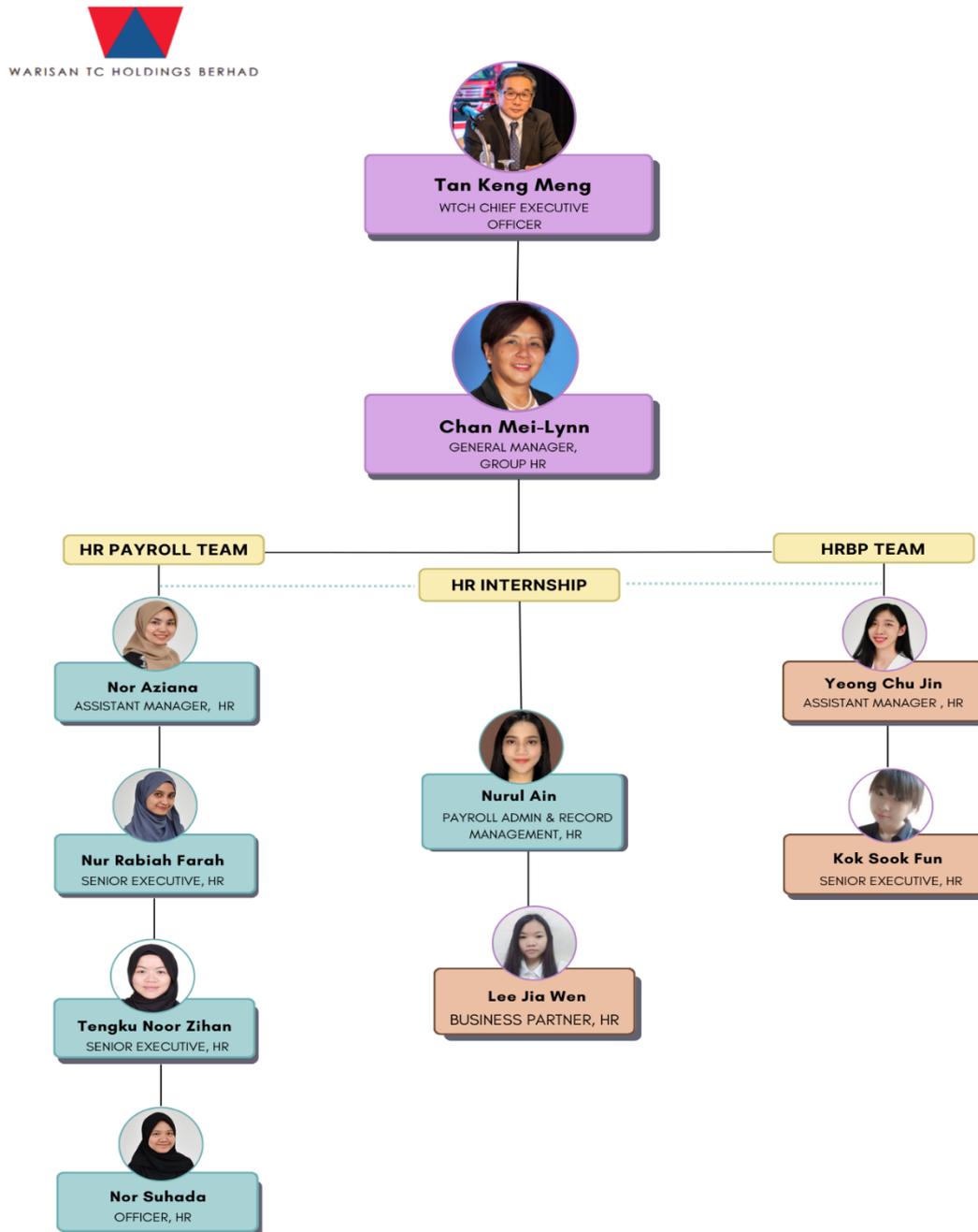


Table 2: ORGANIZATION CHART

## 2.9 PRODUCTS AND SERVICES

### 2.9.1 Travel and Car Rental

**Mayflower** maintain its position as the leading inbound tour operator in the country, focusing on providing good customer service and maintaining world class travel infrastructure. Mayflower continued to adopt innovative marketing and promotional programs, and with Mayflower's extensive sales network globally serving more than 57 countries and supported by more than 500 foreign partners, the number of tourists arrival via Mayflower continued to increase. In line with the effort of the Ministry of Tourism, Malaysia is aggressively promoted by Mayflower as the world's preferred destinations for holidays and experiences. Mayflower has also leveraged on the Government Economic Transformation Plan (ETP) to increase tourists' influx from China, Middle East, India, Russia & Commonwealth of Independent States (CIS) Countries.



*Figure 2: Products & Services*

## 2.9.2 Industrial Machinery & Equipment

**TCIM** deals primarily in material handling equipments, construction machinery, agricultural tractors & power generating sets. Incorporated in 1983, TCIM has built a wealth of over 25 years of expertise and experience in marketing a huge range of machineries and equipments. TCIM have 16 branches located all over Malaysia, and the headquarter is based in Shah Alam. Currently TCIM are the sole authorised distributor in Malaysia market for Uncarrier Forklift, John Deere agricultural tractor, SDLG Wheel Loader, Terex Backhoe Loader, and Sumitomo excavator. TCIM's mission & vision is to consistently improve their performances in their scope of business and continuously seek opportunities that would contribute towards the growth of their shareholders' & customers' value.



*Figure 3: Products & Services*

### 2.9.3 Automotive

Angka-Tan Motor Sdn Bhd, a wholly owned subsidiary of the Company, entered into a Distribution Agreement and Technical Assistance Agreement with Beiqi Foton Motor Co Ltd (“BFM”) for the appointment as sole and exclusive assembler and distributor of Auman heavy duty trucks, after sales service provider as well as parts and accessories distributor in Malaysia. Besides Auman heavy duty trucks, ATM also entered into a Distribution Agreement with BFM for the appointment as sole and exclusive assembler and distributor of Auman bus chassis / complete bus of such contractual model(s) to be mutually agreed between the parties, after sales service provider as well as parts and accessories distribution in Malaysia.



*Figure 4: Products & Services*

### 2.9.4 Consumer Products

The company also involved in investment of consumer products but not in operations. There are two products for company's investment which Shiseido and Wacoal Malaysia Sdn Bhd.



*Figure 5: Products & Services*

### **3.0 TRAINING'S REFLECTION**

#### **3.1. Duration**

I will undergo an industrial training for 24 weeks (6 months) starting from 1st March 2023 until 15th August 2023. The company operates from Monday to Friday and the operating hours are from 8.30am to 6.15pm. I will be working for 5 days a week.

#### **3.2 Specific Department**

I was assigned in HR Services Team which mean I am responsible for managing payroll and record management for several companies which DTS, GOCAR and MM2H. My supervisor is Ms. Aziana Binti Ghazali, who is an assistant manager cum to my supervisor.

#### **3.3 Roles, Responsibilities and Administration Task**

Throughout my industrial training, all the staff at HR Department have been very cooperative in helping me with the payroll and record management tasks. I have learned a lot during my industrial training. My supervisor and staff members also give me opportunities and trust to me to handle the payroll and update all employees' records with their guidance.

#### **3.4 Handling Administration Task**

I was assigned with daily tasks to verify pending leave requests in the system. For two months, I worked on cleaning up personal files for resigned staff by removing from the employee files, changing file labels, and updating the system with the new joiner staff's job history, qualifications, family, and bank account information. Additionally, I emailed HR of the subsidiary company about employee leave, and I also registered EPF, SOCSO, LHDN for new joiner staff and submitted the information in the system. I'm also prepared the documents and call the courier to pick up the documents during that day to send the documents to the company. I make a call to LHDN, PERKESO about the claim's income tax and SOCSO for employees. I also sent an email to the HR department of the subsidiary company regarding the update of employee emails in the system. I'm also updated in excel Retirement Benefits for employees. These benefits can be claimed by employees who have worked more than 7 years in the company if they resigned. I also managed Form 2 and CP22 for new joiners, which are related to

SOCOSO and LHDN. The LHDN form need to be submitted to LEMBAGA HASIL DALAM NEGERI to verify that the employees are working for this company.

### **3.5 Payroll Admin and Record Management**

I also learned about the monthly payroll process. The processing of salaries is for the payment of work for 15 subsidiary companies managed by WTCMS. The HR department takes two weeks to process payroll. I learned step by step of payroll process. There are many payroll processes and systems that differ in terms of their features and benefits. Among the systems used in the company are RHB Reflex, AIMS, HRIS, and HRDF.

First, an email must be sent to the company regarding the finance report. The company needs to report to group finance how much company funds are needed for employee salary payments, and then the HR department can make a fund request to the company.

Second, the Fund Request. I sent an email to the HR company to inform them of the funds available in the account. If the funds are sufficient, the HR department proceeds with payroll. If they are insufficient, the company must borrow another fund for salary payments.

Thirdly, I go through the payroll process using the company's internal payroll system. Before I process payroll, I need to calculate overtime and commission claims for employees in the previous month to be paid in the following month.

Fourth, upload the Overtime and Commission Claims into the system and generate it. I make manual calculations to avoid any problems.

Finally, the assistant manager will double-check each payroll summary before uploading it to RHB Reflex. On the 28th of the month, salaries will be credited to the employees' accounts. Statutory contributions are other monthly contributions that employers are required by law to contribute or pay on behalf of employees.

Statutory Sharepoint is the final process in the payroll process for the entire salary of each subsidiary in that month. I was tasked with checking receipts and bank statements on the date the salary was issued to see if the process was successful or not

and updating the receipt into SharePoint, where the HR of each subsidiary company can check for payment.

Additionally, the HR department will make a second payroll on the 7th of each month. This payment is for EPF, SOCSO, HRDF, new joiners, and internship payroll. The second payment process is the same as the first payroll. EPF, SOCSO, and HRDF use the system to generate and upload.

### **3.6 Training and Event**

I was assigned to organized a Hari Raya Gathering. I created a template design for the event and was also tasked to be the emcee for the occasion. I managed the food and beverages for the guests who attended. Additionally, I underwent First Aid Awareness Training on April 4<sup>th</sup> 2023, which was provided by the company. The training covered how to use first aid for minor surgeries. I also participated in a talk sharing session with our General Manager, Miss Chan Mei-Lynn, where she discussed employee engagement and work-life balance. Lastly, I was involved in conducting an online orientation for new joiners through Microsoft teams.

## **4.0 BENEFITS**

### **4.1 Allowance**

During my internship, the company provided the allowance which RM850 per month. Others, if their interns taking medical leave or emergency leave, the allowance will be not deducted. The company does not provide any benefits for their internship, but the staff can consider if the leaves are reasonable for them to not deducted the allowances.

### **4.2 Knowledge and Technical Skills Related to Work**

I have learned a lot of skills in process for payroll. Firstly, Data analysis. I have learned how the employee's data and payroll data are process in the company. Secondly, System management. I learned about all system well used by the company, which is applicants for leaves, attendance, payroll statement, RHB Reflex for company used for the check transaction and receipt after payout. Secondly, I learned more about Microsoft Office365 which is Outlook365, which involves sending and receiving emails besides

using Gmail. For me, Outlook365 is easier than Gmail. Thirdly, bookkeeping which financial transactions into organized accounts daily.

I also learned about the manual payroll calculation. After using Excel, all staff members must review or calculate the payroll manually to avoid any issues and the amount salary must be 'tele' with the previous month salary. I also learned how to calculate Overtime Claims and Commission Claims manually. Lastly, I learned about the website and system for KWSP, such as EPF and SOCSO. This includes how to register new employees for EPF and SOCSO in the system.

### **4.3 Knowledge and Skills Related to Personal Development**

I have learned skills related to my personal development, specifically time management. I learned how to manage the tasks given to me, which included ongoing tasks such as filing 500 personal files, removing P-files of resigned staff, and scanning documents in the files. I was able to complete these tasks within 2 months only. I believe that time management is crucial in my future job. In addition, I also learned communication skills, which involves using the appropriate tone and voice to communicate clearly and confidently with staff members both inside and outside of the Company.

I am also able to handle calls clearly and confidently from staff members regarding their issues and concerns or pass the call to other HR staff members to handle it. Lastly, I learned about emotional intelligence. Emotional intelligence is essential for HR staff to handle any issues or cases. I learned to stay aware of my own emotions and those of others, in order to build healthy work relationships. Staff members in the company are very aware of each other's emotions.

### **5.0 PESTEL ANALYSIS**

PESTEL analysis is assessed as a prerequisite or mandatory method that allows identifying factors relevant to the business environment and provides data and information that allow organizations within the analyse environment to predict the situation in order to adapt to new situation and develop competitiveness (Walsh 2005). According to (Rastogi & Trivedi, 2016; Maksimovic et al., 2019) PESTEL is an acronym for English words that describe external factors analyse through this analysis: political, economic, social, technological, technological, and legal factors. According to (Mack & Putzschel, 2014) This method is most suitable for application to the overall business

environment, and not to each individual organization of a business environment, because the factors that appear in this approach are conceived in this way.

Category	P	E	S	T	E	L
Possible Factors	Government Policy Labour Law	Economic Growth Interest Rates	Lifestyle Attitude Culture Barrier	Technological Innovation Technological Change	Environmental Sustainability Environmental Policies	Discrimination Law Employment Law
Impact	Cause negative impacts on stock market	Lockdown reduce economic activity Monetary policies were reduce	Uncontrollable spending habit towards young generations Less value of money to elder generations in spending the money	E- Commerce positive impact in business E-Commerce accepted by all generations	By promoting financial growth, “green and growth can go connected at the hip” by promoting financial growth and development	Discrimination is pertinent for humanity, economic and social EA: Fair termination, selection to be terminated due to Covid-19
Type of Impact	Negative	Negative: Reduce economy activity Positive: Interest Rate	Positive: Increase in spending would increase demand	Positive	Positive	Positive
Rate of Impact	Decreasing	Decreasing: Reduce economy activity Decreasing: Interest rates to enhance investor confidence in the short-term	Decreasing: Economy Growth	Increasing	Increasing: Financial growth	Increasing: Right for employees due to Covid- 19
Importance	Unknown	Critical: Reduce economy activity	Critical: Economy Growth	Important	Important	Important

		<p>Important:</p> <p>Interest Rates to enhance investor confidence in the short-term</p>				
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*Table 1: PESTEL*

## **6.0 EXPLANATION OF PESTEL ANALYSIS**

### **6.1 Political Factors**

Political are ensuring consistent political conditions from one administration to the next is challenging to ensure. By considering evolving political circumstances, businesses can be ready to adjust their own practices in response to potential changes in labour regulations, international trade policies, measures to deregulate, or trade limitations. Likewise, they can monitor for any incentives and financial aid the government may provide to facilitate specific procedures. On top of that, Bank Negara Malaysia consented to collaborate mutually with the government efforts to halt individual monthly instalments on bank loans for six months except for credit card debts. The purpose of this moratorium was to reduce the borrower’s burden and alleviate their financial constraints (Annuar 2020). The impact of the pandemic on economic activity and the stock market.

### **6.2 Economic Factors**

Economic is the overall economic conditions significantly impact both businesses and consumers. Factors such as price levels, trade policies, tax regulations, currency exchange rates, and the growth of the gross domestic product (GDP) all have an impact on business operations as they directly influence the amount of disposable income and buying capacity of customers. The government adopted social distancing measures and MCO and (Shah et al. 2020) with the hope that these would genuinely control the transmission of COVID-19, but these measures tend to cause negative impacts on stock market returns because of their unfriendly impact on economic activity (Ashraf 2020a; Ozili & Arun 2020). Monetary policies were implemented to reduce the

impact of Covid-19 on the financial market, such as reducing the interest rates and increasing the money supply. These policies would help to enhance investor confidence in the short-term but could result in disappointments in long term expectations (Zhang et al. 2020).

### **6.3 Social Factors**

Lifestyles refer to the behaviour and attitudes of consumers that shape their decisions and spending habits. Understanding consumer lifestyle trends can be beneficial for a business, as it allows them to anticipate customer needs, effectively target their market, and tailor products or services to meet these demands. Both cultural changes and economic factors influence lifestyle decisions, which means businesses must stay aware of current events to keep up with customers' changing preferences. Uncontrollable spending habit towards Malaysian young generations are becoming progressively. They have a tendency to have less value of money compared to the elder generations in spending their money Mohammed et al (2018). Teng et al (2016) revealed money has existence everywhere especially in modern commercial society, money can shape the way people perceive themselves and influence how they behaviour. Asian countries especially Malaysia had recognised university student's expenditure as one of major contribution of the overall consumer spending (Sorooshian & Seng Teck, 2014).

### **6.4 Technological Factors**

Technological advancements are ever-present, presenting opportunities to explore new markets. It is crucial to monitor automation trends, data privacy regulations, and innovations within and beyond your industry. Employing this external analysis can support your internal research and development objectives. The business world has progressed to ward branchless business operations where the presence of a physical shop is viewed as useless based on the modern technology that allows computers and the internet to take its place. Today, most businesses have changed their daily operations by upgrading traditional systems to E-commerce. E-commerce is a cyberspace-based process which is designed to arrange the flow of the goods from one unit or business to another actor or individual who needs that service or product. E-Commerce is considered one of the factors which has altered the fate of the business environment (Houliez and Gamble, 2012). Nowadays, e-commerce in Malaysia is accepted by all generations. Malaysian consumers have the highest mobile and online usage rates; they

are more reliant on the internet than many other countries. Malaysia has a strong online penetration rate of approximately 66% and around 20 million online users (Manjur, 2015).

### **6.5 Environmental Factors**

In an era marked by ecological crises and climate change concerns, it is increasingly crucial for businesses to address environmental issues. By staying informed about environmental trends and regulations, businesses can proactively adapt their operations to mitigate environmental impact and contribute to a more sustainable future. As indicated by the Ninth Malaysia Plan, 9MP, Sustainable Development in Malaysia has dependably been considered adequately and influenced the nation to be positioned with respect of environmental sustainability 38<sup>th</sup> among 146 countries around the world, and the second in Asia as to environmental sustainability. What's more, an Environmental Performance Index Study positioned Malaysia as the ninth among 133 countries dependent on the endeavours taken to decrease environmental weight on human wellbeing and ecosystem protection vitality (Ali and Haseeb, 2019). The Organization for Economic Co-activity and Development (OECD) advances green growth, recognizing that “green and growth can go connected at the hip” by promoting financial growth and development, and in the meantime guaranteeing that natural resources keep on giving the resources and environmental services on which human prosperity depends. (OECD, 2010, 2011)

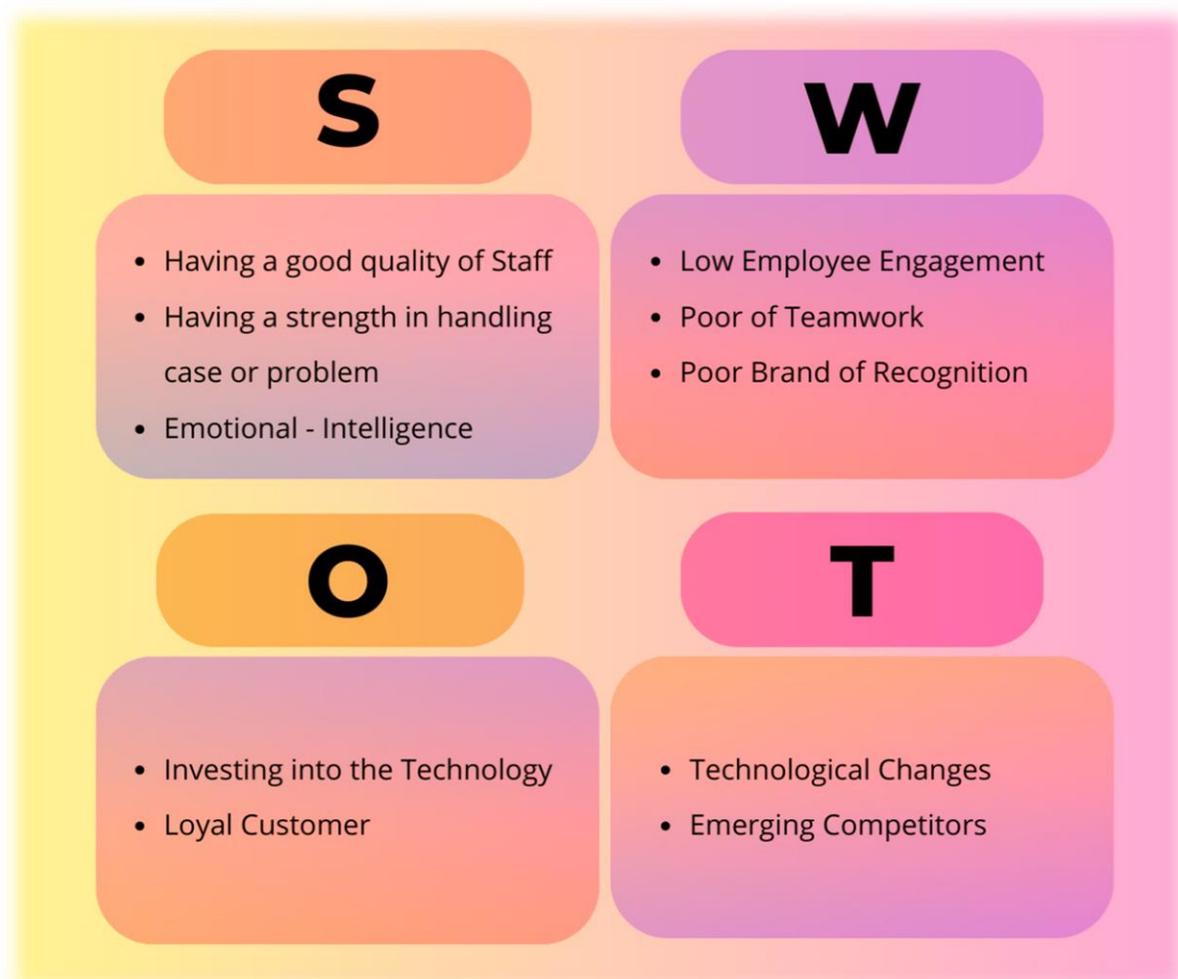
### **6.6 Legal Factors**

Legal in PESTEL analysis pertain to existing laws and regulations. Companies must ensure compliance with intellectual property rights, antitrust laws, and antidiscrimination legislation to uphold integrity and profitability. Staying updated on legal requirements is vital for businesses to operate within the boundaries of the law and avoid potential legal issues. Adhering to legal obligations helps businesses maintain a positive reputation and build trust with customers and stakeholders. According to (Collins, 2003) Right against discrimination is pertinent for humanity, economic and social reasons as work is manifestly essential and vital means of livelihood. Work as a principal source of income has its significance in people's lives without which, people would lose a sense of personal worth. In Malaysia, protection to the workers is assured with an acknowledgement to the right to livelihood as a fundamental right (Jaafar et al., 2017; Mohamed, 2007). A result by the Workplace Discrimination Survey

revealed that more than 40% of women polled from across Malaysia experienced job discrimination due to pregnancy together with the identified treatments such as making their positions redundant, being denied of the promotion, prolonged the probation, demotion, and termination (Women's Aid Organisation [WAO], 2016).

## 7.0 SWOT ANALYSIS

Understanding the business environment is central to a strategic planning process. Among the most important tools to facilitate such understanding is the SWOT analysis according to (Hill & Westbrook, 1997; Ying, 2010). It helps organizations to gain a better insight of their internal and external business environment when making strategic plans and decisions by analysing and positioning an organization's resources and environment in four regions: Strengths, Weaknesses, Opportunities and Threats.



## **8.0 DISCUSSION AND RECOMMENDATION OF SWOT ANALYSIS**

### **8.1 STRENGTH**

Strengths are the areas where an organization excels or has a competitive advantage over its competitors. These strengths can be internal resources, capabilities, or characteristics that set the organization apart.

#### **8.1.1 Have a Good of Quality Staff**

WTCMS have a good of the quality of staff. The staff are able to carry out their assigned tasks well. Each staff member is assigned to manage the management services of each subsidiary company, such as payroll and record management. WTCMS always prioritizes the payment of salaries on the designated dates without any delays for staff salary payments. The same goes for payments in terms of commission and overtime claims, where they process payments for the following month without any postponements. When a company has all quality staff, it will have a positive impact on the company's long-term growth as it can also reduced turnover and recruitment costs. When an organization has a good quality staff, it tends to experience lower turnover rates. Staff who feel valued and satisfied in their roles are more likely to stay with the organization. This can reduce recruitment and training costs associated with frequent turnover. In my opinion, Regularly evaluate performance'staff which implement a performance evaluation process that provides feedback and identifies areas for improvement. Regularly review individual and team performance, recognizing and rewarding high performers while addressing any performance issues. By implementing the recommendation, the company can attract, hire, and retain a high-quality staff that will contribute to the success in the organization.

#### **8.1.2 Having a Strength in Handling Case or Problem**

Having a strength in handling cases or problems in HR is indeed a valuable asset for an organization. Human resources play a crucial role in managing employees, fostering a positive work environment, and ensuring legal compliance. WTMS is good at handling staff's cases or problems in a timely manner. Staff manage issues or cases according to the policies set by the company to avoid any problems that are beyond control. For example, if an employee has exhausted their annual leave and is dissatisfied with the HR staff's suggestion to resign if they do not want to take unpaid leave, that is one of the company's policies where the HR staff provides advice or a

solution if resignation is not desired. When employees have a strength to handling case is good for staff to refer back to the policy of the company. Compliance with laws and regulations. HR professionals with expertise in case handling are well-versed in employment laws and regulations to debate with the staff for their case case or peoblem. HR Department also can refer Employment Act to handling the case.

### **8.1.3 Emotional – Intelligence**

Having a high level of emotional intelligence can benefit individuals in various aspects of life, including personal relationships, work, and overall well-being. Emotional intelligence can contribute to self-awareness, self-regulation, motivation, and the ability to show empathy towards others. WTCMS HR Department places great importance on maintaining good emotions while managing each staff member in order to prevent any issues within the organization. The team leader held a meeting with the HR Department to identify that one staff member was not performing well in their job, and the team leader decided to approach the situation with empathy and emotional intelligence. Following that, the team leader also provided continuous support and encouragement by regularly checking in with the staff member to monitor their progress and offer guidance as needed. By the implementing the recommendation to be a more better in emotional intelligence which team leader should have emotional support. Train HR professionals to provide emotional support to employees during difficult situations such as personal crises, stress, or conflicts. This can involve offering resources, counseling, or simply being a compassionate listener.

## **8.2 WEAKNESSES**

Weaknesses refer to internal factors that put an organization at a disadvantage or hinder its ability to achieve its objectives.

### **8.2.1 Low Employee Engagement**

Low employee engagement can be identified as a weakness in a SWOT analysis. It refers to a situation where employees are not fully invested, motivated, or committed to their work and the organization. Some factors that contribute to low employee engagement. Firstly, Lack of communication insufficient or ineffective communication between WTCMS HR staff and HR Manager subsidiary company can lead to a disconnect and reduced engagement. The HR manager of TCIM's subsidiary company is not

cooperating in salary management for the company. For example, WTCMS HR staff sent an email to the HR manager of TCIM for confirmation of the resigned staff's date for salary payment processing, but she did not respond well, resulting in the hold of the employee's salary. Subsequently, the WTCMS HR staff raised this issue to the General Manager, but no changes occurred. Low employees engagement can effect with the organization and it can effect a bad reputation towards company and employees. The recommendation, Improve communication means that ensure that communication channels are open, transparent, and two-way. Regularly communicate organizational updates, goals, and expectations to employees. Encourage employee feedback and provide opportunities for them to voice their concerns or ideas.

### **8.2.2 Poor of Teamwork**

Teamwork is an essential aspect of any successful organization or project. It involves individuals working together towards a common goal, utilizing their unique skills and perspectives to achieve success. Here are a few reasons why teamwork is important. The HR Department at WTCMS lack of strong teamwork within the department. Each team members has their assigned tasks, but they fail to communicate effectively about their progress and any challenges they may be facing. As a result, one team member completes their task earlier than expected, but fails to inform the rest of the team. Another team member, unaware of this, spends valuable time duplicating the work that has already been done. The lack of communication hinders the team's efficiency and effectiveness. The recommendation to improve poor of teamwork which promote collaboration by assigning team projects or tasks that require joint efforts. Foster a culture of sharing knowledge, ideas, and best practices among team members. Encourage cross-functional collaboration with other departments, if applicable.

### **8.2.3 Poor Brand of Recognition**

The weakness of the company which lack of personalized recognition. The company does not take the time to personalize recognition efforts. Instead, not provide the certificates which certificate of appreciation or certificate of participation which do not make employees feel valued or recognized for their individual contributions. For example, the company has organized a training called First-Aid Awareness for Headquarters Staff. However, they did not provide any participation certificates to the staff who attended. I was also involved in that training to enhance my knowledge.

Furthermore, staff members are given training every year to improve their KPIs, but no certificates of appreciation are provided to the staff. The benefits given to the staff are very unsatisfactory. By implementing the recommendations, the company should create a more supportive and engaging work environment that values and rewards the individual achievements and contributions of its staff members.

### **8.3 OPPORTUNITIES**

Opportunities and threats are external things that are going on outside the company, in the larger market. It can take advantage of opportunities and protect against threats, but it can't change them.

#### **8.3.1 Investing into The Technology**

Investing in technology can provide numerous opportunities for the company. Here are some potential areas where technology investment can have a significant impact. Firstly, digital transformation are embrace digital technologies to streamline processes, improve operational efficiency, and enhance customer experience. This could involve implementing cloud-based solutions, adopting automation tools, and digitizing manual processes. Secondly, data analytics and business intelligence. Leverage data analytics tools to gain insights into customer behaviour, market trends, and operational performance.

This can help to make data - driven decisions, identify areas for improvement, and uncover new business opportunities. Thirdly, E-commerce and online presence can establish or enhance online presence by investing in e-commerce platforms, website development, and digital marketing strategies. This can expand the customer reach, increase sales, and improve brand visibility. Fourthly, Innovation and research, allocate resources for research and development to stay ahead of the competition and identify new technological advancements that can be integrated into your products or services. This will help you innovate and adapt to changing market demands.

#### **8.3.2 Loyal Customer**

Tan Chong Group is a multinational corporation with diverse business interests, including automotive distribution and assembly, financial services, and property development. Nissan is one of the big automotive brands that Tan Chong Group represents in various markets. To cultivate loyalty among customers of Tan Chong

Group's Nissan brand, here are some specific opportunities. Firstly, Exclusive Nissan Owner Programs. Develop exclusive programs and benefits for Nissan owners, such as special discounts on maintenance services, accessories, or extended warranties. This provides added value to Nissan customers and encourages them to continue choosing Nissan for their automotive needs.

Secondly, Personalized Customer Engagement. Leverage customer data to personalize communications and engagement with customers. Send personalized offers, reminders for service appointments, and relevant updates about new models or features. This personalized approach helps build a stronger connection and keeps customers engaged with the brand. Thirdly, After-Sales Support. Enhance the after-sales support experience for customers. Offer efficient and reliable service centres with skilled technicians, convenient scheduling options, and transparent pricing. Promptly address any issues or concerns to ensure a positive ownership experience and build trust and loyalty.

Fourthly, Community Events. Organize exclusive events or experiences for example Toyota, Mitsubishi and others owners, such as test drive events, car care workshops, or owner meet-ups. These events create a sense of community and provide opportunities for customers to connect with fellow owners and brand representatives. Fifthly, Digital Tools and Apps. Develop user - friendly digital tools or mobile apps for owners to access vehicle information, schedule service appointments, track maintenance records, or receive personalized recommendations. These digital solutions enhance convenience and engagement, strengthening customer loyalty.

Finally, Brand Advocacy. for the example, Encourage Nissan customers to become brand advocates by providing incentives for referrals or testimonials. Offer rewards or exclusive benefits to customers who refer others to purchase a Nissan vehicle. This not only helps attract new customers but also reinforces loyalty among existing customers. It's essential to align these opportunities with the company's overall strategy, market dynamics, and customer preferences to effectively cultivate loyalty among Nissan customers.

#### **8.4 THREATS**

Threats refer to external factors or conditions that could potentially hinder or negatively impact an organization's performance or objectives. These are factors that are beyond the control of the organization but can still pose risks.

### **8.4.1 Technological Changes**

Technological changes refer to advancements and developments in technology that have a significant impact on various industries, businesses, and society as a whole. These changes can range from the introduction of new inventions and innovations to improvements and upgrades to existing technologies. But threats in SWOT identify the negative impact of the Technological Changes. These several impact the business. Firstly, Costing. Implementing new technologies can be expensive, especially for small businesses. The cost of purchasing new equipment, software, and training employees can put a strain on the business's finances. Secondly, Disruption. Technological changes often require businesses to change their processes and workflows. This can cause disruptions and resistance from employees who may struggle to adapt to the changes. Thirdly, Job displacement. Automation and artificial intelligence can lead to job displacement as tasks that were previously done by humans are now performed by machines. This can result in layoffs and job insecurity for employees.

Fourthly, Security risks. As businesses become more reliant on technology, they also become more vulnerable to cyber threats. Data breaches, hacking, and other security incidents can have severe consequences for a business, including reputational damage and financial losses. Fifth, Training and skill gaps. Technological changes often require employees to acquire new skills and knowledge. This can be challenging for businesses if their workforce lacks the necessary training and expertise, leading to skill gaps and decreased productivity. Sixthly, Dependence on technology. Over-reliance on technology can make businesses more vulnerable to technical failures and system outages. If critical systems go down, it can disrupt operations and lead to significant losses in revenue. Finally, Privacy concerns. With the increasing use of technology, businesses collect and store large amounts of customer data. This raises privacy concerns and the risk of data breaches, which can damage a company's reputation and result in legal consequences. It is important for businesses to carefully consider these potential negative impacts and develop strategies to mitigate them when implementing technological changes.

### **8.4.2 Emerging Competitors**

Emerging competitors can have several negative impacts on a business. Firstly, Market share erosion. Emerging competitors can capture a portion of the market that

was previously dominated by established businesses. This can result in a decline in market share and reduced revenue for the existing businesses. Secondly, Price competition. Emerging competitors often enter the market with competitive pricing strategies to attract customers. This can lead to price wars and lower profit margins for businesses as they try to match or undercut the prices of their new competitors. Thirdly, Innovation pressure. Emerging competitors often bring new ideas, technologies, and business models to the market. This can put pressure on established businesses to innovate and adapt to stay competitive. Failure to do so can result in losing customers and market relevance. Fourthly, Customer loyalty challenges. Emerging competitors may offer unique products, services, or experiences that attract customers away from existing businesses. This can lead to a decline in customer loyalty and increased customer churn means that customers that stopped using products or service . Finally, Brand dilution. It increased competition from emerging players can dilute the brand value and differentiation of existing businesses. This can make it harder to stand out in the market and maintain a strong brand image.

## **9.0 CONCLUSION AND RECOMMENDATION**

In conclusion, this industrial training report that provided a comprehensive overview of the training program and the experiences gained during the course of the training. The report has highlighted the importance of industrial training in bridging the gap between theory and practical knowledge, and its role in preparing individuals for the professional world. Throughout the training, I have learned a variety of skills and competencies developed, including technical skills, problem-solving abilities, and communication.

I had a lot of exposure the real - world scenarios and hands on experience has been invaluable in enhancing these skills and providing a deeper understanding of the industry with Warisan Tan Chong Management Services of HR Department. This report aims to analyze the aspects such as SWOT Analysis and PESTEL analysis, which evaluate and provide recommendations to the company for improving strategic management, human resource management, and behaviour within an organization. WTCMS has had a positive impact on me for my future job. WTCMS has also won HR Performance Awards despite some shortcomings within the organization.

Based on the findings and observations from my industrial training, the following recommendations are suggested. Firstly, effective communication, WTCMS HR Department should establish clear lines of communication between managers and employees. Encourage open and transparent communication channels, such as regular team meetings, feedback sessions, and one – on - one check - ins. This will help to ensure that expectations, goals, and feedback are effectively communicated. Secondly, The Company should provide training and development which invest in training programs and professional development opportunities for managers. This can enhance their leadership skills, improve decision-making abilities, and keep them updated with industry best practices.

Fourthly, enhance a positive work culture which encourage a positive and inclusive work environment where managers and employees feel valued, respected, and motivated. This can be achieved by recognizing and rewarding achievements, promoting work-life balance, and encouraging collaboration. Finally, empower managers which give managers the authority and autonomy to make decisions within their areas of responsibility. This will help to increase their confidence, engagement, and accountability.

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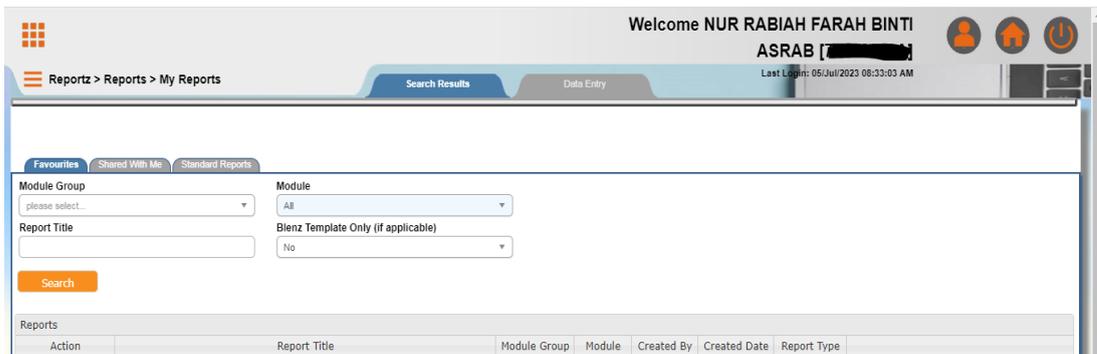
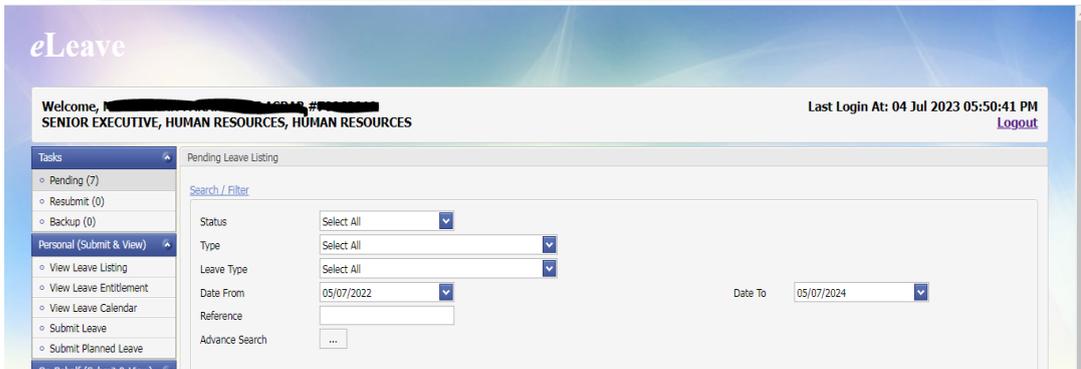
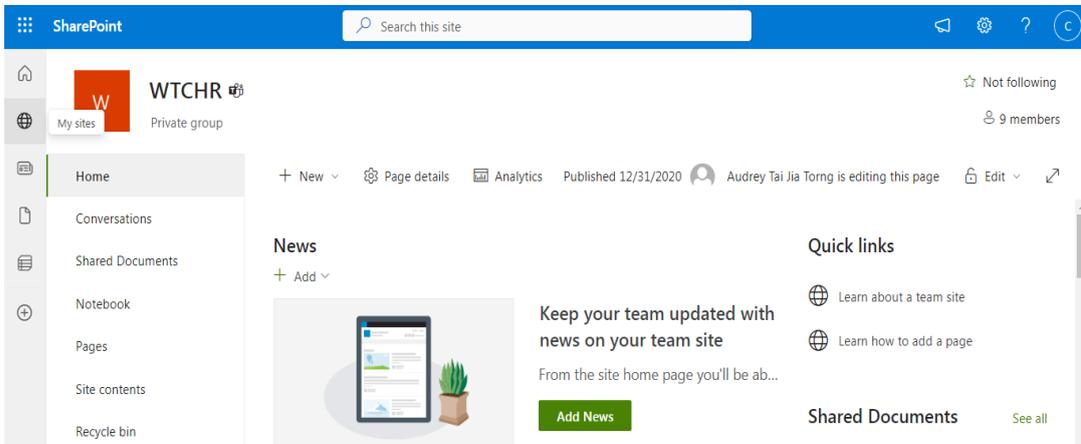
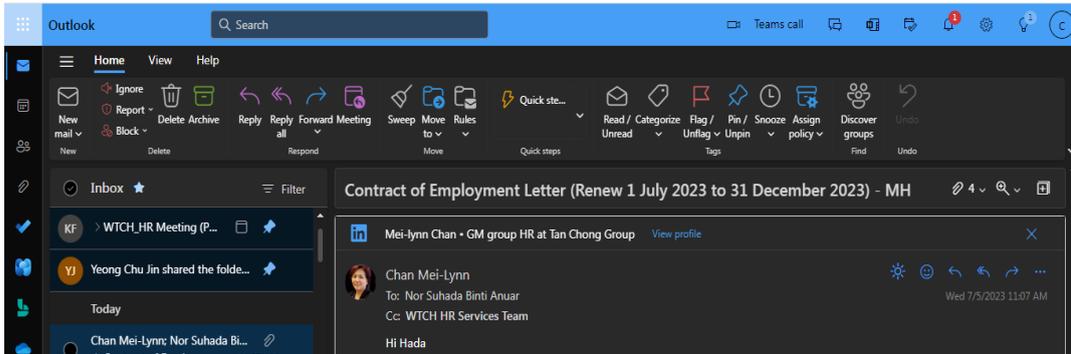
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## 11.0 APPENDIX

### 11.1.1 SYSTEM IN USE OF DEPARTMENT HR



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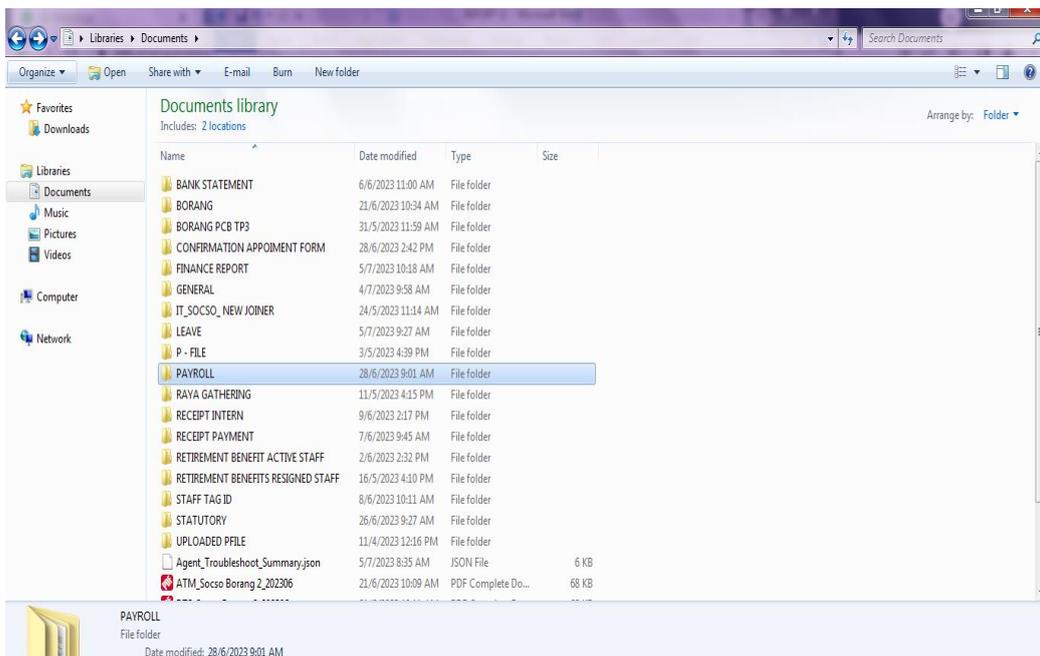
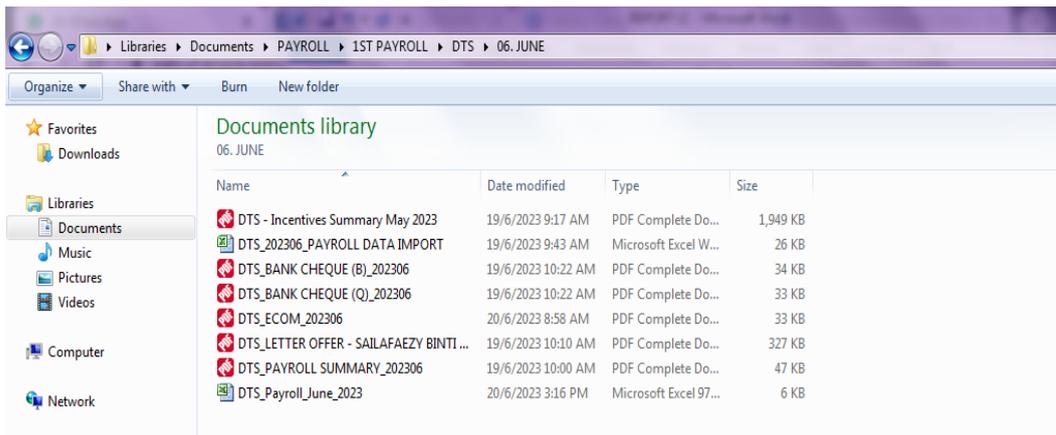
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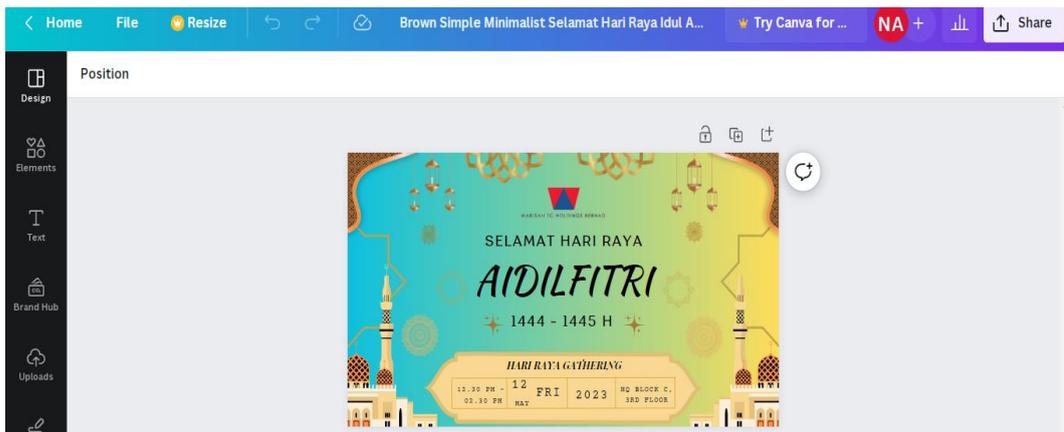
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