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UNIVERSITI  
TEKNOLOGI  
MARA

**FIELD REPORT**

**PAC 671**

**FACULTY OF ACCOUNTANCY**

**UNIVERSITI TEKNOLOGI MARA**

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## SECTION A

### 1.0 Introduction



Pengerang Refining Company Sdn Bhd and Pengerang Petrochemical Company Sdn Bhd (collectively known as PRefChem) are two joint ventures formed from the strategic alliance of two of the world's largest and most successful national oil companies - Petroliaam Nasional Berhad (PETRONAS), the national oil company of Malaysia, and Saudi Aramco, the national oil company of Saudi Arabia. PRefChem owns and operate the Refinery and Petrochemical Complex which forms a significant part of the Pengerang Integrated Complex (PIC) in Malaysia's southern state of Johor. This smart partnership brings together secured resources, cutting edge technologies, a vast amount of experience, and commercial presence of two world-class companies in the operations of the refinery, cracker and petrochemical facilities within PIC. The refinery complex has a capacity of 300,000 barrels of crude per day, and produces a range of refined petroleum products, including jet fuel, motor gasoline and diesel meeting Euro 5 fuel specifications. It also provides feedstock for the petrochemical complex, that has a nameplate capacity of 3.4 million metric tonne per annum (MTPA).

PRefChem vision statement is A leading world class integrated refinery and petrochemicals producer creating sustainable values and enriching lives. While PRefChem mission statement is Our mission is to deliver competitive products in a safe, reliable and sustainable manner, to create value for all our stakeholders.

PRefChem's objective internship program is designed to provide students with a unique experience that goes beyond the classroom where you will be given the opportunity to

translate theoretical knowledge into practical solutions by working on projects that directly impact our industry. PRefChem provides interns with allowances, which could include stipends or financial support to cover living expenses or other costs associated with the internship. This financial support helps interns focus on their work and learning experience without undue financial stress. PRefChem also offers affordable housing options for all staff, including interns. Providing on-site accommodation at a reasonable cost ensures interns have a convenient and comfortable place to stay during their internship period. This also fosters a sense of community among interns and other employees at the Pengerang Integrated Complex. Furthermore, PRefChem's People, Performance, and Culture department offers a variety of activities for workers to participate in, including fun run, sport day, hari raya celebration, and others, which embody the PRefChem philosophy of "together".

## **2.0 Summary of work done**

### **1) Prepared Deck for Business Plan & Budget Kick-Off (2025-2029)**

In my capacity as an intern, I am responsible for working in conjunction with the finance department and other departments to collaborate on the compilation and analysis of financial data, market trends, and operational projections. By making use of this information, my team and I are able to construct comprehensive presentation decks for the Business Plan and Budget Kick-Off. These decks include strategic initiatives, financial targets, plans for capital expenditures, and revenue estimates for the years to come. It is my responsibility to guarantee that these decks are not only physically stunning but also educational and tightly connected with the company's goals and plans.

### **2) Administered Communication with Heads of Departments (HODs)**

Next, I am responsible for managing communication with HODs involves coordinating schedules, sending meeting invites, booking venues, and ensuring prompt responses. For example, I set up meetings with the heads of 10 important departments, such as finance, engineering, manufacturing, human resources, program joint venture, and internal audit, during the Business Plan & Budget Kick-Off preparation phase. I set up these appointments, sent out invitations with thorough agendas, and reserved suitable meeting spaces. As the main point of contact, I made sure that everything ran well logistically, answered questions right away, and made sure that everyone involved was informed and ready for talks that were vital to the event's success. My organisational abilities and capacity to successfully manage many communication channels in a corporate setting have improved as a result of this work.

### **3) Master of Ceremony - Business Plan & Budget Kick-Off (2025-2029)**

As the Master of Ceremony for the Business Plan & Budget Kick-Off event at PRefChem from 2025 to 2029, my team and I will be responsible for ensuring that the event is carried out without any difficulty. This role involves utilizing strong communication skills to engage the audience, introduce speakers effectively, manage the flow of presentations, and engage the audience. Working closely with my team, I will learn how to set the tone for the event, emphasizing key strategic messages and fostering a collaborative atmosphere among department heads and stakeholders. This experience not only improves my ability to speak in public and my organisational skills, but it also strengthens my understanding of the

significance of effective communication in bringing together a variety of perspectives in order to achieve common business goals.

#### 4) Petronas Chemical Group (PCG) Online and Offline Submission

As an intern, assisting with the online and offline preparation and submission of financial reports to Petronas Chemical Group (PCG) provides invaluable experience in guaranteeing the accuracy, completeness, and timely submission of financial data.

This involves paying close attention to detail to meet PCG's strict reporting standards and deadlines. Additionally, interns are vital in working with internal stakeholders from various departments to collect the data and supporting materials required for these submissions. In addition to improving interns' comprehension of corporate financial reporting procedures, this practical experience highlights the value of strong organisational and communication abilities in upholding compliance and transparency in a large-scale company such as PRefChem.

### **3.0 Strengths and Weaknesses**

#### **Strengths**

##### 1) Supportive Team members

One of the advantages of working as an intern at PRefChem is the supportive and collaborative team environment that is provided inside the organisation. As an illustration, senior colleagues and peers provided invaluable help and encouragement during the process of preparing for the Business Plan and Budget Kick-Off event which was being organised. By providing me with support, I was able to successfully manage difficult tasks and make the most of learning opportunities through mentorship and collaboration.

They consistently assist in my professional development, teaching me essential skills and motivating me during challenging moments. As an illustration, despite the fact that I had initially felt confident in my ability to use Microsoft Excel, I found that there were various things that required more study when I joined the organisation. This experience underscores the team's dedication to my growth as both an employee and an individual.

##### 2) Flexible working hours

Working at PRefChem, which offers flexible working hours, gives us the ability to properly manage our schedules while still ensuring that we are productive.

For instance, we can choose to start our workday between 7 am and 10 am, as long as they complete the required 8 hours. This flexibility allows for better work-life balance and accommodates personal commitments outside of work. Additionally, PRefChem's policy of not forcing interns to work extra guarantees that they are able to maintain a healthy work-life integration. This helps to build an environment that is beneficial to interns in which they are able to function to the best of their abilities without undue stress or exhaustion. This flexibility not only helps interns maintain their health, but it also improves the overall quality of their internship experience by encouraging them to maintain a healthy balance between their personal and professional lives.

### 3) Complete Facilities

PRefChem provides comprehensive facilities that bring about a significant improvement in the intern's overall experience. All of these facilities, which are offered at free cost, include a game room and a mini theatre for relaxation, as well as a fitness centre and a swimming pool for physical wellness. Additionally, interns benefit from a free shuttle service that facilitates convenient access to various areas within the company's premises, such as cafes, the clubhouse, the hive (residential area), and the plant for educational purposes. These facilities not only promote stress relief and physical well-being but also ensure interns have convenient access to recreational and learning opportunities, contributing to a fulfilling and productive internship experience at PRefChem.

### 4) Work Life balances

PRefChem prioritizes work-life balance, offering interns opportunities to recharge and maintain well-being beyond work duties. For instance, wellness programs and recreational activities provided by the company help interns achieve a healthy balance, ensuring they can perform effectively while enjoying their internship. Additionally, my team and I often receive invitations from our boss for lunches after particularly busy periods. Recently, they arranged a trip to Desaru Zoo to help us unwind after a challenging week. These experiences not only demonstrate the company's commitment to our well-being but also foster a supportive and enjoyable work environment.

## **Weaknesses**

### 1) Feedback Delays Due to Busy Supervisors

I experience challenges in receiving timely feedback due to busy supervisors who have limited availability. For example, my superiors might not have enough time to give timely, helpful criticism if they have to deal with high-priority projects or meetings.

I might not be able to grow and change fast enough to satisfy expectations if there is a delay. Without timely feedback, I face uncertainty about whether my work meets expectations, which can impact my learning and confidence in my role. This situation underscores the



importance of establishing clear communication channels and implementing structured feedback mechanisms to support interns' development effectively within the organization.

## 2) Repetitive Work

During my internship at PRefChem, I frequently face the issue of repetitious work, especially routine administration.

These tasks, while essential, often limit my opportunities for skill development and engagement. For instance, doing the same administrative tasks every day can become boring and lower my enthusiasm to look for new possibilities for learning or creative solutions.

This repetition can ultimately impact my overall job satisfaction and professional growth within the role. Although basic duties are essential, expanding the scope of work could offer chances to improve abilities and bring fresh perspectives to assignments, resulting in a more satisfying internship experience.

#### **4.0 Self Reflection**

As my six-month internship as a finance intern concludes, I reflect on the significant personal and professional journey it has been. My understanding and development have greatly benefited from this experience, which has given me the chance to interact with various aspects of finance and be exposed to a wide range of situations that have enhanced my respect for accounting.

Applying what I've learnt in the classroom to real-world circumstances has been essential to my growth since it's allowed me to participate in team conversations with confidence and comprehend them

In addition to enhancing my technical skills, I have also improved my communication abilities by effectively engaging with team members and clients from diverse backgrounds, which has been essential for conveying messages clearly and building strong professional relationships. My enthusiasm for accounting and finance has been stoked by this internship, which has not only helped me prepare for my future profession but also inspired me to work for more advancement and success in the industry.

## **SECTION B**

### **1.0 Issue and Problem Statement**

Title: AI and automation effects on the accounting sector

The accounting industry has seen a dramatic change in the way financial operations are carried out and handled with the introduction of AI (Artificial Intelligence) and automation technology. With the use of these technologies, traditional accounting procedures should become more strategic and efficient operations that improve accuracy, simplify processes, and offer real-time insights. The creation of computer systems and devices that are able to carry out operations that normally require human intellect, such as learning, problem-solving, perception, language understanding, and decision-making, is known as artificial intelligence (AI). Artificial Intelligence (AI) aims to build systems that replicate certain features of human intelligence so that they may learn from experience and improve over time.

Routine accounting processes including data input, transaction processing, and financial reporting are automated using artificial intelligence (AI) and automation technology. They swiftly and correctly analyse enormous volumes of data using algorithms and machine learning, providing insights that support strategic planning and decision-making. Instead of wasting time on manual activities, accountants can now concentrate more on understanding data, offering insights, and counselling customers. Based on predetermined criteria and patterns, AI-powered software, for instance, may automatically create financial reports, reconcile accounts, and categorise transactions. Automation speeds up the reporting process and lowers the possibility of human mistake while giving management access to current financial data for prompt decision-making. There are new issues and problems associated with the use of AI and automation in accounting. These include worries about job displacement due to automation of mundane processes, the requirement that accountants learn new data analytics and artificial intelligence capabilities, and real-time financial information. Notwithstanding these difficulties, the accounting profession has generally improved and is now more data-driven, flexible, and capable of supporting both financial management and corporate expansion.

## 2.0 Discussion

### Positive Impacts

#### 1) Enhance Efficiency

Using automation technologies in the accounting industry is essential to improving productivity in a variety of tasks. Automation simplifies workflows and greatly speeds up operations like data input, transaction processing, and financial reporting by lowering reliance on human procedures. In the past, a great deal of human interaction was needed to guarantee accuracy and conformity with regulatory standards in these jobs. Automation allows for the smooth handling of these activities by sophisticated software and algorithms, guaranteeing consistent and error-free output.

For instance, robotic process automation (RPA) is being utilised more often in accounting businesses to handle duties like invoice processing and reconciliation. RPA bots are capable of updating accounting records on their own, extracting data from invoices, and cross-referencing information with databases. This feature allows businesses to manage higher quantities of work without adding more staff because it not only expedites these processes but also shortens the time needed to finish jobs. Accounting businesses may more consistently fulfil deadlines and promptly adjust to changes in financial legislation or customer demands thanks to their efficiency. Retaining client contentment and competitiveness in the market depend heavily on this flexibility.

Additionally, automation relieves accountants and other financial professionals of repetitive work, allowing them to concentrate more on strategic responsibilities like forecasting, financial analysis, and offering customers insightful information. In addition to improving client connections, this move towards higher-value services spurs innovation and business growth within the company.

In summary, automation technology in the accounting industry improves productivity by streamlining processes, cutting down on job completion times, and allowing businesses to expand successfully. Accounting companies may become more productive, strengthen their

operational capabilities, and establish themselves as leaders in the quickly changing digital economy by utilising automation.

## 2) Improve Accuracy

It is crucial for the accounting industry to use automation in order to achieve improved accuracy, since this is necessary for the maintenance of precision and dependability in financial operations. Automation technologies, including as artificial intelligence (AI) and machine learning (ML) algorithms, play a crucial role in reducing the amount of human error that occurs in important processes such as data input, reconciliation, and financial reporting.

These advanced technologies are adept at handling vast amounts of data swiftly and with great accuracy, surpassing the capabilities of manual processes. For example, leading firms in the Big 4 accounting sector, such as Ernst & Young and Deloitte, utilize AI-powered software for predictive analytics during auditing processes. These AI systems analyze intricate financial data patterns to detect potential risks and discrepancies, thereby enhancing the accuracy and comprehensiveness of audits. By automating these tasks, accounting firms can significantly reduce errors inherent in manual data analysis, providing clients with more dependable audit reports and insights.

Moreover, automation enhances the accuracy of financial forecasting and budgeting by leveraging historical data and market trends. AI-driven forecasting models can predict future financial outcomes with a high degree of precision, empowering businesses to make informed decisions regarding resource allocation and strategic financial planning.

In conclusion, the application of automation technology in the accounting industry not only reduces the likelihood of errors caused by humans but also guarantees consistency and dependability in the workings of the financial system. Accounting businesses have the ability to improve their capabilities, provide more accurate financial insights, and keep a competitive edge in today's quickly changing business market if they adopt artificial intelligence (AI) and machine learning techniques.

## Consequences

### 1) Resistance to Change

Resistance to change in the accounting industry, particularly when implementing automation technology, stems from various underlying factors that influence how individuals perceive and react to organizational change.

To begin, it is essential to have a solid understanding of the principles and procedures of traditional accounting. A significant number of accountants and other professionals in the financial sector have based their careers and skills on manual procedures and techniques that have been existing for a considerable amount of time. When faced with the possibility of adopting new technology, employees may develop concern over the continued applicability of their skills and expertise in the face of ongoing automation. Due to the fact that the unpredictability that comes with change can be intimidating, there is a natural tendency to remain with what is familiar and comfortable.

Job security is another significant concern. Employees may fear that automation will replace their roles or reduce the need for human labor altogether. Misconceptions about automation's potential, such as the idea that robots can fully replace human judgement and decision-making, can make this feeling worse.

Addressing these concerns requires transparent communication from leadership to clarify that automation is meant to enhance rather than replace human skills, emphasizing how it can streamline processes, reduce errors, and create opportunities for more strategic contributions.

Moreover, resistance to change can also stem from a lack of understanding or awareness about the benefits of automation. Employee resistance to automation may arise if they believe it is only motivated by cost-cutting efforts or if they believe it threatens their job security. Therefore, thorough education and training programs that highlight the concrete advantages of automation—such as enhanced accuracy, higher efficiency, and the capacity to perform more complicated tasks—should be an integral part of effective change management strategies.

Resistance to adopting automation in the accounting industry comes from various sources like perceptions, fears, and how organizations work together . Organisations that manage change effectively can employ several tactics to deal with this reluctance. This can facilitate their transition to a future that is more automated and productive by lowering resistance and promoting acceptance.

## 2) Maintenance and Updates

Implementing automation technology in industry can bring significant benefits but also entails considerations regarding maintenance and updates. Initially, automation can streamline operations, enhance productivity, and reduce human error, leading to cost savings and improved efficiency. But sustaining automation systems requires constant work to make sure they continue to work well and are consistent with changing business requirements and technological advancements.

Automation technology maintenance usually consists of routine inspections, hardware and software upgrades, and troubleshooting to avoid faults or failures. This requires skilled personnel who understand both the technology itself and the specific operational context in which it is deployed. Neglecting maintenance can lead to system failures, downtime, and disruptions to business operations, potentially offsetting the initial benefits of automation.

Furthermore, updating automation technology is essential for taking advantage of new improvements and fixing security issues. Applying updates usually involves connecting to new platforms, applying software changes, or upgrading hardware to comply with industry standards. However, upgrading can be challenging since it may need downtime for installs or modifications to existing processes in order to include new features or options.

## **How adoption of automated system & technology can change the way accounting task perform?**

### 1) Automation of routine task

Using automated technologies and systems may drastically change the way accounting work is done, particularly when it comes to automating repetitive procedures. Automation allows

for the quick and correct completion of tasks like data input, transaction processing, reconciliation, and report preparation that formerly required a lot of manual labour.

Accounting automation uses robotic process automation (RPA), artificial intelligence (AI), and machine learning-capable software to automate repetitive activities. These technologies are capable of processing, classifying, and extracting data from a variety of sources, including financial statements, receipts, and invoices. They reduce mistakes, enhance data accuracy, and quicken processing time overall by doing this.

Moreover, automated systems can facilitate real-time updates and integration across different financial systems and departments. This feature enables timely insights into financial performance and improves transparency, allowing stakeholders to make decisions more quickly.

Additionally, automation saves accountants from boring jobs, so they can spend more time analyzing data and planning strategies. This not only makes them more productive but also makes their insights more valuable to their companies. They can focus on studying financial trends, predicting future outcomes, and helping management make better financial decisions.

## 2) Real Time Insights

Data entry and frequent updating by hand were once required for financial reporting and analysis, which occasionally resulted in delays and errors. The way accounting operations are done now has drastically altered due to automated solutions that employ cutting edge technologies like AI and machine learning. These systems have the ability to continually and instantaneously acquire and analyse financial data from many sources. This eliminates the need for accountants and financial specialists to wait for updates and gives them access to current financial data at any time. Organisations are able to monitor key financial metrics including sales, costs, cash flow, and profitability on a daily basis because to this real-time access. For instance, a retailer using automated accounting software may instantly monitor



daily sales at every one of its locations, enabling management to promptly modify marketing strategies or inventory levels in response to real-time sales information.

Additionally, automation allows for predictive analytics, where algorithms study past data to predict future financial trends and results. This helps assist businesses in anticipating changes in the market, making informed decisions in advance, and modifying their financial strategies as necessary. Using historical consumer behaviour and economic trends, a financial services organisation, for example, may utilise predictive analytics to estimate how much clients could invest in particular products. They are able to distribute resources more effectively in this way.

### 3.0 Recommendations

#### 1) Invest in AI education and training

AI and automation together are radically changing established methods and workflows in today's quickly changing accounting industry. Accounting organisations must prioritise investing in AI education and training for their workers if they are to fully utilise these technologies and maintain a competitive edge. The goal of investing in AI education and training is to provide accounting professionals the know-how and abilities they need to integrate AI technology into their everyday work. This project consists of many important parts.

First and foremost, AI education emphasises mastering the use of AI-powered technologies for data analysis, predictive modelling, and process automation, among other activities. For instance, accountants may learn how to use AI algorithms to automate data input, improve account reconciliation, and provide more accurate real-time financial reporting. Businesses may greatly increase productivity and give accountants more time to concentrate on higher-value analytical work and client advisory services by eliminating manual labour in these areas.

Second, a thorough education in AI should cover the practical uses of AI in accounting, including financial forecasting, fraud detection, and risk assessment. In order to spot anomalous financial trends that can point to possible fraud concerns or to predict future financial trends based on past data analysis, accountants might be educated to evaluate AI-generated insights. For example, by forecasting market trends and streamlining investment plans, AI-powered predictive analytics may assist accountants in providing clients with strategic financial advice.

Additionally, a smooth integration of AI technology with current accounting software and procedures is part of AI education. By doing this, businesses may maximise the productivity advantages from automation while preserving the security and integrity of their data. In order to increase regulatory compliance, expedite complicated financial procedures, and boost

overall operational efficiency, accountants acquire the skills necessary to integrate AI technologies with ERP systems.

## 2) Implement robust data security measures

While integrating AI and automation has many advantages in the modern accounting industry, it also raises security risks that must be addressed with strict data protection protocols. Strong data security measures must be put in place in order to reduce any threats that may arise from greater digitalization and dependence on AI technology.

In order to secure client financial information and proprietary data, thorough processes and safeguards must first be established as part of the implementation of strong data security measures. This includes frequent security audits to find and fix vulnerabilities in advance, access restrictions to prevent unwanted access to important databases, and encryption mechanisms to protect data during transmission and storage.

Furthermore, cultivating a culture of alertness and responsibility inside the company is essential to putting strong data security procedures into place. This entails educating staff members about cybersecurity risks, urging them to report any security problems in a proactive manner, and creating incident response strategies to quickly handle and minimize data breaches. Accounting companies may, for instance, regularly hold security awareness training sessions and designate certain cybersecurity staff members who are in charge of keeping an eye out for risks and taking immediate action. In conclusion, accounting companies that want to use automation and artificial intelligence (AI) to improve operational efficiency and client service delivery must put strong data protection safeguards in place. By putting data security first via thorough procedures, ongoing training, and preventative actions, businesses can successfully manage the risks related to digital transformation and uphold stakeholder and customer confidence. In an increasingly technologically advanced and linked world, this proactive strategy not only safeguards sensitive information but also guarantees adherence to regulatory standards and strengthens the firm's reputation as a reliable guardian of client data.

### 3) Collaborate with clients in technology adoption

Automation and artificial intelligence (AI) are changing the way that the accounting industry operates today and opening doors for cooperation between accounting firms and their customers in the adoption of new technologies. In order to properly use AI technologies for mutual advantage, it is advised that clients and firms build proactive connections. This involves working jointly to adapt technology.

Collaborating with clients in technology adoption involves several strategic approaches. First and foremost, accounting firms must have conversations with their clients on the possible advantages of automation and artificial intelligence in improving operational effectiveness and decision-making procedures. For instance, firm may inform clients about the cost and accuracy benefits of using AI-powered technologies to automate repetitive accounting operations like data input, reconciliation, and financial reporting.

Secondly, collaboration in technology adoption involves conducting thorough assessments of clients' existing systems and workflows to identify areas where AI solutions can be integrated seamlessly. This includes understanding clients' unique business needs and objectives to tailor AI solutions that align with their strategic goals. For instance, an accounting firm specializing in tax advisory services may collaborate with a corporate client to implement AI-driven software for real-time tax compliance monitoring and forecasting, ensuring timely regulatory compliance and strategic tax planning.

In summary, accounting firms must work with clients to adopt new technologies in order to fully realize the revolutionary potential of automation and artificial intelligence. Through proactive partnership development, customization of AI solutions to meet client needs, continuous support and training, and data security as a top priority, firms can drive operational efficiencies, improve client satisfaction, and establish themselves as reliable advisors in the quickly changing digital landscape of modern accounting. In addition to fostering stronger customer connections, this cooperative strategy positions businesses as cutting edge leaders in utilizing AI technology to provide value-added services and realize shared success.

## 4.0 Conclusion

In conclusion, the incorporation of AI and automation into modern accounting has had major effects and issues. By automating data input, reconciliation, and report preparation, these technologies have boosted operational efficiency, allowing accountants to focus on strategic analysis and client consulting services. Due to reduced human error and real-time financial metrics insights, AI-driven technologies have considerably enhanced financial reporting and decision-making accuracy. However, AI and automation adoption is difficult. Accounting professionals and stakeholders resist change, and AI system maintenance and updates create challenges that organisations must overcome.

To leverage the transformative potential of automated systems, accounting firms must prioritize investments in AI education and training to upskill their workforce, ensuring they are adept at leveraging AI technologies for maximum benefit. Simultaneously, implementing robust data security measures is paramount to safeguarding sensitive client information and maintaining trust in an increasingly digital environment. Furthermore, fostering collaborative partnerships with clients in adopting new technologies enhances transparency and client satisfaction, driving mutual success. By embracing these strategies, accounting firms can not only enhance their operational capabilities but also lead the industry in delivering innovative and secure financial services that meet the evolving demands of the digital era.

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## Appendices



-Visit Plant



-Petronas 50 years Anniversary Fun Run



-Away Day to Desaru mini zoo



-Stakeholder Day



-Hari Raya Celebration with Finance Department





-Farewell celebration for En Effendi



-Iftar at Hard Rock Desaru Hotel



-PRefChem Raya Celebration



-One Team One Goal Day