



UNIVERSITI
TEKNOLOGI
MARA

Fakulti
Pengurusan
dan Perniagaan

SWOT ANALYSIS VISTRA CORPORATE SERVICES (MALAYSIA) SDN. BHD.

INDUSTRIAL TRAINING

MGT 666

Prepared By : Nur Anisah binti Azman

Matric No. : 2021166717

Bachelor in Office Systems Management (Hons.)

Prepared For : Madam Wan Aisyah Amni binti Wan Mohamad Saferdin

Duration : 1 March 2023 - 15 August 2023



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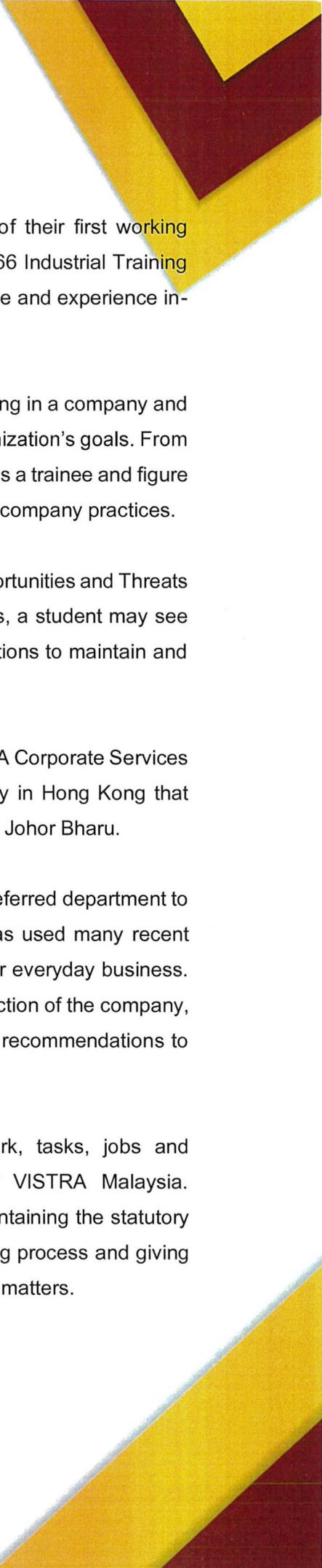


malaysia@vistra.com

Wan Aisyah
WAN AISYAH AMNI BT W. M. SAFERDIN
MGT 666 Advisor
Received Date: 21/8/2023

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EXECUTIVE SUMMARY

Internship Programme should leave a body full of memories of their first working experience in whatever fields someone is engaging. Hence, the MGT666 Industrial Training that I went through in the past six (6) months are giving full of knowledge and experience in-house.

In this training, a student is required to attend six months of training in a company and commit to the functionality of the organization and contribute to the organization's goals. From the training, the student needs to produce a report of the 24 weeks here as a trainee and figure out the SWOT Analysis for the company from personal observation and company practices.

SWOT Analysis can be referred as Strengths, Weaknesses, Opportunities and Threats that may come internally and externally. By having all these 4 functions, a student may see the results of the analysis and come out with solutions or recommendations to maintain and improve the business workflow as needed.

Hence, the project that I am entitled is SWOT Analysis for VISTRA Corporate Services (Malaysia) Sdn. Bhd. that known as one of the Public Listed Company in Hong Kong that operates two of their branches in Malaysia which are Kuala Lumpur and Johor Bharu.

Specifically, Corporate Secretarial (COSEC) Services are the preferred department to go for internship training in VISTRA. From my experience, VISTRA has used many recent softwares such as ViewPoint that full of security needed to operate their everyday business. All have been discussed in this report or project starting from the introduction of the company, goals, products and services, training's reflection, SWOT Analysis and recommendations to the company that can be implemented or improve in the future.

Not just that, the report also covered the evidence of work, tasks, jobs and responsibilities as an Intern in Corporate Secretarial Services of VISTRA Malaysia. Commonly, COSEC Services are providing their key roles such as maintaining the statutory documents, advising the client regarding business or shares, onboarding process and giving support to VISTRA in Singapore that are related to company secretarial matters.

ACKNOWLEDGEMENT



I wish to express my gratitude and appreciation to every individual who is involved either directly or indirectly in accomplishing the internship. It would not have been possible without the kind support and help of many individuals.

It is unbelievable that I was stepping in to gain my first experience in a big firm named VISTRA Corporate Services (Malaysia) Sdn. Bhd for almost 24 weeks. Out of 420 employees in Johor Bharu and Kuala Lumpur Branches, I was the only temporary employee entitled as an Intern in VISTRA Malaysia.

Firstly, I would like to thank Allah s.w.t, parents and family as I can finally managed to complete the Industrial Training report that consist of the element of training's reflection, SWOT Analysis and recommendation that I could offer to the company as a way of improvement.

Secondly, a higher appreciation is dedicated to Madam Wan Aisyah Amni binti Wan Mohamad Saferdin, Advisor for Course Code MGT666 (Industrial Training) for her advice and guidance in carrying out the training and completing the report. She always gives me support and guidance on how to complete the assignment in purpose of producing a good report.

Lastly, a big thanks to VISTRA Malaysia especially my Supervisor, Mrs. Sherrifa binti Asjal Salleh for all the guides and knowledge in helping me to experience real working life. Also, I extended my appreciation to Miss Siti Najihah Sakinah binti Daud, my task reviewer for conducting training every two weeks for me and ensuring I fully understand how important the roles of Corporate Secretarial Services are in every business conducting. As a result, I finally secured my first position as a Corporate Secretary after completing my Industrial Training and are expected to start on early September.

Finally, I would like to express my appreciation to Universiti Teknologi MARA for the opportunity for me to undergo Industrial Training at my dreamt company and experience real working life in-house.

2.0 STUDENT'S PROFILE

NUR ANISAH BINTI AZMAN

81300, Johor Bharu.

05th December 2022

VISTRA CORPORATE SERVICES (MALAYSIA) SDN. BHD.

L2-02, One Medini Hub
Persiaran Medini Utara 3
79250 Iskandar Puteri
Johor, Malaysia.

Dear Sir/Madam,

APPLICATION FOR INTERNSHIP PLACEMENT

It is my pleasure writing to you regarding the internship programme that came across on my Linked In.

2. I am a full-time student of Bachelor in Office Systems Management (Hons.) from Universiti Teknologi MARA, Melaka and I would like to apply any vacancy and internship program in your company.

3. This internship is expected to start on **1st March 2023 to 15th August 2023**. After go through all the company's businesses, I am delighted to find that my academic accomplishment meets all the necessary requirements. I am seeking for opportunity to enhance my career growth in corporate arena.

4. For your information, my course has covered several skills in secretarial and administration field that involves strategic business management, Companies Act 2016, risk management and etc.

5. In addition, I have experienced working part-time as an Executive Assistant that are responsible in conducting daily operations of company such as prepare the documents and statutory. I have joined extra courses to develop the knowledge and skills in company operation that was conducted by Suruhanjaya Koperasi Malaysia (SKM).

Therefore, it would be delighted to have an opportunity to be part of *Vistrarians* as an Intern. I am looking forward for your consideration to look up on my resume and accept my application to be part of your company by fill in the feedback form. Thank you.

Yours sincerely,



(NUR ANISAH BINTI AZMAN)

Student
UiTM Bandaraya Melaka

Cover Letter



NUR ANISAH BINTI AZMAN

OBJECTIVE

I am currently a full-time student from Bachelor in Office Systems Management (Hons.) and I would like to apply any vacancy in your company for internship program.

This program will start on 1st March 2023 to 15th August 2023.

I am interested to apply the position that related with my current studies and working experience.

I am ready to learn something new with every opportunity given for my career growth and will perform to contribute my skills towards organizational growth especially in the corporate arena.

DETAILS

Nationality
Malaysian

Date of Birth
04 November 2000

Address

AVAILABILITY

1 March 2023 – 15 August 2023

CONTACT

PHONE:

EMAIL:

EDUCATION

UNIVERSITI TEKNOLOGI MARA, MELAKA

2021 - Present
Bachelor of Office Systems Management (Hons.)
Current Semester : 5

UNIVERSITI TEKNOLOGI MARA, MELAKA

2018 - 2021
Diploma in Office Systems and Management
Result : Completed (Vice Chancellor Awards)

SMK AYER KEROH, MELAKA

2017
Sijil Pelajaran Malaysia (Accounting)
Result : 4A- 2B+ 1B 1C+

WORKING EXPERIENCE

NH WELLNESS HQ, Setia Alam

Executive Assistant (Part-Time)

01/02/2022 – 30/09/2022

Reason Resign : Entering Final Year in University

- Responsible for daily operations of documentation and statutory such as letters, application for fundings, declaration of company's operation
- Maintain the records of data for future reference and audit purposes such as invoices, receipt and stocks order
- Prepare proposals for a new project application to Yayasan Negeri Selangor and Kementerian Pembangunan Usahawan dan Koperasi Malaysia (KUSKOP)
- Conduct a meeting preparation and produce notice and minutes of meeting weekly
- Apply for company registration and renewal via SSM
- Be a representative for any payments to KWSP or SOCSO
- Conduct a photoshoot campaign for product launching, involving hire models, contract agreement between both parties and budget preparing
- Assisting new comers in company for training such as company formation, policy, assigning tasks etc.
- Ad hoc task which assigned by Supervisor

Junior Marketing Executive (Part-Time)

15/03/2021 – 31/01/2022

Reason Resign : Promotion to New Department

- Responsible for marketing plans and enhancing sales every month
- Brainstorm the ideas of daily posting every month to build a personal branding and ads marketing
- Design a daily posting for social media contents via adobe photoshop
- Responsible for customer engagements and answering calls
- Conduct a photoshoot campaign for product launching, involving hire models and create contract agreements between both parties
- Maintain the database of customers daily and order tracking

WEBSITE

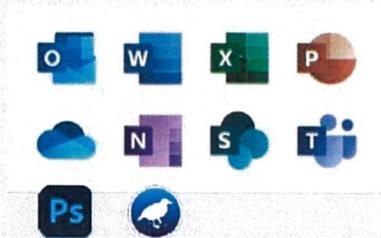
LINKED IN:

 NUR ANISAH AZMAN

FREELANCER:

 NUR ANISAH AZMAN

SOFTWARE



LANGUAGE

Malay



English



Persatuan Kontraktor Melayu Malaysia Negeri Melaka Clerk

08/01/2018 – 29/06/2018

Reason Resign : Pursuing Studies

- Responsible for daily operations of documentation and statutory
- Responsible for license registration and renewal through SSM and CIMS CIDB systems
- Prepare the annual report and minutes of meeting for association and cooperation
- Conduct annual general meeting for board of directors and members of association through online conference and physical
- Managing courses for contractor to upgrade CCD Points
- Photocopying and troubleshoot basic technical problems for equipment

SKILLS

- Experience setting up and troubleshooting various technical equipment such as laptops, video conferencing systems etc
- Strong analytical, diagnostic, and problem-solving skills
- Typing skills with 50 w.p.m.
- Attention to detail and accuracy of a task
- Good communication ability, both written and verbal

ACHIEVEMENT

Rakan Siswa YADIM Melaka

- "Best Financial Management" Awards 2021

Universiti Teknologi MARA, Melaka

- Vice Chancellor Awards with CGPA 3.85
- Dean Lists Awards for Semester I – IV (Diploma)
- Dean List Awards for Semester II (Ongoing Bachelor)
- Part-Time Tutor for Basic Accounting and Economy Subject appointed by Faculty of Business and Management

OTHER CERTIFICATION

Suruhanjaya Koperasi Malaysia (SKM)

- **August 2022**
Basic Accounting with Microsoft Excel
- **February 2021**
Cooperative Management and Administration (Mandatory 1)
- **July 2019**
Cooperative Secretary Professional Certificate

COMMUNITY INVOLVEMENT

Rakan Siswa YADIM (RSY)

- **Treasurer of RSY Melaka**
(Session 2018/2019, 2019/2020, 2020/2021, 2021/2022)
- **Vice President of RSY UiTM Melaka**
(Session 2019/2020)
- **Project Leader for Kursus Microsoft Office 2022**
(In Collaboration with Kolej Komuniti Bukit Beruang, Melaka)

3.0 COMPANY'S PROFILE

3.1 Background of Company

VISTRA Corporate Services (M) Sdn. Bhd. is a Public Listed Company that is located at Iskandar Puteri, Johor Bharu, Malaysia. It provides multi range of corporate and financial services to Singapore and Offshore Companies. With a dedicated team of professionals that gives solutions to most private and public listed of company in nationwide, VISTRA has established in 2015 in Malaysia that will give more focus on giving business solutions to Asian countries.

VISTRA provides services for company formation and management, corporate secretarial, accounting, human resource (HR) and payroll, escrow and consultancy services. Overall, updated in July 2023, there are almost 420 employees at Malaysia Branches that are employed in Kuala Lumpur and Johor Bharu offices.

Name of the Company	: Vistra Corporate Services (M) Sdn. Bhd.
Years of Established	: 2015 (in Malaysia)
Office No. / Fax	: +60 72676100 / +60 72676199
Operating Hours	: 9:00 a.m. – 6:00 p.m.
Email Address	: malaysia@vistra.com
Headquarters	: Causeway Bay, Hong Kong (1986)
Address	: Kuala Lumpur Suite 1652 Level 16 1 Sentral Jalan Stesen Sentral 5 50470, Kuala Lumpur Malaysia.
	: Johor Bharu L2-02, No. 2, Persiaran Medini 3 One Medini Hub 79000 Iskandar Puteri Johor.
Branches Location	: United States Singapore Middle East Malaysia British Virgin Islands Cayman Islands
Total No. of Branches Nationwide	: 39
No. of Employees	: 420 Employees (as in July 2023)

3.2 Logo



Entrance Office in VISTRA Malaysia.

3.3 Location



VISTRA Corporate Services (M) Sdn. Bhd. is located at L2-02, No.2, Persiaran Medini 3, One Medini Hub, 79000, Iskandar Puteri, Johor Bharu.

3.4 Google Location



VISTRA is located near to Lebu Kota Iskandar and surrounded by three condominiums named 1Medini Residence, Medini Signature, and Meridian Medini Apartment.

3.5 Vision

As a global corporate service provider and fund administrator with more than 5,000 professionals in over 45 jurisdictions, we empower legal entities globally to work smarter, grow faster, act responsibly, protect capital and scale across borders — **by doing what we do best: reducing risk and enhancing efficiency.**

3.6 Mission

To be proposed

3.7 Objective

To seize a world of opportunity for our clients and our people.

3.8 Goals

“Culture eats strategy for breakfast.” – Peter Drucker

VISTRA plans to accomplish its 2030 goals that served as a financial services company that has better understanding towards the issues affecting the global business in handling their funds and corporate services. Their goals are to ensure they are compatible enough with the competitors in the industry like the Big 4 Firms in the world such as PricewaterhouseCoopers LLC (PwC), KPMG LLC, Ernst & Young (EY) and Deloitte. Based on recent May 2023 Townhall, the Managing Director in VISTRA, Kyle Davis came to Malaysia and present the new company goals that focus on the followings:

- Provide on-time delivery of products and services.
- Reduce output defects.
- Improved Net Promoter Score (NPS) to keep customer loyalty.
- Increased output per Full Time Equivalent (FTE).
- Reduced cost per unit of output.
- Increased team member retention internally.
- Maintain 80% favourable Emp results in all dimensions.

Based on the goals above, it clearly says that the company is improving their goals and value that are not only covers externally for its shareholders or clients, but also involves the employees. By having these clear goals, it can conclude that VISTRA wants to highlight three (3) planning themes which is to **simplify, focus and empower.**

3.9 Core Values



Core Values are important in keeping the company well-served in a good way. By putting 1 main core and 4 elaborations in seizing a world of opportunity, VISTRA has set up its core values contain all of the following:

- **Working as ONE Vistra**

The first value that the company is highlighting is keeping the people in the organization to work on its goals and using a slogan as ONE Vistra to remove the gap that most of the employees' experience. While working as ONE Vistra, an employee would not be left out or missing any of the company's plans, the opportunity to grow and avoid from political hierarchy in the organization. This is to ensure the top management and employees whether permanent or temporary workers have an easy flow of communication towards each other and smooth the workflow of the everyday businesses.

- **Empowering People**

Secondly, VISTRA is also committed to ensuring all people in the organization are being empowered in terms of knowledge, skills, experience and many more. This value will give opportunity to every employee to get full training and support their well-being.

- **Doing the Right Thing**

As everyone working as ONE Vistra, it is important for every employee to avoid making mistakes while completing their tasks every day. This includes the onboarding process of new

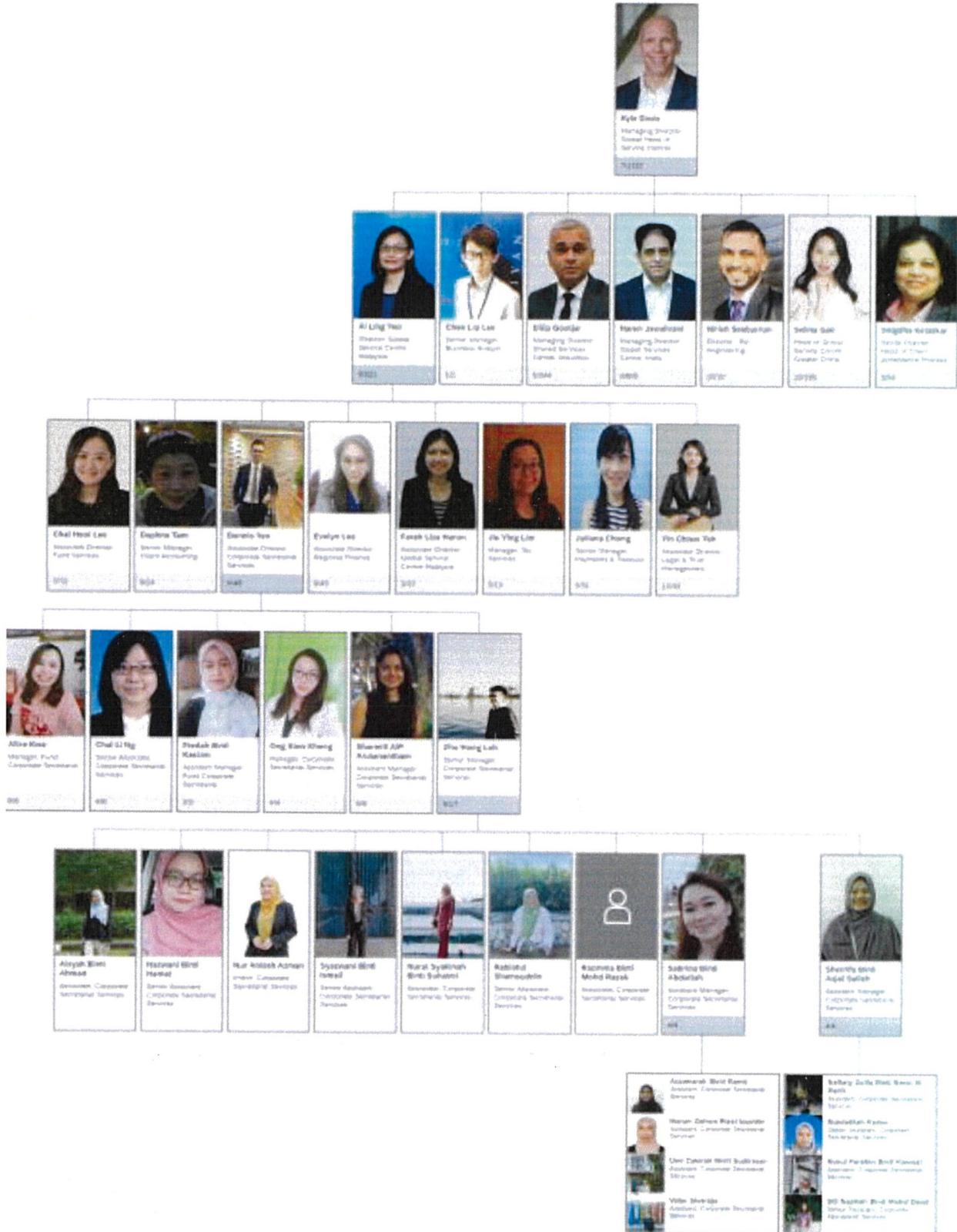
incorporate companies that are planning to use one of our services. As an example, an employee must be aware of their own actions by applying integrity towards their working style and report any unlawful activity to the management.

- **Committing to Clients**

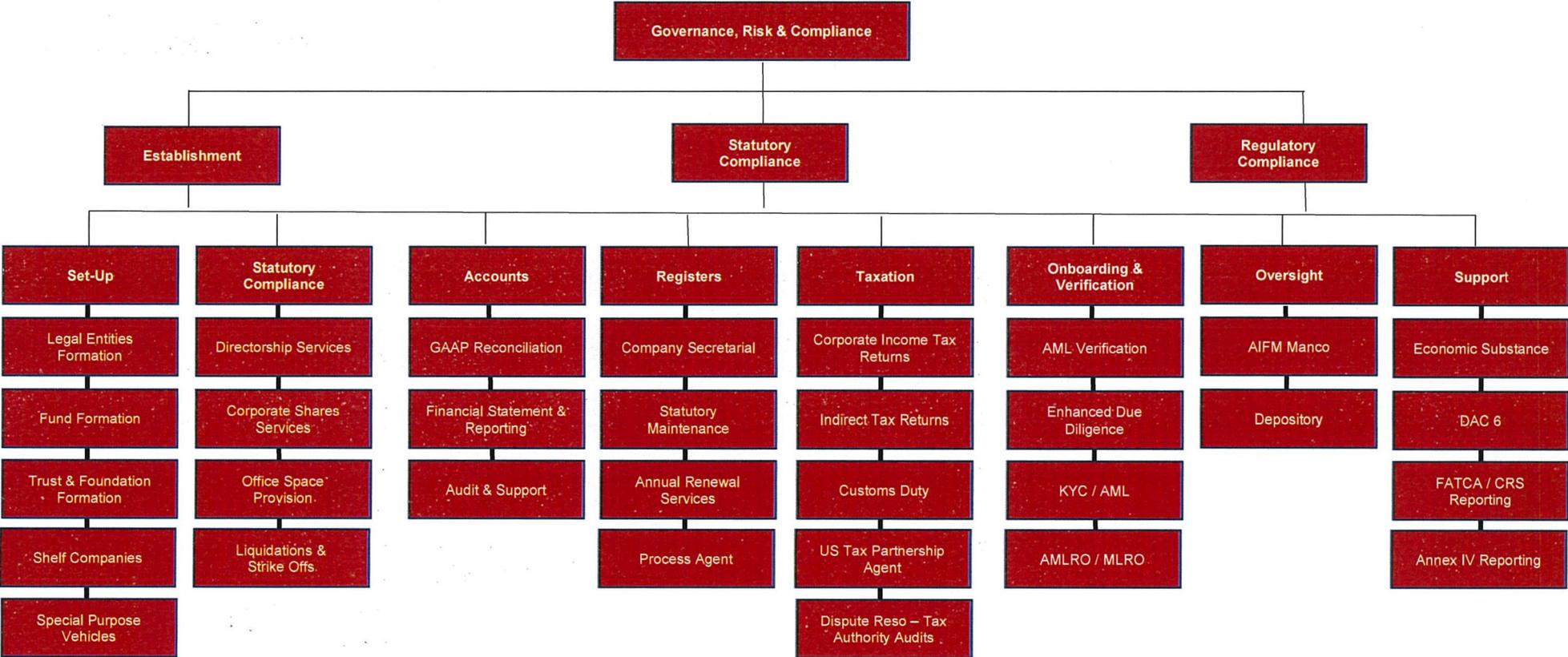
In VISTRA, all departments need to achieve the organizations' mission which is to provide a complete service to clients within 2 business days. All records will be reported in the SLA Tracker where Account Management (AM) provides complaints from the clients if we fail to complete within a short period of time. From this value, we can see that clients have become our priority to commit and gives solution based on the services we provide.

3.10 Organizational Structure

ORGANIZATIONAL CHART OF VISTRA (MALAYSIA) SDN. BHD. CORPORATE SECRETARIAL SERVICES



3.11 Product and Services



VISTRA are providing a multi-range of services that can be divided into three categories which are **establishment, statutory and regulatory compliance**. In the table above, it is shown that VISTRA is welcoming any company or individuals that would like to incorporate a company of any type such as a Private Company Limited by Shares, Public Company Limited by Guarantee, Public Company Limited by Shares, Unlimited Private Company, Unlimited Public Company and many more.

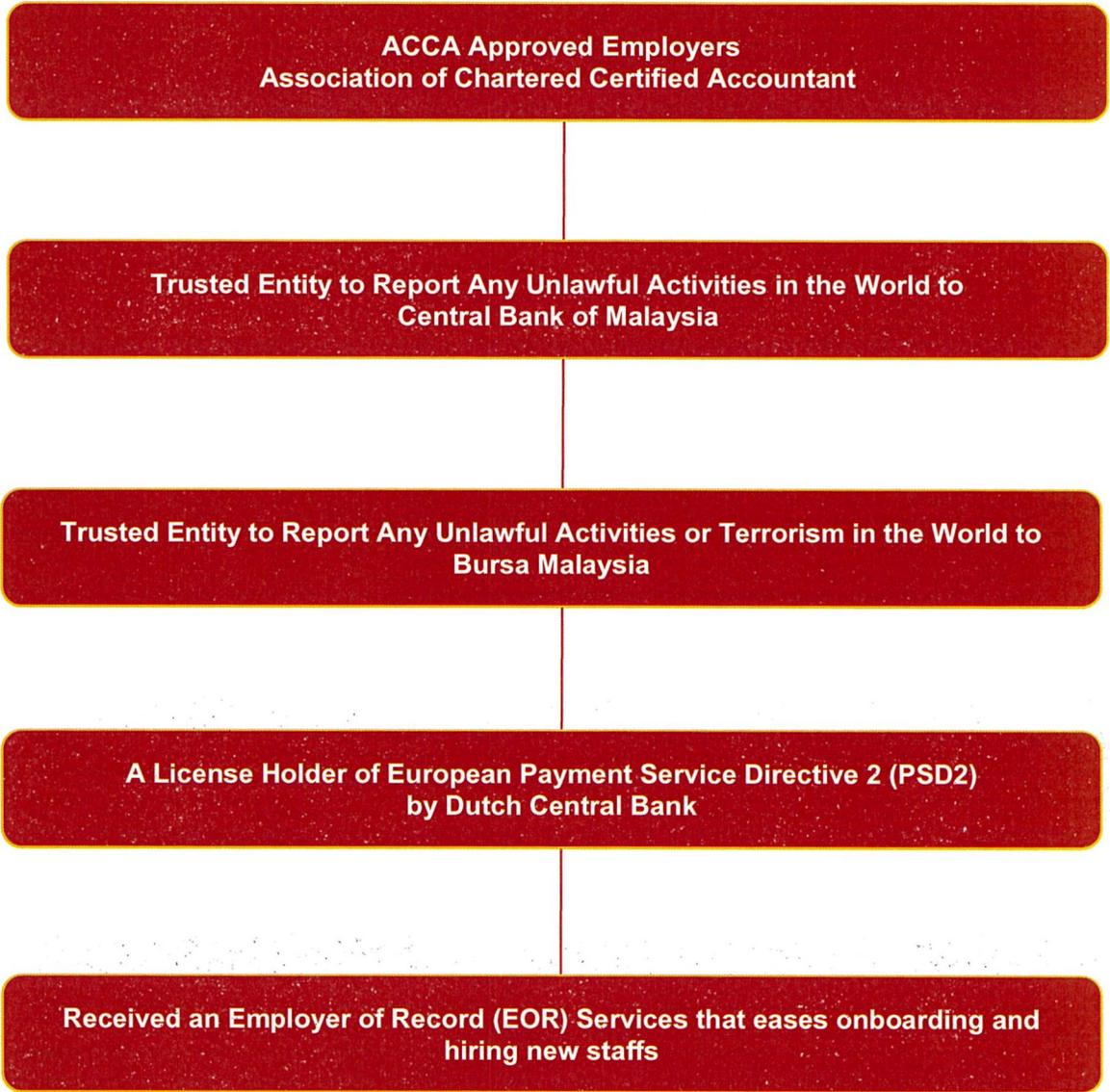
VISTRA covers the services from the onboarding process, Know Your Client (KYC) screening, corporate secretarial and accounting services which provide financial statement and income tax returns, auditing, annual return services, liquidation, strikes offs the company and basis supports.

The company is separating the departments for each service to ease the process of workflow based on its strength. By having a professional worker that alerts to all changes in the Companies Act and regulations by the government of different jurisdictions, the employees will simply advise the clients based on their preferences. A worker should be able to serve the clients with the best services with accurate information. Hence, by serving all the products and services, the company can achieve its goals.

Other than that, VISTRA also reports all information to VISTRA Singapore and are attached to Singapore regulations and government body such as the Accounting and Corporate Regulatory Authority (ACRA), Ministry of Manpower (MOM), Inland Revenue Authority of Singapore (IRAS) and many more.

3.12 Achievements

Throughout their establishment, VISTRA has received several awards and recognition as an employer and secured to enhance the credibility of the workers.



4.0 TRAINING'S REFLECTION

4.1 Duration & Details of Department

Staff ID	: 20013934
Staff Email	: Anisah.Azman@vistra.com
Desk No.	: 023
Department	: Corporate Secretarial Services
Designation	: Intern
Supervisor	: Mrs. Sherrifa binti Asjal Salleh, Assistant Manager Corporate Secretarial Services
Task Reviewer	: Ms. Siti Najihah Sakinah binti Daud, Associate Corporate Secretarial Services

I was given the opportunity to undergo an Internship experience at VISTRA Corporate Services (Malaysia) Sdn. Bhd. for almost 24 weeks starting from 1st March 2023 until 15th August 2023. Throughout my Industrial Training, I was assigned to be part of the Corporate Secretarial Services engaging with the Singapore team. In Corporate Secretarial (COSEC) Services, the division of department can be divided into 4 categories which involve 4 countries with different jurisdictions such as Singapore team, Australia, Hong Kong and New Jersey. There are also additional divisions in COSEC Services called Company Formation (CF) and Fund Corporate Secretarial that will be handling the onboarding process, processing payments, invoices and Know Your Client (KYC) screening.

Out of 420 employees in Kuala Lumpur and Johor Bharu Branches, I am the only temporary worker entitled as an Intern in VISTRA Malaysia. I also been given the opportunity to work during Public Holidays when the company experienced shortage of manpower back in July 2023.

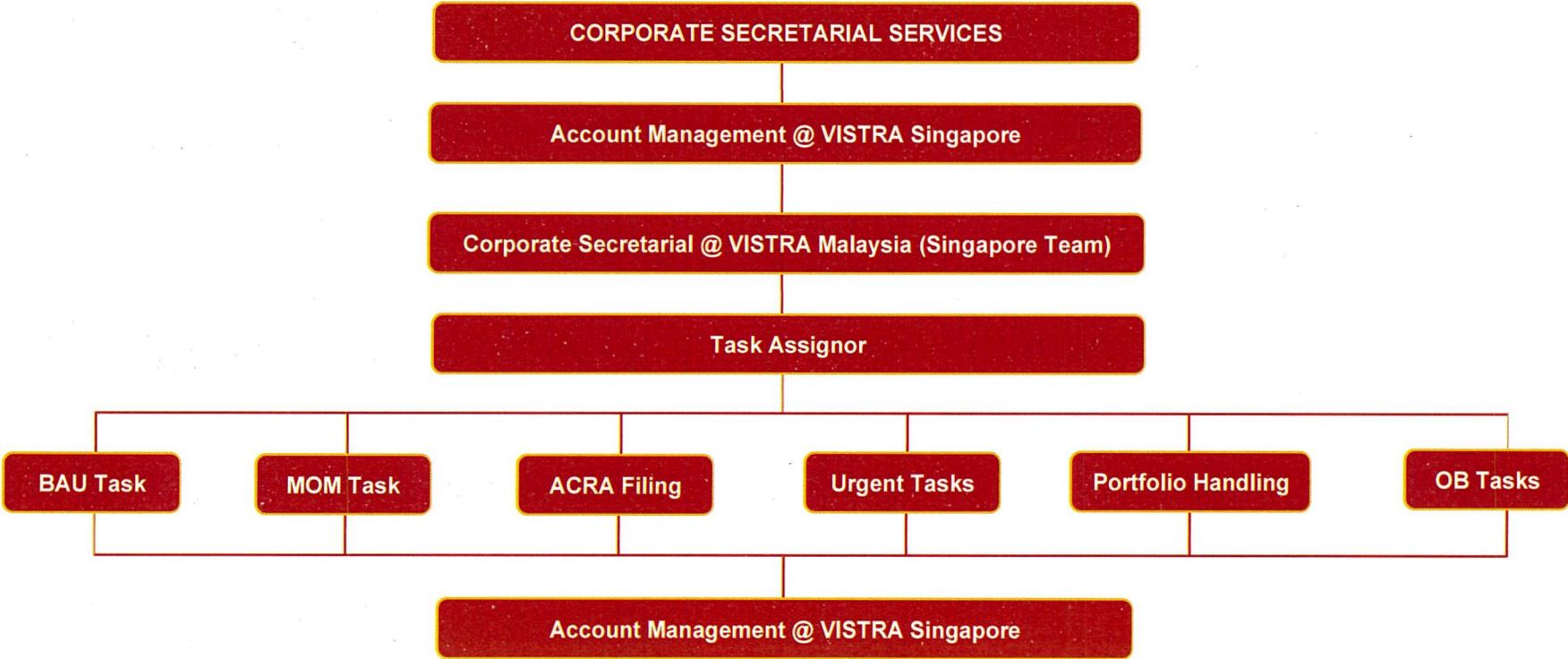
Generally, Corporate Secretarial Services functions are very important to organization where it plays important roles in advising clients regarding the policy and regulations in conducting business, maintaining statutory documents, preparing Annual General Meeting (AGM) documents, processing the company and director particulars in Singapore systems and many more.

Specifically, the Singapore government's body is conducting its systems called the Accounting and Corporate Regulatory Authority (ACRA), the Inland Revenue Authority of Singapore (IRAS), the Ministry of Manpower (MOM) for Employment Pass Application, Singapore Credit Control and many more. In VISTRA, the company are using Document Management Software (DMS) for data storing, ViewPoint (VP) for data updates, Microsoft Outlook as email communications that be using internally and externally, DocuSign for document signing and Microsoft Teams as a platform to communicate between colleagues

and Account Management (AM). Apart from that, all employees were given the opportunity to work in the office and work from home on alternate weeks.

4.2 Job Role

As a Corporate Secretarial Intern, I was categorized as a temporary worker that **handle basic roles in the department** such as storing in Document Management Software (DMS), updating Viewpoint (VP) system and prepare statutory documents on behalf of AM to be send to the clients for Singapore and Offshore companies. Different task assignors are being appointed to assign task for each employee based on their position and level of expertise. All employees need to complete all tasks within 2 business working days and is allowed to apply for Extension of Time (EOT) from the AM if there is any issue while completing the task. As an Intern, I involved in BAU task, become an ACRA Filing during shortage of manpower and basic urgent tasks. The task workflow can be found in the chart below:



4.3 Responsibilities & Tasks

The tasks in VISTRA under Corporate Secretarial Services can be divided into 10 categories. All tasks are being assigned by different task assignor everyday based on their experts and position that one individual enrolled in the company. Overall, I was assigned almost **869 tasks** and **482 companies** I have accessed throughout my times in VISTRA Malaysia.

Job Role

Assist in handling company secretarial matters for Singapore and Offshore companies.

Update and maintain statutory records by ensuring documents and files are correctly named, saved and maintained in DMS and ViewPoint.

Assist in handling company information, transfer of shares, and interim dividend.

Assist in filing Annual Return, Annual General Meeting, Financial Statements and XBRL Statement in ACRA Portal.

Assist in handling striking off application by changing the entity status in ViewPoint.

Prepare Exit Client Form (ECF) for company strike offs.

Prepare Board Resolutions, AGM documents, Annual Return Declaration notice of meeting, consent to shorter notice and minutes of meeting.

Prepare Board Resolutions for Appointment and Resignation of Director or Statutory Officers, Form 45/45B and resignation letter.

Generate and Prepare :

- Register of Director (ROD)
- Register of Auditor (ROA)
- Register of Secretary (ROS)
- Register of Nominee Director (ROND)
 - Register of Members (ROM)
 - Register of Charges (ROC)
 - Register of Transfer (ROT)
 - Register of Shares (ROS)
- Register of Nominee Shareholder (RONS)
- Register of Registrable Controller (RORC)
 - Register of Allotment Shares (ROAS)
 - Notice by Nominee Director (NBND)
 - Notice by Nominee Shareholder (NBNS)

Assist in prepare share certificates for clients based on number of shares and other ad-hoc duties which assigned by Supervisor.



On-the-job training was conducted every 2 weeks during Working in Office.

4.4 Project

Handling projects in VISTRA is usually authorized for certain positions such as Senior Assistant and above, however if there is a shortage of manpower, opportunity will be given with good guidance and reviewers will be paying more attention to the special tasks assigned to the employees. From May until July 2023, there are few projects that were entitled to COSEC Department. During that time, I was given to handle three (3) projects as followings:

1st Project : **Change of Nominee Director**
Month : April 2023
Duration : 2 Business Working Days
Name of Project : Resignation of Foo Bun Eee, Appointment of Lim See Giat



In this project I was responsible to prepare the Board's Resolutions, Notices and Minutes of Meeting, Form 45, Register of Director (ROD) and Register of Nominee Director (ROND) to be signed by all directors in the company. The resignation of current Nominee Director (ND) usually happens because the ND no longer wants to pursue their services as Nominee Director caused by retirement. Based on Singapore Companies Act 1967, it is compulsory for foreign company to appoint one Singapore citizen or permanent resident to become the nominee director that does not involve in the operation of the company directly.

This is to ease the process of incorporation of company and eases all the management between the firm and the government authority in Singapore that involves Ministry of Manpower, Accounting and Corporate Regulatory Authority (ACRA). Nominee Director usually a person that familiar with Singapore Companies Act and regulations set by the government of this country. All information of the appointment and resignation of the Nominee Director for the following company need to be informed to ACRA through their website.

Not only that, I also responsible to update the past and current director information in VP system that reflects all the changes in the company such as addresses, passport number, position, date of appointment and resignation.

2nd Project : **Change of Auditors of 13 Companies**
 Month : June 2023
 Duration : 1 Week
 Name of Project : Report on Auditors Engagement

UEN	Company Name	Auditor Name	Appointed	Cessation	Status	Balance Type	Position	Status	Issue Date	Country of Incorporation
1001084	SPINX ONE PTE. LTD.	NEISS YS PUBLIC ACCOUNTING CORPORATION	Interim	Completed	AG	Auditors	Appointed	2 Feb 2023	Singapore	
1001084	ZOUK CONSULTING PTE. LTD.	PRICEWATERHOUSECOOPERS LLP	Interim	Completed	AG	Auditors	Appointed		Singapore	
1001085	KHOLKE PTE. LTD.	PRICEWATERHOUSECOOPERS LLP	Interim	Date unknown	AG	Auditors	Appointed		Singapore	
1001086	FIVE GUYS SINGAPORE PTE. LTD.	PRICEWATERHOUSECOOPERS LLP	Interim	Date unknown	AG	Auditors	Appointed		Singapore	
1001087	ZOUK CLARKE QUAY PTE. LTD.	PRICEWATERHOUSECOOPERS LLP	Interim	Date unknown	AG	Auditors	Appointed		Singapore	
1001084	SAGARDI MARTINI SINGAPORE PTE. LTD.	PRICEWATERHOUSECOOPERS LLP	Interim	Date unknown	AG	Auditors	Appointed		Singapore	
1001080	VADOTECH LTD.	PRIME ACCOUNTANTS LLP	Interim	Date unknown	AG	Auditors	Appointed		Singapore	
1001081	ZYNIT PTE. LTD.	PRIME ACCOUNTANTS LLP	Interim	Date unknown	AG	Auditors	Appointed		Singapore	
1001081	MIND ID TRADING PTE. LTD.	KLP LLP	Interim	Completed	AG	Auditors	Appointed	24 Feb 2018	Singapore	
10011024	ELEMENT GLOBAL (S) PTE. LTD.	KEN TAN & CO PAC	Interim	Date unknown	AG	Auditors	Appointed		Singapore	
10011037	HRCD DEVELOPMENT PTE. LTD.	PNT CAP LLP	Interim	Completed	AG	Auditor	Appointed	20 Feb 2022	Singapore	
1001089	3GT PTE. LTD.	TNP INTERNATIONAL	Interim	Date unknown	AG	Auditors	Appointed		Singapore	
1001177	ASIA PEAK PTE. LTD.	Ernst & Young LLP	Interim	Date unknown	AG	Auditors	Appointed		Singapore	
1180579	AIMS DATA CENTRE PTE. LTD.	BAKER TILLY TPV LLP	Interim	Date unknown	AG	Auditors	Appointed		Singapore	
1181840	VEPCO SINGAPORE PTE. LTD.	Deloitte & Touche LLP	Interim	Date unknown	AG	Auditors	Appointed		Singapore	
1180212	UNISPACE SINGAPORE PTE. LTD.	GRAVIT THORNTON AUDIT LLP	Interim	Date unknown	AG	Auditors	Appointed		Singapore	

Throughout VISTRA establishment, there are many companies in Singapore and Offshore that can be categorized as active and inactive. In some cases, there are companies that does not operate their business starts from the date of incorporation and suddenly, they want to apply for strike off.

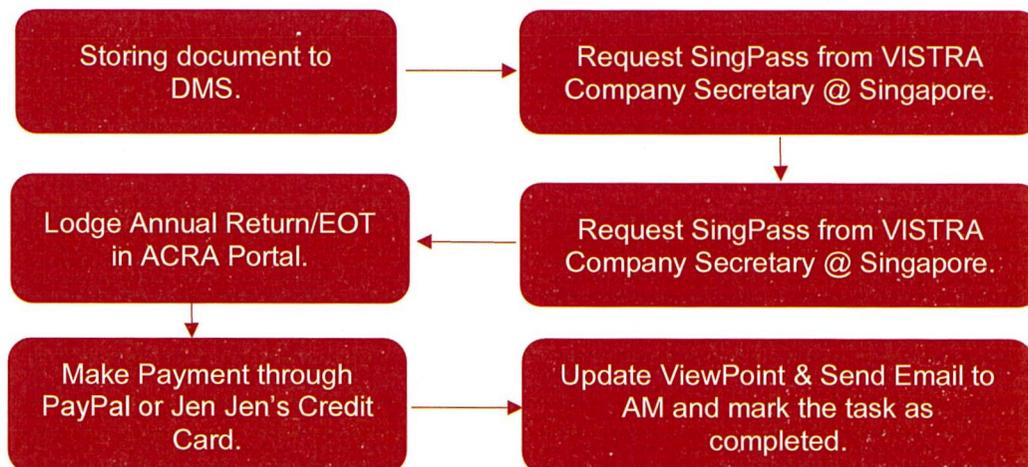
Hence, in this project, I was assigned to cross check the appointed auditors and their inactivity of services to the respective company. As VISTRA are dealing with variety types of company such as Public and Private Limited Company by Shares or Guarantee, those companies are required to appoint an external auditor for audit purposes.

I need to go through each companies VP system and check the information of the auditor engagement and analyse the date of their appointment and cessation date. If the auditors no longer serve the company, I need to ensure all documents related to the past and current auditors are complete such letter of consent to act as auditor and the resignation. Otherwise, I need to notify the profile handler about the issue and notify the AM to provide the information of auditors.

3rd Project : **Annual Return Filing**
Month : **May 2023 – July 2023**
Duration : **2 Business Working Days**
Name of Project : **Annual Return and Late Lodgement of Filing**

Annual Return is an electronic form lodged with ACRA portal that contains important particulars such as name of directors, secretary, member and date of Financial Statement that the company are made up to. In this project, I am responsible to be an ACRA filer that lodge the annual return that contains date of Annual General Meeting (AGM) and Annual Return (AR). It is typically the process needed after submitting Financial Statement.

On other side, this project also required me to lodge late lodgement for company that wants to apply for more time in conducting the Annual General Meeting for their company. All information needed while filing this process are date of extension the Annual Return, Annual General Meeting and reasons of require more time. Usually, the company are allowed to apply maximum to 60 days of Extension of Time (EOT). Throughout this learning process, I need to be particular with the request by AM and information provided such as the reason of EOT. Not only that, there are also section in Singapore Companies Act 1967 that involves in this project which are Section 175 (AGM Extension) and Section 197 (AR Extension). The company involves with be charge \$SGD200 for each EOT apply.



4.5 Allowance and Compensation

The allowance will be given at the 24th of every month for all employees. Throughout my 24 weeks in VISTRA, I received a monthly allowance with a total payment of **MYR48.00 per day**.

Throughout my experience here, there is no leave entitled for me including Annual Leave and Happy Friday. Hence, if I am planning to go for leave, I am only applicable to apply for unpaid leave. However, I still received the benefits of Public Holidays in Singapore and Malaysia.

On 19th July 2023, the company experience shorthand to work during Public Holidays in Malaysia. I took that opportunity to work and the company gave me one day compensation leave.

Other than that, I am not able to claim two (2) sick leaves because I am currently enrolled as a temporary worker. This has given me difficulty and I had to pay extra money even though I was feeling unwell to pay for my hospital bills.

4.6 Knowledge and Skills

There are several knowledge and skills were gained as I undergo my Internship in VISTRA. It is undeniable that the experience I have gained in-house has built up my confidence and professionalism in a corporate world.

During the interview session, Mr. Zhu Hong Loh, Senior Manager of Corporate Secretarial Services has briefed me about the job scopes and remind me to minimize the error in completing the everyday tasks. As I entered on my first week, the culture in VISTRA has catch my attention whereas tasks need to be reviewed by one reviewer. Specifically, I have to send my tasks for review to Miss Najihah Sakinah before sending them out to the client. Therefore, there are several knowledge and skills I have gained:

- **High Computer Proficiency**

VISTRA Corporate Services (M) Sdn. Bhd. offers a training skill to ensure workers are able to use up the software and system very well. The example of training between March 2023 until August 2023 is a programme named How to Construct a Professional Business

Email. This program is open to everyone across the organization to learn about professional etiquette in replying emails and conducting clients during the services.

- **Compliance Training for New Hires**

The compliance training is compulsory for new hires to join. An employee will receive an email of the compliance training that is being scheduled by Human Resources Department. In this training, the employees will be given exposure on unlawful activities such as gambling, corruption, and Anti-Money Laundering (AML) that usually happens in the organization without knowing. In this training, I was given a chance to see several cases that have happened in VISTRA in which some of the clients are engaging in unlawful activities such as terrorism. All participants are being reminded by speakers of several steps to encounter if we found out the clients are involved with that activity.

- **Knowledge in Expanding Career Growth**

There are few courses have been conducted as a part of introducing all employees to ACCA accreditation and CPA accreditation to promote the employees to pursue their studies. During the seminar, participants will be given a chance to communicate and consult directly to the Director of ACCA in Southeast Asia regarding their plans to pursue studies. This course has become an eye-opener for all employees to expand their career growth not only on ACCA, but also ICSA for those that work under Corporate Secretarial Services. From this course, I found out that VISTRA is one of the approved employers that supports the worker in continuing the studies in this field.

5.0 SWOT ANALYSIS

5.1 Swot Diagram

SWOT ANALYSIS OF VISTRA CORPORATE SERVICES (MALAYSIA) SDN. BHD.

STRENGTHS

- Convenient Working Culture
- Valuable Training and Development Program

WEAKNESSES

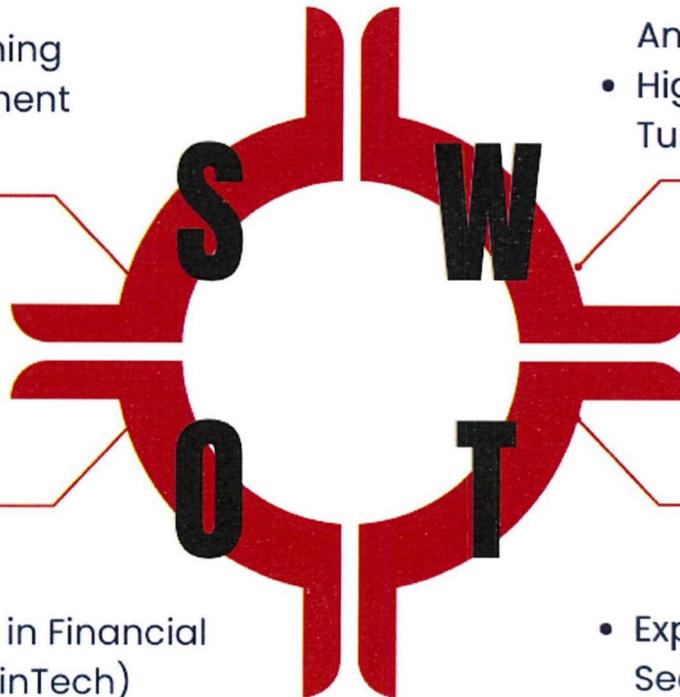
- Work Overload Among Employees
- High Employee Turnover

OPPORTUNITIES

- Enhancement in Financial Technology (FinTech)
- Chances of Merging as a Parent Company

THREATS

- Exposed to Software Security Attacks
- Increment in World Tax



6.0 DISCUSSION AND RECOMMENDATION

6.1 Strengths

Strengths are things that an organization does particularly well, or to distinguish from its competitors. Same goes to VISTRA, strength will not only comes externally, but also internally. By having good strength, it will become a point for people outside and inside organization chooses to use our services. While the other companies growth in their own ways, VISTRA has come up with the followings strength:

- **Convenient Working Culture**

Working culture plays an important role to the surroundings and people in the organization. Hence, VISTRA has not missed out to have this key of strength that provides a good well-being to the employees. While adjusting to post-Covid that happened back in 2020, VISTRA has taken this opportunity to provide a hybrid working arrangement or formerly known as telework or remote work that gives more flexibilities to employees to work everywhere. Based on article writes by Emmanuel Oppong Peprah regarding Hybrid Workplace: current status, positives, negatives, challenges, and team learning, it is mentioned in the article that the hybrid working arrangement increases the opportunity for employees to spend more times with family (*Peprah, 2023*).

Specifically, employees were given opportunity to work remotely on alternate weeks based on the teams they are engaging. Not just that, as VISTRA promoted this new working style, employees are more likely become more productive in completing their tasks virtually and creates more engagement (*Peprah, 2023*). This probably has led to less time-consuming to commute every day to the office. However, there are still challenges that VISTRA are facing in implementing this working arrangement such as lack of an ergonomic workplace and appropriate technology that an employee should not have as complete as they are in office. An employee should be able to utilize this opportunity as they are experiencing cheaper expenses and more personal flexibility compared to those that presence in the office.

This strength could give much benefits to employees that have to handle its family especially their newborn or kids. In VISTRA itself, the pregnant women are allowed to work from home as early as they receive the news of pregnancy status. They only need to inform line manager and provides the evidence from nearest clinic. This has enhanced the

functionality of gender in workplace where it gives low risk for the employee to be working while pregnancy.



Apart from that, VISTRA also has an open space layout between colleagues that gives a free flow communication and foster the exchange of information and innovation for them to discuss regarding the work (Claire-France Picard, 2020). It is undeniable that open space layout gives more lighting and mood to employees with the environment in the office.



In addition, VISTRA has provided different types of facilities in their pantry which they separated the sink, microwaves and areas between halal and non-halal foods. Even though it can be seen as something that related to religion, all employees are able to respect the different culture that everyone is engaging.

These key strengths may be basic to most companies, but it gives impactful and choices of now to most employees that unbothered to stay at home and ensure the completion of the tasks.

Apart from that, the convenient working culture also includes the employee performance review. From the observation, the top management are keeping a good relationship among employees by congratulate their birthday during the monthly townhall. The culture of appreciating the staffs that works for the organization are giving another value that employers

notice and the special day celebrated by the employees. They are also providing a child care leave, marriage leave, birthday leave and many more. The benefits that VISTRA are providing can give value to them apart from the flexibility.

- **Valuable Training and Development Program**

Every employee may expect to grow with company, not only in terms of increment in position and grows financially, but also mentally. Human Resource Department has taken this opportunity to conduct a mental health webinar once a month to ensure all employees are able to keep a good state of mind. All employees in VISTRA Malaysia will be received an email invitation and attached link to join webinar through Microsoft Teams that being conducted by specialist and expertise.

It is undeniable that Human Resource Department needs to promote a good techniques and training that is out of formality for employees to enjoy the moment while undergo the training that should be giving impactful result. Usually, organization restrict training activity that needs assessment for employees to complete and program designing to avoid from low Return on Training Investment (ROTI) (*Ramnath Dixit, 2022*). However, the valuable training that conducts by VISTRA can be valuable such as English Proficiency Course for Writing and Speaking, on-the-job training for new system integration to let employees familiar with the systems, Standard of Procedures (SOP) in completing tasks and many more.

In addition, all trainings provided has its own advantages which to encourage employee to practice mindfulness after joining mental health webinar. As a result, an employee that involved in webinar that supports their growth and well-being tends to influence the other colleagues to form and maintain long-term relationships with the employers.



Not just that, **Blood Donation program** also being conducted on 18th July 2023 by the Social Recreational Committee (SRC) to encourage employees to do blood donation every

six months. Other than that, SRC committee members also are conducting recreational activity which is Badminton that are located at Horizon Hills Court on every Monday evening.

Refer and receive RM2,000 Referral Bonus*

Kindly approach HR / Talent Acquisition to refer your friends.
Please email your referral profile to Jobs_mys@vistra.com

Sector	Department	Job Titles
	Tax Services	Assistant (Graduate Trainee)
		Assistant
		Senior Assistant
		Assistant Manager
	Client Accounting	Senior Assistant (Trust)
		Associate
		Associate (Trust)
		Assistant/Senior Assistant (Screening - HK)
	Client Acceptance	Assistant/Senior Assistant (Daily Hits)
		Senior Associate (Daily Hits)

Additionally, a referral and bonus program has been introduced in VISTRA to encourage recommendation for new hires in the workplace. In this program, a worker is allowed to recommend their friends, relatives or family to be part of the team by promoting the vacancy available in the organization. By having this program, it is a sign that the company encourage an active participants in serving and support the organization (*Paul Kojo Ametepe, 2022*). As a return, after the new hires pass the probation period, the employees that recommend other co-workers to the organization will receive RM2,000.00.

6.2 Weakness

- **Work Overload**

Pressure in workplace usually occurs when employee feels the burden of work and they cannot bear with the challenges of completing the tasks within the short period of times. Hence, work overload can be referred as long hours of working and heavy work duties that lead to low commitment among employees that can lead to upsetting work-life balance (*Syed Ahmad Ali, 2021*). Usually, an employee has its own limitations that they might not share with the superior that they are engaging.

They struggle to adapt with job demands-resources that comes in every day. As Corporate Secretarial Services that provides an everyday service that usually involves statutory documents that need to be maintained, some of them experienced to admit to the psychiatrist to support their mental health and well-being. It should be the managerial tactic to increase the motivation, effort and productivity of the worker by providing the minimum number of tasks every day (*Rudawska, 2021*).

Work overload may also lead to fatigue, health problems, sleeping disorders and burnout to employee if they constantly received the same amount of works (*Rudawska, 2021*). In COSEC Services at VISTRA, the file and portfolio handlers were given responsibilities to ensure all the company in charged by them are not missed any of information and updates to the client. Overall, there are more than 20 companies that were assigned for each individual that enrolled an Associate position and above.

Apart from that, there are also practices applied in VISTRA for complex and bulk tasks that needs more attention to complete where we are applicable to apply for Extension of Task (EOT). All tasks need to be delivered in every two (2) business working days. Not just that, if an employee feels so much things in hand, it will become their responsibility to notify the task assignor so they can act by delegate the tasks to other people. However, due to limitation of number of employees, most of them will be reminded to apply for EOT instead of shifting the task to others because on specific person has the knowledge knowledge and experts in the area.

Those situations above have become an example to work overload that led to work leaves by employees during the peak days. Usually, tasks will be overload on every Tuesday to Thursday every week.

- **High Employee Turnover**

Employee Turnover can be defined as the intention and willingness of employees to quit or leave the current organization (*Huong Le, 2021*). It does not only affects the employee, but also the whole organization and party involves in where the employee is engaging. In VISTRA itself, when a worker experience overwork, they are also having hard times to achieve the work-life balance. As a result, they tend to find a workplace that could gives more benefits to them.

Not only that, a poor management styles also has led to this issue where the team members feel unsupported and unsatisfied with the arrangement made by the management. As example, in VISTRA, there are some employees need to work during public holidays in Malaysia without any additional pays (*Michael J. Tews, 2021*). Hence, the high employee turnover can gives loss to the company as they required more costs of recruitment, selection, training and loss of human capital (*Huong Le, 2021*).

As an example, while accomplishing the goals of company, the management have highlighted the issues on minimizing errors to the employees that received so many complaints by clients. From that, an employee may feel that they are not being supported and they may become unvaluable asset to the company. Hence, this weakness needs to overcome by both parties to ensure the employees are not doing loud or quiet quitting.

From my observation in VISTRA, I could see that most of my colleagues decided to tender their resignations after receiving bonuses during the quarter year in March 2023. I also did some surveys with the colleagues about their achievements that only be congratulated, but not being celebrated. They need to double up their efforts after receiving such compliments by colleagues in Singapore that has adopted as external support under COSEC Services. That could be the reason of them leaving the company within short period of times after being promoted for another position increment.

In June 2023, there are 2 employees in COSEC Department left the company as they experienced workload and caused by received less bonus. It is followed by the next month where one employee in COSEC Department decided to work in Singapore for a career growth

after almost 5 years of her services in VISTRA. In August 2023, there are 2 employees including me decided to end our services in VISTRA for a better opportunity offered by other companies. From most of our observation, COSEC Department will experience shortage because of the high employee turnover.

6.3 Opportunity

- **Enhancement in Financial Technology (FinTech)**

Financial Technology that known as FinTech are familiar nowadays to show that technology is now growing rapidly (*Douglas Cumming, 2023*). Hence, VISTRA can take this opportunity to improve from time to time and make this as an opportunity or added value to grow.

During May Townhall, the Managing Director of VISTRA GSC, Kyle Davis has present to all VISTRA Staffs in Malaysia about the improvement there are engaging which is to implement the highest technology in delivering the services. As of now, VISTRA has been using Document Management System (DMS), Viewpoint (VP version 8.0), VPN, Forti Client and Citrix Workspace in everyday tasks. Even though it is a major programming that most of big firms are using, there are still chances for VISTRA to go further on enhancing the software and technology being used across the organization especially during the system maintenance or breakdown.

As in July 2023, VP has undergone a series of trial and testing every week to ensure that the system is reliable to be used in the new few years. VISTRA has planned to omit the used of DMS by making a full use of transiting the DMS to Viewpoint DMS (VP DMS). Starts from that, there are more migration projects need to be conducted by employees to ensure data are fully transferred in VP DMS. Hence, we can see that the enhancement in FinTech are compatible with the current era as we are fully non-paper based and all businesses are being conducted virtually. However, the migration from one system to another with the utilisation of FinTech can influences to threats of consumer privacy and security during the adoption, techno-stress and exposure to financial frauds (*Brinda Sampat, 2022*).

Apart from that, VISTRA also needs to measure their success in ensuring this opportunity are not being missed out and can be complete on time. By adopting FinTech, VISTRA can increase the operating profitability of the organization (*Faten Ben Bouheni, 2022*). Firstly, VISTRA can highlight the guarantee that we will provide an on-time delivery of products and services even during the disruptions to the client within the short period of time or less than two (2) business working days. This will include the quality, value and quantity of tasks that can be done without any output defects. As a result, the enhancement in FinTech especially

providing a better delivery in the services can increase the profits of the business and attract more clients.

Not only limiting to improvise the current system, VISTRA can also adopt new system that gives benefits to the organization and it should be dependable. From my internship observation, most of the previous task especially on striking off application that involves few entities such as VISTRA SG AR, Singapore Credit Control, File Handler and person in charge for that task usually missed out to follow up the Exit Client Form. Sometimes, it takes more than 2 months to complete as they are unaware with the current status of the company during the last checking. Hence, a new system should be promoted that highlights the key functions of follow up with an automated flow for each entity involves are able to notify. This will not only give benefits to client for company handover, but also faster the processing time in exiting the client.

- **Chances of Merging as a Parent Company**

In April 2023, VISTRA top management has notify all parties across the organization about their intention to merge with one of top leading financial services, Tricor Global. In this case, VISTRA will experience to be the parent company and outsource all current assets including expertise in Tricor Global to continually serves the organization. Not just that, the merging process also involves putting the top management in position so they could experience a fair and square after the merging process.

It is the fact that Tricor Group has started up their establishment earlier than VISTRA and almost having the same main cores and target market, however knowing that merging with a dominant company will let them grow bigger and faster. Apart from that, the expertise in VISTRA can be shared with people in Tricor to form a better workflow and business conducting that will result to return to company as a benefit.

Other than that, by merging and acquire themselves with other company, VISTRA can expand to new markets that has potential in adopting VISTRA as part of their services agent (*Jarno Lahteenmaki, 2022*). Both people in the organization also will learn new skills as they are engaging to different workflow and formation previously. A better and fresh ideas in organization can be formed easily with the existence of these precious expertise that mostly comes from professional certified holder, affiliates, chartered accountants or secretary and many more.



On 1st August 2023, VISTRA has announced its completion in merging with Tricor Global and VISTRA as a parent company. By completing this merge, both entities can transform all clients and undergo all process including provide training services to all employees in phased. Apart from that, both entities should be dependable to one another to extend its activities upstream and downstream of its services (*Sangho Chae, 2022*). As example, VISTRA can conduct an introductory for the Tricor Global through monthly townhall.

6.4 Threats

- **Exposed to Software Security Attacks**

Software and devices are more likely experience virus and easily being hi-jacked by others especially those employees that uses public Wi-Fi during working at public area like restaurant, national library, coffee house and many more. This will also lead to information leaking and loss and security of data.

In VISTRA Malaysia, there is only two (2) IT service desks that available to handle any issues related to system and devices during working and non-working hours. Even though the manpower for IT services is smaller, they also receive supports from IT Service Desk at Headquarter in India for any complex issues related to the branches in Malaysia.

In addition, even though IT system maintenance are being conducted weekly, there is still exposure existed in software attacks. As an example, one of the issues in IT security such as email phishing has happened frequently in VISTRA. Sometimes, it took every week for employees to receive email outside the organization that influences them to click on the link that intended to be information transfer through the devices. Hence, this issue has caused a big problem for VISTRA to encounter. As a result, VISTRA should encounter this issue by using a proactive technology tool as a way presentative measures (*Saurabh Kumar, 2021*).

Other than that, VISTRA experiencing email phishing issues every week that gives more concern to the organization to prevent. As an example, the external email that has intended to start the email phishing usually uses the attractive headline to attract the employees to click on the link attached such as New Work From Home Policy, Bonuses Performance in Year 2023, Performance Review Survey, Go Ups and Beyond Awards Recipient. Those headlines are familiars with the standard of headline that VISTRA are using across the organization. However, the employees that offended to email phishing will be called to top management and need to attend the compliance training caused by those mistakes.

As VISTRA is taking serious action to employees regarding this issue, it has triggered everyone in the organization to put their trust to any important information being shared across the organization. As a result, software security attacks that involves regulate IT system maintenance and email phishing has makes risk management becomes more difficult for both cyber and software security (*Inger Anne Tondel, 2019*).

- **Increment in World Tax**

It has become a worry and pressures for any businesses to adapt with increment of world tax that would like to improve compliance and accountability for certain parties like government and country itself (*Mgammal, 2020*). Firstly, tax can be defined as mandatory payments collected from individuals and corporate by a government entity to fund government activity.

In economy, there are various taxes exist including payroll taxes, federal and state income taxes, sales and services tax. In VISTRA, clients are required to pay services taxes to ensure they are getting the full services starts from incorporation until strike off. All fees are included with the services that are entitled for them. The clients will be notified about the annually charges for services under VISTRA such as COSEC Services, Tax & Audit, Client Accounting and many more.

However, world tax also reflects the services charge that VISTRA is promoting. The nearest example in VISTRA in terms of cost are Corporate Secretarial Services has entitled the most expensive services for onboarding or incorporation of company as it required to pay for VISTRA and ACRA. In this case, the minimum cost for Incorporation for Private Limited or Limited Liability Partnership can cost to USD1900. As world tax may be increased from time to time, VISTRA needs to ensure we are promoting the excellent services to keep the clients stay with us for a long period of time.

Not only that, the services charges also have reflected the clients' preferences to conduct its business continually for another year. If a company conducts a business well and able to gain profit, they probably have high chances to continue to operate. At the same time, the clients should be educated about the importance and benefits in paying tax to promote their obligations.

Other than that, increment in world tax may affects in long-run for VISTRA and all clients as organization cannot measures the profits for years during the early stage. This is because we need to read the patterns that the government's body is promoting. We also need to become more alert in any changes and include all services charges in Schedule of Services (SOS) document for each client. These amendments will bring difficulties for VISTRA itself to re-count the charges for specific clients based on their profits, type of companies and subscription they subscribe from VISTRA. As a result, increment in world tax can be a threat for VISTRA to keep the clients in-hands and challenges to produce a standard quality of services to avoid from disappointment as the client spend more in paying taxes.

6.5 Discussion and Recommendations

- **Mission**

Mission is the most crucial part to defined how the business will operate in the shortcomings and future that reflects the company performance. Mission also becomes the statement that reveals what the company wants to be and to whom it wants to serve (*Marta Mas-Machuca, 2022*). It represents the believes of people outside of the organization about the company cultures and efforts to ensure they are always working on track.

However, in VISTRA the mission statement are not clearly defined in the websites or for outsiders as they are more likely focus to touch on several factors that can contribute to their success. There are missions to be proposed to VISTRA as they are now only focus on achieving its 2030 goals with the measure of success which are:

- To become a top-leading company that provides Financial Services & Advisory.
- To promote the services to the targeted clients with integrity and punctuality in giving services.
- To ensure 90% of employees are well-expertise to conduct the services and achieve their own Key Performance Indicator.

- **Adoption to new system**

New system or Standard of Procedures are crucial to every department to ensure there is no mistakes or backfire incidents between VISTRA Singapore and Malaysia. This will also includes that adopting to a new system may contribute to manufacturing performance by offering to new products and services (*Erico Marcon, 2022*).

As Malaysia branches are reporting any tasks to Singapore. Corporate Secretarial has gotten its own impacts that they are not able to provide or complete the task between two business days, especially on Exit Client Process.

Exit Client Process can be defined as the procedures that clients need to undergo before strike off their company. It starts with noticing or reporting to ACRA and IRAS, followed by the handover company kit, preparation of Exit Client Form (ECF), request for Master Files closing to Viewpoint experts and changing entity status.

Usually, the current procedures may take 2-4 months to complete as it involves a few entities such as Singapore Credit Control, VISTRA Client Acceptance, COSEC Services, VISTRA Regional & Finance to check on outstanding billings and many more. As VISTRA is

now practicing emailing to follow up regarding the status, it is recommended for VISTRA Corporate Services to conduct a DocuSign as a medium to provide Exit Client Form and highlights the entity responsibilities parts for each Section upon the checking.

By having that, all entities will receive the notification of each progress whether the form in DocuSign has been signed or not and it simplifies the process to follow up just with one paper. This idea will be useful and not only involves the individual that prepares the ECF, but also anyone who can access it during the unavailability of the person in charge. As a result, ECF Form will no longer become an issue for turn around during performance review between VISTRA Singapore and Malaysia that tend to blame the lateness of striking off application.

- **Conduct Physical Course Over Online Course**

Development and Well-Being courses have brought a good impact to participants that enjoy the activity conducted by Human Resources Department. However, having much online courses than physical course can give lack of interest to some people that may need the knowledge to practice in their daily tasks. As example, the Professional Business Email course that were conducted online has given frustration to many employees as they are expecting to learn peer-to-peer (P2P) with the instructor.

This method has limited the employee's potential that wants to explore more about other courses in VISTRA Malaysia. Hence, it is advisable for HR Department to conduct it physically even though it will take some of the employees' working time.

- **Redundant of Works**

In VISTRA Malaysia, we are practicing task assigning through Microsoft Outlook. By doing this practice, there are some issues happened where the task that finally meets its completion are being tagged as incomplete. Even though it may seem very simple, the person in charge for tasks will experience redundant of works where it needs to draft an email and notify the AM that the task has been completed. Hence, there are still no ways to improve this issue.

- **Hire More Employees**

Hiring more employees may increase the operating cost for organization, however it can give benefits to department to operate functionally and minimize the chances of shortage of manpower during public holidays.

7.0 CONCLUSION

To sum up all experience that I gained in VISTRA Corporate Services, the experience of undergoing my internship here has shaped my professionalism and readiness to enter my career life. After six months of adapting to the environment of corporate, I have a strong intention to pursue my interest in this field which might be related to the course I enrolled in university. All computer skills and knowledge in Office Systems Management can be implemented and become an added value to pursue in this field that are more likely to have law in it.

Secondly, engaging with the SWOT Analysis for this company throughout my internship has become an eye-opener for me as a fresh graduate on real working experience that is not easily being adopted if I am not enrolled in an internship. This includes that a SWOT Analysis may become a good reference for the performance of the company that involves expectations by both employer and employees.

As we can see, VISTRA has its own key strength that helped them to develop their profits, business workflow and appreciate the people in the organization by keeping their well-being as a priority. However, it is undeniable that working with a Big Firm can be stressful to individuals and departments especially when an issue arises and experience the working overload.

Not just that, all reflections that are being shared in this report have offered me a broad knowledge on the corporate world that usually deals with private clients. In conclusion, VISTRA Corporate Services (Malaysia) Sdn. Bhd. can be a land of knowledge and experience for students to undergo the internship program and feel the real experience in working.

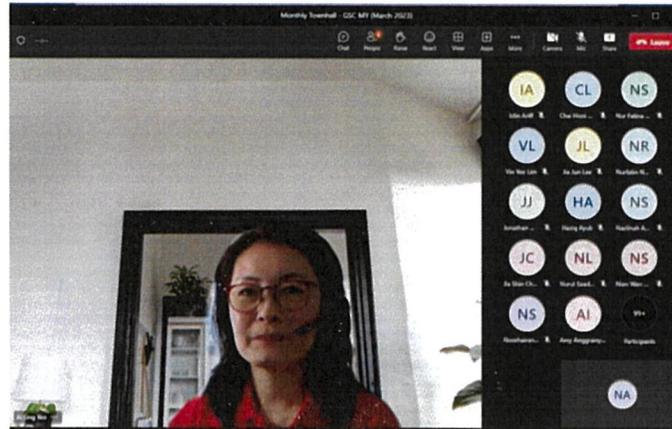
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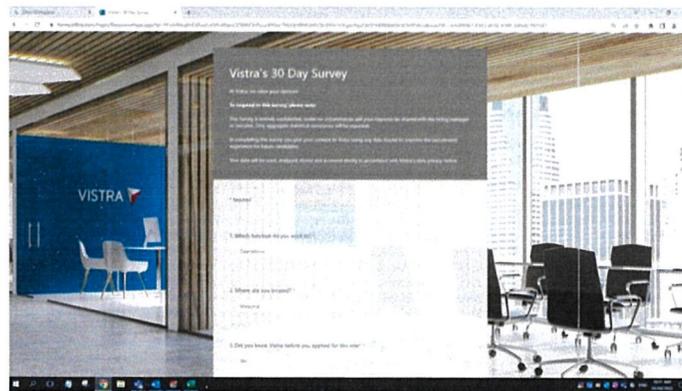
9.0 APPENDICES

Australia	Belgium	Brazil		Bulgaria
Czech Republic	France	Germany	Guernsey	Hungary
Jersey	United Kingdom	Macau SAR	Malaysia	Malta
Singapore	Slovakia	Spain	Sweden	Switzerland
Canada	Cayman Islands	China	Curacao	Cyprus
India	Indonesia	Ireland	Italy	Japan
Mauritius	Netherlands	Poland	Romania	Seychelles
Taiwan	Luxembourg	United Arab Emirates	United States	British Virgin Islands

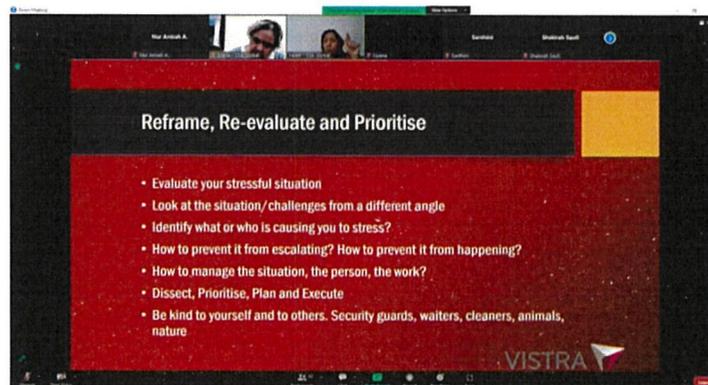
List of VISTRA Branches Nationwide



March 2023 Townhall



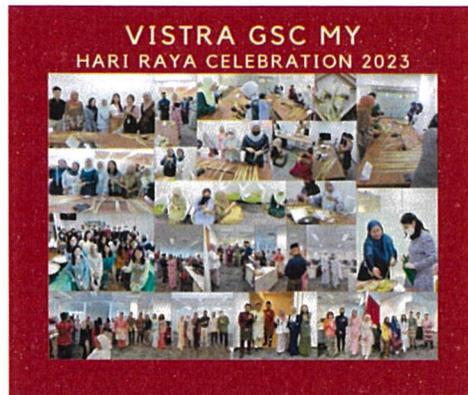
VISTRA's 30 Days Services Survey



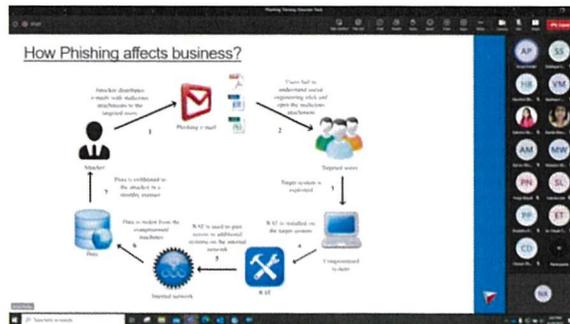
Learn & Sharing Session : How to Overcome Stress, Fatigue and Workload



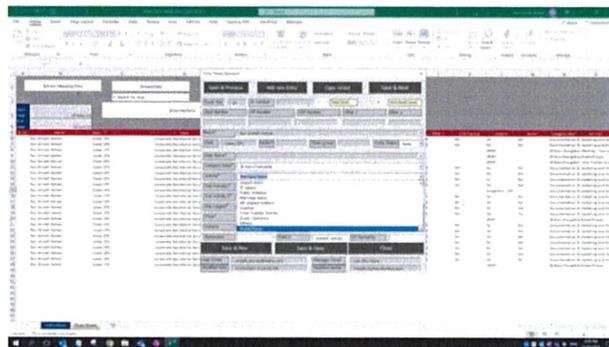
On-the-Job Training



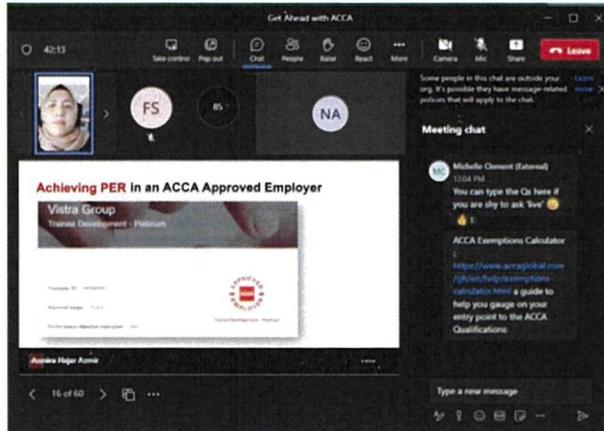
Ramadan & Hari Raya Celebration



Phishing Training for Employees Affected



Timesheet Submission Weekly



ACCA Introduction Seminar to Influence Employees to Pursue Studies



Mental Health Webinar Conducted by Human Resource Department