



اَوْنُو تِكْنُوْلُوجِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka

vfive
GROUP



INDUSTRIAL TRAINING REPORT AT

VFIVE GROUP SDN BHD

5 AUGUST 2024 - 24 JANUARY 2025

NUR HIDAYU BINTI
MUHAMMAD NAZRIL CHEONG

2022457922

BACHELOR OF BUSINESS
ADMINISTRATION (HONS.) HUMAN
RESOURCE MANAGEMENT

SURAT KEBENARAN

Tarikh : 31 / 1 / 2025

Kepada :

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Maklumbalas (I)



Setuju



Tidak Bersetuju

Tuan/Puan

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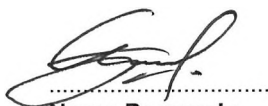
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Nama Pelajar	Nur Hidayu Binti Muhammad Nazril Cheong		
No. Matriks	2022457922	Nama Program	Human Resource Management
Tajuk Laporan	Industrial Training Report at VFive Group Sdn. Bhd.	Nama Syarikat	VFive Group Sdn. Bhd.

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Yang Benar



Nama Pegawai : EZMAL HAFIZI BIN HALIM
Jawatan : HUMAN RESOURCES
No. Tel. : AND ADMINISTRATIVE EXECUTIVE
No. Faks :

Cop jabatan/organisasi:



EXECUTIVE SUMMARY

Industrial training is a practical training program that provides students with real-world experience during their studies. It also becomes a compulsory component of many academic programs (Watson, 2018). The main objectives of industrial training is to help students enhance their skills and develop their potential related to courses that they take in university such as Human Resource, Accounting and Marketing .

This report is about my memorable industrial training at VFive Group Sdn Bhd, which occurred from 5th August 2024 until 24th January 2025. Before I start with my internship experience, I would give a summary about this company such as background, history and path to success. This company offers a variety of services such as event planning, information technology, general trading, healthcare, advertising, construction and facility management.

During the internship, I had the opportunity to experience the corporate environment up close and acquire diverse knowledge under the supervision of a manager. I was entrusted with significant responsibilities, which provided me with valuable insights. I gained knowledge of the recruitment process, payroll, training and documentation. By learning how to work as a human resource, I gained invaluable insights and hands-on experience that deepened my understanding of working in the business world.

Besides, this report will cover the task I have completed and the result of the assignments that I have received. Not only that, I also performed a SWOT analysis based on the company's strength, weakness, opportunities and threat. Moreover, at the end of the report I will provide the recommendation based on SWOT analysis.



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ACKNOWLEDGEMENT

First of all, I would like to express my gratitude to Allah SWT for giving me the chance and guidance I needed to successfully do this HRM666 Industrial Training report. I genuinely believe that without his blessing, I would be unable to complete all of the tasks allocated to me cognitively, physically, and emotionally.

I would like to show my heartfelt appreciation to my advisor, Madam Nani Shuhada Binti Sehat, without her supervision, this work would never have been finished correctly. She always encourages and assists in demonstrating how to do tasks without complaining.

Not to be forgotten, I want to express my gratitude to everyone who has assisted me in completing this assignment, whether directly or indirectly. In particular, I am grateful to my colleagues and friends who have consistently provided me with guidance and motivation. Apart from that, thanks to my cherished family that has always supported and inspired me to accomplish what I have today. Without the support of my family, colleagues and friends, who have faith in my talents as students, I could not have accomplished anything.

Nevertheless, I would like to express a million thanks to my supervisors, Mr. Ezmal Hafizi and Ms. Wan Nur Natasha Alia for their guidance and support throughout this internship period by giving me a chance to learn the recruitment process. Without their guidance I can finish my report, experience new things and grow.

STUDENT'S PROFILE



NUR HIDAYU BINTI MUHAMMAD NAZRIL CHEONG

Bachelor of Human Resource Management
Universiti Teknologi Mara (UiTM)

PROFILE SUMMARY

I am Nur Hidayu, a student of Universiti Teknologi Mara (UiTM) pursuing in Bachelor of Business Administration (HONS.) Human Resource Management, who is currently **seeking for an internship placement** to acquire more knowledge and gain experience for **24 weeks** starting from **12th August 2024 until 24th January 2025**. I am offering human resource skills with various knowledge in employment law, industrial relation and recruitment & selection. I am looking for a preferable position as a **human resource intern** since I am majoring in this course. I will utilize my knowledge to give my best in executing every task given.

EDUCATION

Bachelor of Business Administration (HONS.) Human Resource Management. Oct 2022 – Current

Universiti Teknologi Mara (UiTM) Cawangan Bandaraya Melaka

- CGPA: 3.4 | Dean's list semester 2 | MUET: Band 4

Diploma in Banking Studies

Mar 2020 – July 2022

Universiti Teknologi Mara (UiTM) Alor Gajah, Melaka

- CGPA: 3.74 | Dean's list semester 1-5 | Vice Chancellor Award

WORKING EXPERIENCE

Customer Services Assistant (Part-time)

Aug 2023 & Feb 2024

Manekineko Sunway Velocity

- Assisted and supported customer whenever needed.
- Maintained customer satisfaction through superior service.
- Greeted and welcomed customer to the outlet.

Packer (Part-time)

2019

Wardatul Baydha

- Prepare finished products for packaging.
- Checked product quality.
- Sorted items by type, size and color.

PROJECT

Committee Member for Infographic Presentation Day: HR Among the Globe

2024

- In this program, the participants need to present about the current issue that related to Human Resources field and show their creativity through infographic.

Committee Member, Facilitator for 'Oh My Cikgu!'

2023

- "Oh My Cikgu!" is a training program that enhance the skills and knowledge of the participants.

STUDENT'S PROFILE

Head of Bureau, Facilitator for Corporate Social Responsibility (CSR)

2022

- CSR is a program with students from SMK Bukit Rambai. Through this program, participants can gain knowledge that can be used in the future.

SKILL & LANGUAGES

- | | | |
|-----------------|-------------------|--------------------|
| • MS Excel | • Teamwork | • Problem Solving |
| • MS Word | • Time Management | • Malay (Fluent) |
| • MS PowerPoint | • Communication | • English (Fluent) |
| • Canva | • Adaptability | • Mandarin (Basic) |

EXTRA-CURRICULAR ACTIVITIES

- | | |
|--|------|
| • Volunteer – Zoo A'Famosa Safari Wonderland | 2024 |
| • Participant – Seminar Kesukarelawanan Kebangsaan | 2021 |
| • Member – Cultural Club | 2020 |

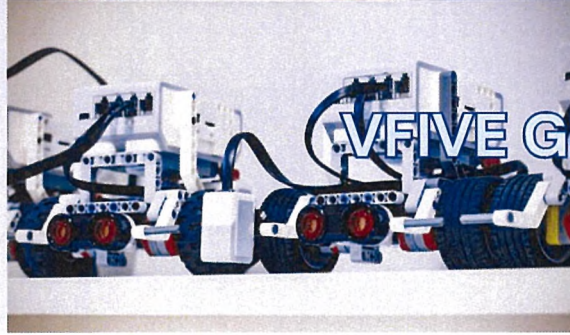
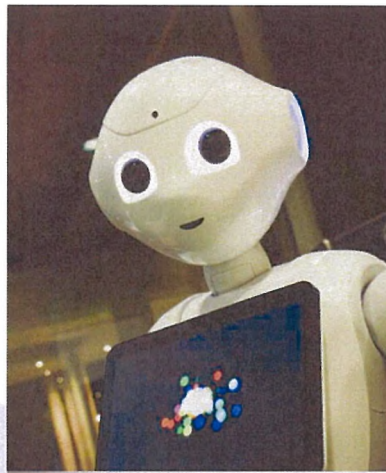
AWARD

- | | |
|--|------|
| • Knowledge Transfer Programme: 'Oh My Cikgul' Award: 3-Star Rating | 2023 |
| • Virtual Idea Presentation 2.0 (VIP2022) Award: Gold Medal | 2022 |

REFERENCES

Dr Juan Rizal Bin Datuk Hj. Sa'ari
Senior Lecturer
UiTM Cawangan Bandaraya Melaka

Joseph
Assistant Manager,
Manekineko Sunway Velocity



COMPANY'S

PROFILE

VFIVE GROUP SDN BHD



Figure 1: VFive Group's logo

YBHG. DATUK HJ MOHD
SYAFIQ BIN HJ ABDULLAH

FOUNDER



➔ **Mission**

To aspire impactful values and strong impressions in every service execution.

➔ **Vision**

To become a respectable benchmark and setting the standard in the industry through world-class ideas

➔ **Goals**

Provide cost-effective solutions with maximum impact, showcasing our unique potential.

Operation Hours

Days : Monday - Friday

Time : 9:00 a.m. - 6:00 p.m.

Location : Taman Midah, Cheras



BACKGROUND OF ESTABLISHMENT

In 2012, VFive Group was established with limited funds, no workers and a few job opportunities. Due to the absence of an office, the five founders held their meetings and discussion in a McDonalds and mamak stall that are close to their home. However, VFive began to gradually establish its name in 2013 by gaining clients for a few small projects along the way.



Figure 2: McDonalds Taman Dagang

In the year of 2014, VFive was registered as a company with the name "Vantage Five Sdn Bhd". Not only that, VFive also relocated to the new office, bought a van and started to recruit four (4) workers to help with business operations. In 2015, the office was expanded from two-lot office to three-lot office with seven (7) permanent staff and achieved their first six-figure total revenue .



During 2016, VFive managed to achieve revenue up to 600%. In this year, VFive started to build their own Storage Warehouse and bought more vehicles such as lorry. Besides, they also started hiring more workers and the team has grown from seven (7) staff to 14 staff in a bigger workspace. In 2017, VFive expanded their office to six-lot office with two (2) state-of-the-art Inkjet and Plotter printing machines and 30 permanent staff.

While in 2018, Vantage Five changed their name to VFive Group. Additionally, they also started to establish their own Wisma VFive Group as the new office with the total staff of 50 permanent staff that consist from all departments and divisions. In 2019, the company continues to grow and be known as one of the industry leaders.



BACKGROUND OF ESTABLISHMENT

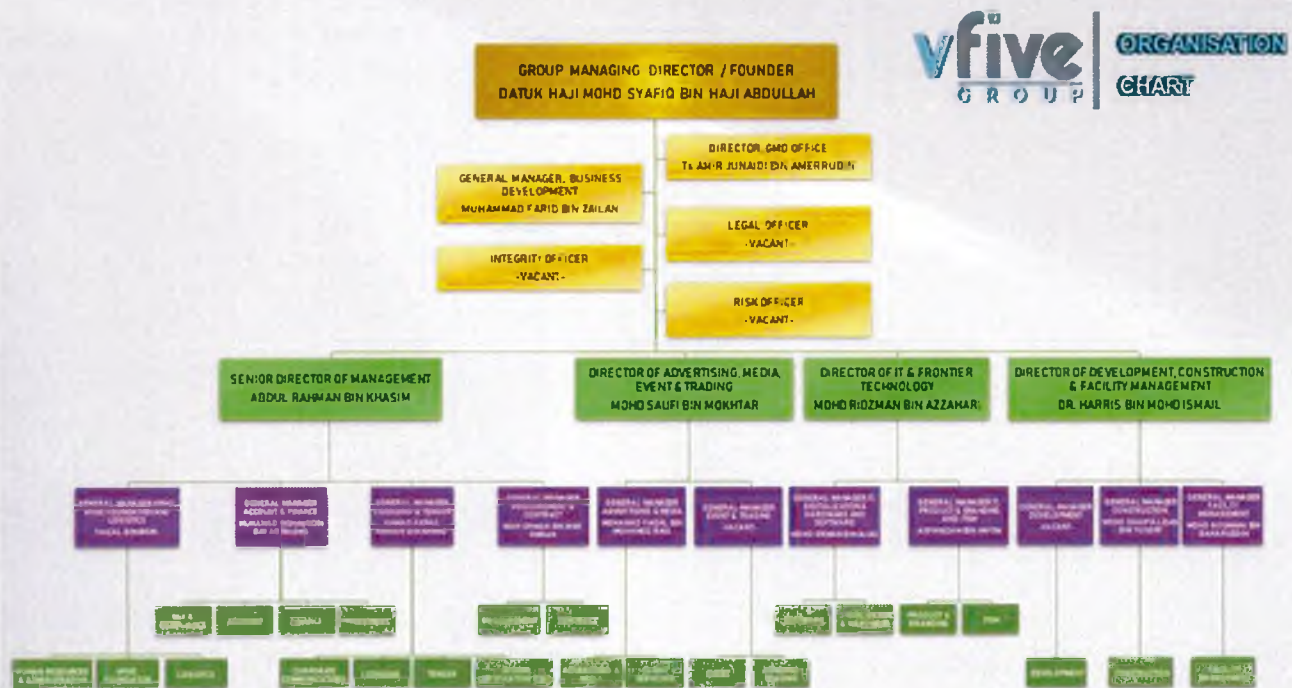


Figure 3: Wisma VFive Group at Cheras, KL

In 2020, VFive started establishing subsidiaries that offer various services such as General Trading, Healthcare and Technology. In the year 2021, VFive gains total revenue up to 284% than year before. Not only that, they also created their own history by being accredited with the Asia Business Leadership Excellence Award and the BrandLaurate BestBrands Award. Besides, the company established Yayasan VFive for corporate social responsibility (CSR) and increased its assets.

In 2022, VFive Group relocated to a larger office which is a sprawling 27,060 sqft building on Jalan Kilang Midah, Kuala Lumpur, with a new focus on increasing efficiency and capabilities through new technologies, innovation and talent development. In 2023, VFive expands globally by enhancing humanitarian efforts through medical and educational partnerships and entering new markets.

ORGANISATIONAL CHART



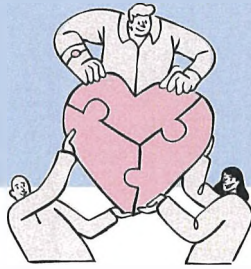
VFIVE SUBSIDIARIES

Since its establishment, VFive Group has remained steadfast in its purpose and focus. The company's primary objective is to achieve its strategic goal of becoming the leading integrated solutions provider for turnkey projects, excelling in domestic management and setting a new benchmark within the industry.

Because of that, they established numerous subsidiaries that consist of different background companies. Each subsidiary offers different services such as advertising, travel and healthcare. By doing this, it can help VFive Group to fulfill their customer needs by providing a wide range of services. As a result, it can help the company to achieve their goals.



Figure 4: Subsidiary of VFive Group Sdn Bhd



CORE VALUE

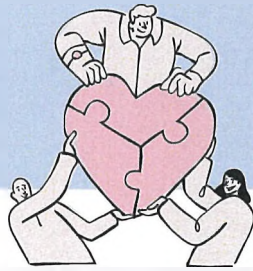


Figure 5 : VFive Group core value

The company's core values are clearly stated vision, mission and organizational principles. That way, everyone aligns with the guiding philosophy of contributing their skills to achieve success (*Company Core Values - Definitions, Examples, & Impact, 2025*). Every core value has its own meaning and serves as the foundation for defining success, growth, culture and ethics. There are eight (8) core values for VFive Group that are used as a guide to achieve success.

The first core value is committed. Committed refers to a person's dedication to completing tasks without hesitation, consistently investing time and effort to ensure each responsibility is fulfilled. The second is spiritual. Spiritual refers to sticking to your religious beliefs, approaching every action with sincerity and the intention to earn a halal (halal) sustenance. For example, strive to perform your work honestly and avoid unethical behavior such as cheating or offering bribes. While the third core value is creativity. Creativity is about how the person thinks outside of the box or generates new ideas to solve the problems.





CORE VALUE



Figure 5 : VFive Group core value

The fourth core value is consistent. Consistent refers to how the person performs actions or behaviors in the same way repeatedly. For example, always completing the task within the time given. Next, the fifth core value is discipline. Discipline is the ability to consistently follow rules and exercise self-control in order to adhere to established guidelines and expectations. Furthermore, the sixth core value is teamwork. Teamwork is about how the group of people work together to achieve the goals (Perry, 2022).

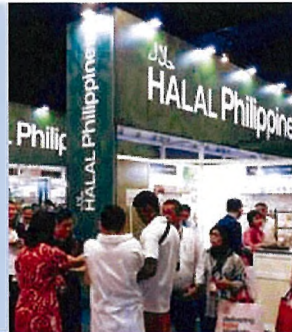
The seventh core value is integrity. Integrity is about being honest with yourself and others, acting with sincerity, and adhering to high standards of ethics and behavior. For example, those in the Human Resource department must demonstrate professionalism because they have access to the details of each employee such as address and salary. The last core value is result matter. Result matter is about what the achievement an individual or group achieved based on what they do and contribute.



PRODUCT/ SERVICES OFFERED

ADVERTISING, MEDIA & EVENT

VFive Group offers services according to the client's budget and suitability. Additionally, they will also manage the entire event from beginning to end without leaving anything to chance.

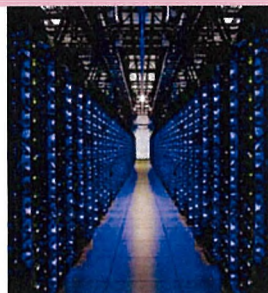


DEVELOPMENT, CONSTRUCTION & FACILITY MANAGEMENT

VFive has technical expertise in a wide range of construction services, from complex renovations to large-scale public projects. VFive's diverse capabilities ensure that they will consistently meet their customers' needs.

GENERAL TRADING, SERVICES & RECRUITMENT

Become a trusted company in the general trading sector as it offers seamless procurement. This is because they ensure access to top products at competitive prices and are supported by strong logistics and supply chain expertise.



IT & FRONTIER TECHNOLOGY

VFive manages projects expertly from concept to development by collecting data, processing and mapping analysis.

TRAINING'S REFLECTION

My internship at VFive Group as an intern in the Human Resources & Administration Department, which is from 5 August 2024 until 24 January 2025. VFive Group is a medium-sized company that focuses on construction, event, general trading and technology. During the internship period, I found that there are many memorable memories and experiences that I ever had. This is because I am surrounded by positive people who consistently guide and motivate me to learn new things.

While interning at VFive Group Sdn Bhd, I was able to gain working experience as a recruiter in the human resource team. This position allows me to screen resumes, schedule interviews, become a panel during interview sessions and enhance decision making skills. Not only that, I also learn about payroll and how to conduct training.

ROLES, RESPONSIBILITIES & ASSIGNMENTS

Recruitment Process

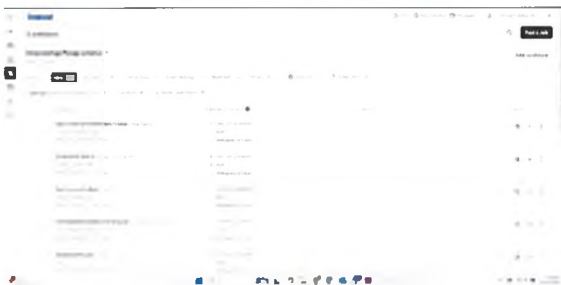


Figure 6: Screening resume through indeed

Recruitment is the process of hiring and finding the candidates for a specific job or position (Hashemi, n.d.). As an intern at VFive Group, I am responsible for **sourcing candidates**, including both interns and staff, based on the company's manpower requisitions. To find suitable candidates I will screen resumes based on email, employee referral and job boards such as Indeed, Jobstreet and AJobThing. Using this platform, it can help to find suitable candidates that meet requirements such as having a notice period for 1 month or ready to hire.

Besides, I am also responsible for **scheduling interviews**, either online or physical, depending on the availability of the interviewers. After that, I will send the invitation by email including details of the interview such as date, time, place or platform of interview. By doing this, both candidates and interviewers will get reminders about the interview and make the process of the interview going smoothly.

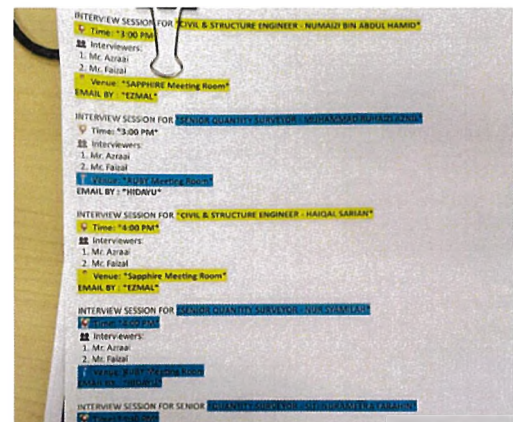


Figure 7: Scheduling appointment for interview

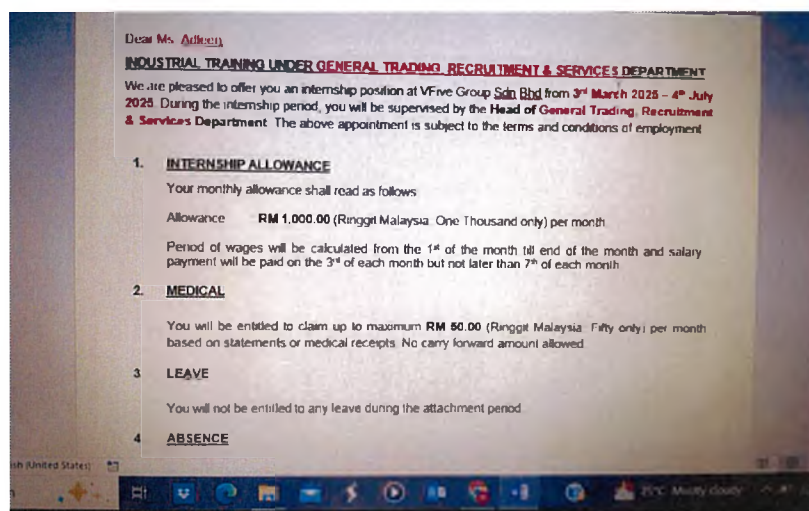


Figure 8: Prepare offer letter for intern

Furthermore, I am responsible for **preparing a letter of appointment**. Letter of appointment or known as offer letter is about the confirmation of appointment candidates for a selected position (*What Is an Appointment Letter? Definition & Example, n.d.*). This letter consists of position, details of candidates, salary, job scope, benefits and relevant information. Additionally, I also need to make sure that every detail is correct and need to get the approval from top management before giving the offer letter to candidates. This is because the document serves as a formal acknowledgment of the job offer and provides a framework for a seamless transition into the new role within the organization.

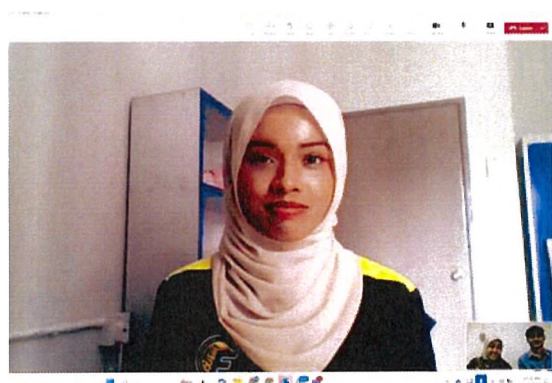


Figure 9: Interview session with intern Finance



Figure 10: Panel for interview session

In addition, I also got the chance to **become an interviewer** and learned how to be an interviewer from my supervisor. Sometimes, my supervisor observes my interactions with candidates, including the questions I ask and how I manage the interview session. By doing this, I will know which part I need to improve and get the tips on how to become a good interviewer. This is because based on the question and answer that be asked, we will know whether the candidate is suitable or not.

Payroll

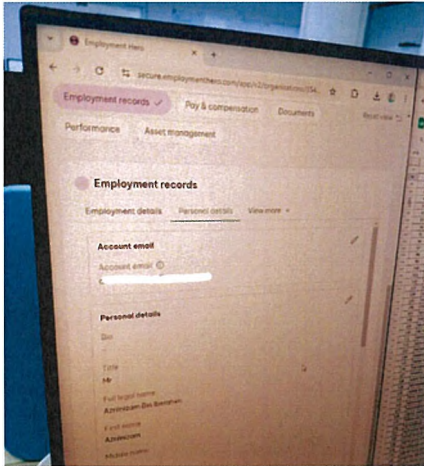


Figure 11: Key in attendance

Payroll is the process of paying employees based on salary, overtime, allowance and others. During my internship, I was able to learn about payroll such as **key in attendance** for both staff and intern and calculate how much leave is left for each employee such as medical leave and annual leave. Besides, I need to create Employment Hero accounts for new employees, including interns and staff. At VFive Group, they are using Employment Hero to enhance workforce productivity. This system helps to keep employee records secure and automate various HR processes, such as recruiting employees, managing leave requests, tracking attendance and linking with payroll system.

Training is the process of teaching or developing skills to improve performance in a particular job (*What Is Employee Training and Development?*, n.d.). In VFive Group, every month they will conduct training for both staff and interns as a way to release stress and get to know each other. As an intern, I got the chance to **handle training** among staff and interns. I become a person in charge of attendance and preparing stuff that is requested by the trainer such as pen, paper and tape. By handling this training I got to know more about every staff and intern from each department, enhance my skills and gain knowledge.

Training



Figure 12: Person in charge for training



OTHER TASKS

Filing Documents

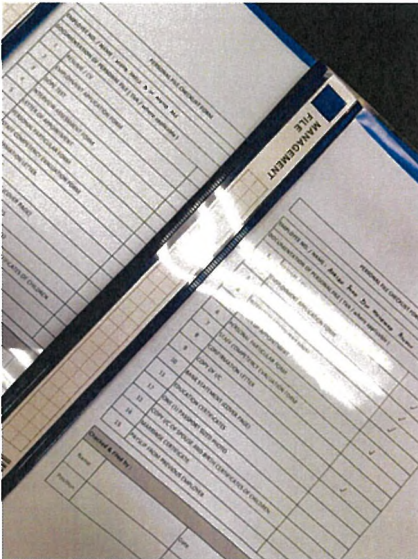


Figure 13: Filing document

Filing documents involves the organized storage and management of important information for easy access and retrieval. As an intern, I am tasked with **handling the filing of various employee-related documents** such as personal particulars forms, resumes, and offer letters. In addition to physically organizing these hard copies, I am also responsible for ensuring that all digital versions of these documents are uploaded to the NAS (Network Attached Storage) system. This step is crucial as it serves as a secure backup and allows us to easily retrieve documents in case the physical copies are lost or damaged. To ensure the integrity of our document management system, I am diligent in completing these tasks promptly and accurately, recognizing the importance of safeguarding essential information and preventing any potential loss of valuable documents.

The identity card plays a crucial role in the office because it verifies a person's identity. These cards can be programmed with security features that grant access to specific areas, ensuring that only authorized personnel are permitted entry into sensitive or restricted zones. During my internship, I was responsible for **managing the ID card photoshoot** for new staff members. This involved coordinating individual photo sessions by scheduling appointments and sending email invitations. Besides, I collaborated with the Corporate Communication department to align on suitable dates and times for the photoshoots based on their availability. Thus, this experience allowed me to enhanced my ability to manage schedules and ensure smooth execution of tasks within a team setting.

Assist in ID Card

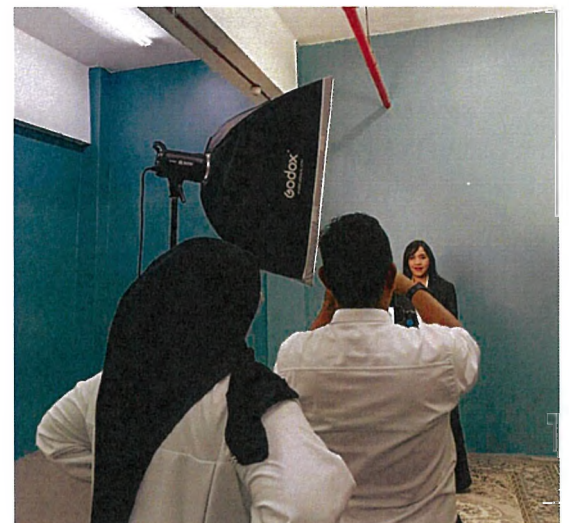


Figure 14: Person in charge for ID Card

BENEFITS & EXPERIENCE GAINED

ALLOWANCES

Pay period ending: 31 Oct 2024	>
Gross pay	MYR 1,000.00
Net pay	MYR 1,000.00

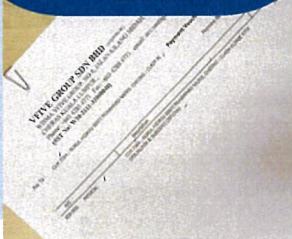
Interns at VFive Group Sdn Bhd will receive a monthly allowance of RM 1,000.00. The allowances will be calculated from 1st of the month till end of the month. By providing an allowance, it can help manage living costs and offer a sense of financial stability.

FREE BREAKFAST & LUNCH

In VFive Group, they offer free breakfast for both employees and interns. The food menu will be determined according to the department's rotation. Besides, they also provide tea time every Tuesday and Thursday such as sandwiches.



MEDICAL CLAIM



Interns are entitled to receive up to a maximum of RM50.00 for medical expenses per month based on medical receipts. VFive Group Sdn Bhd demonstrates its appreciation for the trainees through various recognition initiatives.

BIRTHDAY TOKEN

Interns who celebrate their birthday during the internship period are eligible to receive a birthday gift token of RM150.00. But with condition, they need to complete at least one month of the internship before their birthday.

BIRTHDAY GIFT TOKEN CLAIM

NOR UMIRAH BINTI HAMZAH

Dear Hidayu,

I hope this message finds you in good health. In opportunity to claim a birthday gift token.

STAFF ENTERTAINMENT



In VFive Group, they will arrange staff entertainment such as sport activities and movie night as a part of the benefits that will be offered. These activities enhance social bonds and provide a fun break from work. They contribute to an engaging and inclusive workplace that allows interns to grow professionally while also enjoying their time at the company.

SWOT ANALYSIS

STRENGTH

- Engages actively in Corporate Social Responsibility (CSR)
- Highly skilled employees
- Diversification of service offered



WEAKNESSES

- High employee turnover
- Lack of communication skills
- Dependence on specific clients



OPPORTUNITIES

- Expanding market
- Leveraging in smart technology
- Revolution in service offered



THREATS

- Regulatory changes
- High number of competitors
- Cybersecurity attacks



DISCUSSION & RECOMMENDATIONS

➔ Strength – Engages actively in Corporate Social Responsibility (CSR)

VFive Group Sdn Bhd shows a firm dedication to corporate social responsibility (CSR) by providing monthly support to mosques and Tahfiz centers through its subsidiary, Yayasan VFive. This project shows their commitment to the welfare of society by providing financial assistance for education, health projects, and disaster relief activities. This project is aligned with one of core values VFive Group which is spiritual because by sharing our sustenance with those in need, we will be rewarded with immeasurable kindness in return.

In addition, the VFive Group also promotes well-being among their staff by providing monthly food packages such as rice, sugar and tea. Furthermore, Vfive Group promotes cultural and religious diversity by inviting all staff and trainees to participate in CSR activities such as helping with aid distribution or helping with packaging. Thus, it can help to improve society and promote a positive brand image for companies.

➔ Recommendations

To enhance the effectiveness of VFive Group's corporate social responsibility (CSR), the company can start to **extend its focus beyond education and disaster relief** to include environmental sustainability and renewable energy. This can be done by reducing any cost such as electricity and water that can damage effects on the environment based on business activities (*Corporate Social Responsibility: Environmental Impact / Nibusinessinfo.co.uk, n.d.*). For instance, Patagonia has developed its brand with a focus on environmental sustainability by incorporating recycled materials in its products and engaging in conservation initiatives (*Muslim & AR Pelu, 2023*). By intensifying its efforts, VFive can align its CSR initiatives with global sustainability goals, ensuring long-term positive impacts for both society and the environment.

Not only that, by **achieving environmental sustainability**, it can help to improve resource longevity. This is because by focusing on environmental sustainability and using resources efficiently and responsibly, it can make the earth rich with materials necessary for survival and progress and can be inherited by future generations (*Anderson, 2023*).

DISCUSSION & RECOMMENDATIONS



Strength - Highly skilled employees

Every successful company has its own unique story and behind the success story and profits owned by VFive Group come from experienced and talented employees across various fields. Without their expertise and dedication, the company would not be able to consistently perform and give the best in every project that they have. For instance, the company hired Dato' Dr. Mohd Rizal Bin Mohd Jaafar as Group Chief Executive Officer (GCEO) to help in strengthening and expanding the company.

However, it is not easy to maintain the expertise in the company. Because of that, there are many benefits that are offered to maintain employees and attract candidates. For example, VFive Group will conduct a general meeting for every month that will be attended by both staff and interns. During the general meeting, they will give the awards to the best employee and intern of the month, as part of recognition of their hard work and contribution to the company. Based on the research by rewarding employees it can help to boost their commitment, involvement, and motivation to participate in decision-making and the implementation of initiatives across the organization (*Basar, 2024*).



Recommendations

Without strong teamwork, the productivity and quality of work can decline, even with a team of highly skilled individuals. As we know every person has their own unique strengths and values that can contribute to the success of the company. There are many studies that have shown that strong teamwork in the workplace can create a positive effect on quality of work, productivity and creativity (*Herman, 2024*). To enhance teamwork in the organization, **both employees and interns must demonstrate commitment to every task assigned to them**. Each team member should show a high level of dedication, creativity and effort in order to achieve the team's goals (*Lorhen, 2019*). This approach directly aligns with VFive Group's core values of teamwork and creativity.

Besides, VFive Group also can **offer professional development opportunities**, as a part to boost competitiveness and motivation among employees. For example, conduct workshops or training that related to the job position such as editing or graphic design. This can help the employees to boost their skills and learn something new. Thus, it can make them boost performance and innovation.

DISCUSSION & RECOMMENDATIONS

Strength – Diversification of service offered

A product or service diversification strategy is an effort to create a new product or service based on market demand (*Rakib, 2023*). By diversifying the services it offers it can meet evolving customer needs, expand market share and increase revenue growth. Nowadays, it is not easy to find a company that offers a variety of services. In VFive Group, there are many services that are offered such as frontier technology, event management and construction. By diversifying services, companies can also reduce the risks associated with relying on one service only.

At the time of its establishment, VFive initially focused on event management. However, during the Covid-19 pandemic, the company started to shift to the general trading sector, with its first project being the NADMA Collapsible Tent. Today, VFive offers a diverse range of services to meet the customer's expectations and needs. In addition, the company recognizes the importance of maintaining a strong track record and reputation in the existing business sector to secure more important projects from government and private entities in the future. This is because by maintaining the previous service it can help in increasing the revenue and helps in brand activation.

Recommendations

To capitalize on their opportunities, VFive can **conduct market research** to identify and analyze customer needs, preferences and industry trends. By studying the needs and preferences of customers, it can help to propose new products that match with their expectations. Additionally, strengthening its market presence will enable the company to expand into new markets, increasing sales and revenue (*Hayes, 2024*). Furthermore, conducting market research can help VFive minimize risks in long-term ventures. By identifying the necessary resources, the company can strategically plan its direction and identify potential challenges before they happen.

Besides, VFive Group also can **invest in advanced technology** such as Artificial Intelligence (AI), blockchain and machine learning. Based on the research by using technologies it can help the company to develop accurate data markets and improve efficiency (*BK & Gomathy, 2023*). By integrating these technologies, VFive can enhance its products, optimize operations and attract tech-savvy clients and partners.

DISCUSSION & RECOMMENDATIONS



➔ Weaknesses – High employee turnover

Based on my observation as an intern in VFive Group, I have noticed an environment where there will always be staff leaving and new hires coming in. This is happening due to the fast-paced working environment at VFive Group, where the team consistently adheres to client timelines and accepts last-minute projects. The primary cause of this turnover is the demanding workload placed on a small team, which often leads to high levels of stress and burnout among employees. Not only that, sometimes staff stay overnight in the office just to complete their work, meet tight project deadlines and performance requirements. For example, employees in the Tender Department often experience heavy workloads and work overtime to prepare tenders for projects and meet tight submission deadlines.

Many employees constantly struggle to stay productive under pressure, dealing with long-working hours and work-life imbalances. This instability has made employees feel tired and unhappy about what they are doing. Although there are many benefits and recognition given to the employees, it is still not enough because nowadays many employees are looking for work-life balance where they have time to spend with family, friends or themselves (*Ibrahim, 2024*). Therefore, it can have an impact on organization's operations that leads to an increase of work undone and missed opportunities due to a lack of employees or replacement employees (*Winne et al., 2018*).

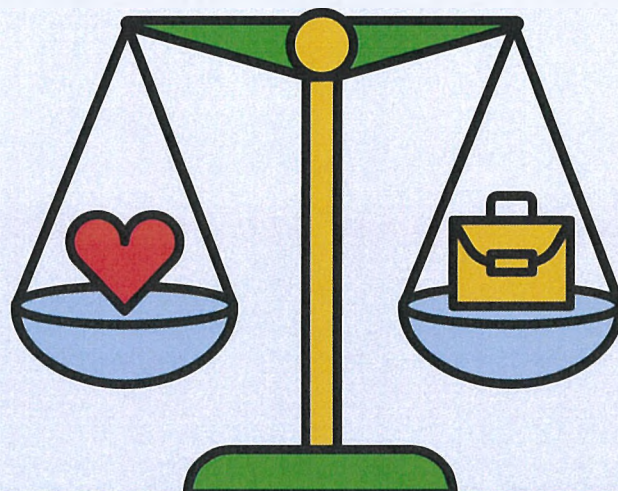


DISCUSSION & RECOMMENDATIONS

➔ Recommendations

To reduce the rate of turnover, VFive should **implement work-life balance initiatives** such as rotation for those who need to overtime, remote work, flexible schedules and supportive policies. Based on the research, the organization can introduce family-friendly policies that include flexibility in the workplace, such as where, when and how employees work, and this has a positive impact on employees' decisions to stay. By doing this, it can help the organization to maintain the suitable working environment based on employee satisfaction and make employees stay longer in the company (*Ibrahim, 2024*).

In addition, the organization can **implement continuous feedback and monitoring on what employees are doing**. This can be done by giving the opportunities to employees to share their opinion and ideas on how to perform the task. By doing this, the employee can receive feedback on what they are doing and know how to improve their performance. As a result, it can help employees adapt to the work environment, and offer opportunities for managers to discover things that need to be improved or provide resources to help employees achieve their objectives (*Mishra, 2024*).



DISCUSSION & RECOMMENDATIONS

➔ Weaknesses – Lack of communication skills

Communication is about sharing or transferring the information from one person to one person or group. Effective communication is crucial in every aspect of our lives, including personal relationships, professional partnerships, and community engagements (Kamal Bahrain et al., 2023). In VFive Group, there are situations where communication gaps arise between staff or departments. A lack of communication occurs when someone experiences challenges in communicating their needs and expectations effectively, leading to misunderstandings and ineffective teamwork (Ortiz, 2023). For example, as a recruiter in Human Resources Department, there is situation where the panel interviewers always last minute cancel to attend the interview, even though schedule based on the time and date that be given by them. As a result, it can lead to the wasting of time and creating a sense of inefficiency or disorganization.

Besides, lack of communication also can have an impact on employee performance. This is because inadequate communication can lead to unclear instructions and employees may be unsure about their duties, tasks or deadlines, which can lead to decrease in employee's performance and inefficiency in the workplace. As a result, it can influence project completion time that can lead to damage to a company's reputation.

➔ Recommendations

To improve communication skills within the organization, VFive Group can **provide communication training to all employees**. This can be done by providing training that focuses on communication such as assertiveness, conflict resolution and active listening. Based on the research, by providing training it can help employees to manage arguments and disagreements productively (Kamal Bahrain et al., 2023). Besides, the employees also can learn on how to express their ideas, exchange ideas and work together to achieve the goals. As a result, when employees enhance their communication skills, it can help to eliminate communication barriers that can hinder the effectiveness of communication in the workplace.



DISCUSSION & RECOMMENDATIONS

➔ Weaknesses – Dependence on specific clients

In VFive Group, most of the projects that they get comes from the government project. For example, projects that are related with event management such as 2 years with Madani. However, relying on government projects can lead to insufficient funds, long durations, and involve various stakeholders, which can lead to the company's revenue and growth. (Patanakul et al., 2016). Besides, changes in government leadership or political priorities may result in contract re-evaluations or cancellations that leave the company exposed to sudden changes in business volume.

In the long term, over-reliance on government contracts can hinder a company's flexibility and innovation as its strategy and resources are largely determined by uncontrollable external factors. As a result, any disruption in government partnerships could have a significant negative impact on the company's reputation, finances and future growth.



➔ Recommendations

To overcome relying on specific clients, VFive Group can **develop flexible plans**. This can be done by providing flexible and adaptable business plans that can quickly adjust to changes in client demands, economic conditions or government regulations. This might involve adopting agile practices or creating contingency plans for dealing with sudden changes in government contracts or policies. By doing this it can help the company to adapt with the changes easily especially when there are government changes.

By developing a flexible plan, it also can help the company to identify potential risks early on and create contingency strategies to address them. For example, if government contracts face delays or are canceled, the company can quickly shift focus to other revenue-generating activities, reducing the financial impact. As a result, develop flexible plan can help in minimizes reliance on specific clients provides stability, growth opportunities and long-term sustainability including ensuring that the company is not overly dependent on a single source of income or market condition.

DISCUSSION & RECOMMENDATIONS



Opportunities – Expanding Market

During pandemic Covid-19, VFive Group has shown a strong business fund, where they can survive during critical time without terminating their staff and able to use the capital wisely. This happens because the organization quickly adapts with the changes and responds to community needs such as NADMA. During the collaboration, VFive Group provides essential services such as personal protective equipment and collapsible tents. Besides, they also participate in government aid such as distributing food baskets. Hence, it shows the company's dedication to social responsibility and the provision of diverse services.

The Covid-19 pandemic helped VFive Group identify key market segments through demographic and geographic segmentation that led to an expansion of their target customers such as the government and private sectors. This shift was driven by several government projects, including project 2-years with Madani and MAHA 2024, which significantly contributed to the company's growth. By leveraging these strengths, VFive Group has the opportunity to increase its market presence and establish itself as a reliable partner in both the local and potentially broader regional markets.



Recommendation

To improve their opportunities, VFive can **boost brand awareness** by utilizing social media marketing as a powerful tool for communication and community engagement. Research shows that through social media the company can find out user perceptions and improve understanding through five main dimensions which are entertainment, interaction, adaptability, fashion and word of mouth (*Faisal & Ekawanto, 2022*). Therefore, social media can help the company strengthen its brand image. Brand image refers to the consumer's perception of a brand that is stored in their memory. It is considered one of the most valuable intangible assets that influence consumer perception of a company.

DISCUSSION & RECOMMENDATIONS

➔ Opportunities – Leveraging in smart technology

Smart technology involves mechanical systems with built-in sensors, actuators, and controllers that enable structures to adjust to unexpected external forces or conditions. These technologies use artificial intelligence (AI), sensors and connections to automate tasks, make things more convenient and work more efficiently (Jain, 2024). Nowadays, every company has started to invest in technology that can help them stay competitive, improve efficiency and better meet the needs of their customers.

In VFive Group, they are starting to get involved in the frontier technology industry, where their first project is making smartboard tv. This innovative product offers a variety of beneficial functions, making it ideal for presentations, movie viewing and educational purposes. In today's fast-paced market, businesses that fail to adopt technology risk falling behind competitors. Not only that, by utilizing technology, companies can develop innovative new products or services that meet evolving customer demands or move into new markets (10 Ways Technology Can Benefit Your Growing Business, n.d.). For VFive Group, utilizing smart technology will enable the company to remain agile in a competitive and ever-changing environment. As a result, it can give benefits to both businesses and individuals from improved operations and the ability to focus on more complex or creative tasks.

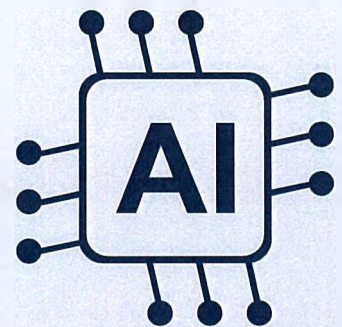


DISCUSSION & RECOMMENDATIONS

Recommendation

To enhance these opportunities, VFive Group can start their **focus on innovation service**. This can be done by doing research on what products or services that should be offered and can stand out in the market. For example, create a product with internet of things (IoT) sensors that provide real-time data to customers. This innovative approach not only enhances the product's functionality by providing customers with immediate, actionable insights, but also fosters a proactive environment where potential issues can be identified and addressed before they become significant problems (Juneja, 2024). By enabling continuous data flow, it opens up new avenues for problem-solving and iterative improvement, which can lead to the development of creative, customized solutions.

Not only that, VFive Group also can **invest in Artificial Intelligence (AI) and Machine Learning (ML)**. Artificial Intelligence (AI) is about a broad field that can create a mimic that is similar to human intelligence, while Machine Learning (ML) is a subset of AI that uses algorithms to analyze and improve from experience. AI and machine learning are at the forefront of technological advancements and have become essential to many business operations. This technology is capable of processing large volumes of data rapidly, supporting informed decision-making and increasing operational efficiency (Juneja, 2024). As a result, it can help the company to identify new market opportunities and seamlessly integrate them into its operations.



DISCUSSION & RECOMMENDATIONS



Opportunities – Revolution in service offered

In 2025, VFive Group embarked on a transformative journey to revolutionize the services it offers, marking a significant shift in its approach to business. The company expanded its scope to include cutting-edge innovations and solutions across a variety of key sectors, such as real estate development, concessions, and renewable energy (Ahmad, 2024). This strategic move allowed VFive Group to not only redefine its core offerings but also create a more sustainable and forward-thinking business model that aligns with global trends and addresses the evolving needs of customers and industries alike.

This bold move not only places the VFive Group at the forefront of the industry but also demonstrates its commitment to deliver effective and future-ready services that will shape both the present and the future of business. As a result, the company has gained a competitive edge and is seen as a forward-thinking entity committed to shaping the future of infrastructure and energy solutions.



Recommendation

To improve this opportunity, VFive Group can **improve employee training**. This can be done by ensuring that your employees receive comprehensive, customer-centric training. This type of training goes beyond just the basics of job functions; it focuses on cultivating a deep understanding of customer needs and expectations. For example, provide this training to those who work in the sales department. When salespeople are trained to understand and prioritize the needs of the customer, they are better equipped to build strong, trust-based relationships (Battaglia, n.d.). Thus, this training builds a workforce that prioritizes customer satisfaction, which can lead to better customer retention, positive word-of-mouth, and increased loyalty.

By investing in training that fosters deep customer understanding and providing employees with the autonomy to act on that understanding, businesses can create a more efficient, effective, and customer-focused service environment. This ultimately leads to better service outcomes, greater customer loyalty, and a more motivated and engaged workforce.

DISCUSSION & RECOMMENDATIONS



Threats – Regulatory Changes

In Malaysia, regulatory changes according to the change of government including laws, policies and standards that can give impact on the business like VFive Group. This is because most of the projects come from the government. The changes in regulation may require the company to develop new strategies, change its direction or offer new products or services that align with regulations. For example, changes in tax policy that can impact a company's income. Failing to promptly and effectively respond to regulatory changes can result in legal issues, financial setbacks, and damage to a company's reputation.

Political instability, business conflicts, and global disputes can create challenges such as supply chain disruptions, higher operational costs, and obstacles to market entry. For instance, the cost of raw materials and components will increase due to the tariffs and trade restrictions, impacting VFive's pricing strategies and competitive position in the market.



Recommendation

To manage regulatory changes, VFive Group can **develop a compliance plan** that can meet with regulators requirements. Compliance plans play an important role in helping businesses navigate and cope with regulatory changes. A well-structured compliance plan ensures that the organization stays in line with new laws, minimizes risk and adapts its operations accordingly. This can be done by ongoing monitoring changes in regulations that help to avoid non-compliance and penalties (*Fitzgerald, 2024*).

In addition, VFive also can **diversify its supply chain** to protect against cost fluctuations. Sourcing materials from multiple suppliers can minimize the impact of political instability that can result in the increased cost due to exchange rate fluctuations and trade barriers (*Larsen, 2024*). As a result, it can help VFive to manage external uncertainties, ensuring reliable product availability and stable pricing.

DISCUSSION & RECOMMENDATIONS

➔ Threats – High number of competitors

Every company has their own competitors to compete in the market. Similarly, VFive Group, despite offering a wide range of services, needs to operate in an ever-changing industry that is highly competitive. Competition can occur in the form of competitors offering similar products or services to consumers by offering low prices but with high quality. Many companies offer similar services and have loyal customers including strong brand awareness, which has led to intense competition for VFive in the market.

To strengthen its competitors, VFive must continuously adapt and innovate to thrive in an industry that is not only fast-evolving but also marked by intense rivalry. This can be done by doing market research about trends and investing in technologies to develop new services that meet with customer's needs. Thus, VFive's ability to anticipate and adapt to these changes will be an advantage to distinguish itself from other competitors.



Figure 16: Competitors of VFive Group Sdn Bhd

➔ Recommendation

To handle market competition, VFive must **continuously innovate and enhance its competitive advantages**. VFive can invest in research and development to offer unique services or products in the future. For example, focusing on a different demographic customer or moving to a new industry that could bring benefits to the business (*How to Beat Your Competition in Business, n.d.*). By doing this, it can help VFive to stay ahead of competitors and increase their market share.

Besides, VFive also can **enhance customer experience and offer exceptional service**. This can be done by doing research about demographics, behaviors, and preferences of clients. Different personalities have different ways of processing information, responding to communication styles, and making decisions (*Green, 2024*). By knowing their personalities it can help VFive to know how to interact and communicate with their clients. Besides, by leveraging personality insights, VFive not only can improve communication but also show empathy and stand out in a competitive market. As a result, it can help to improve customer satisfaction and increases client retention rates.

DISCUSSION & RECOMMENDATIONS

➔ Threats – Cybersecurity attacks

In VFive Group, the Network Attached Storage (NAS) system is used to store a variety of documents such as employee records, financial documents, and proposal files. This system can allow multiple users to access and store the documents efficiently (Smalley, n.d.). Not only that, the document storage and access are restricted based on departmental roles. For example, those who work in the Human Resource Department only can access the payroll, recruitment and training files.

However, previously there were employees who experienced cybersecurity attacks where laptops were hacked. This happens because the NAS system can be vulnerable to unauthorized access, especially when network security is inadequate that leads to data breaches or theft. To address this issue, the IT division at VFive is carrying out a comprehensive examination to identify the causes of these breaches and resolve any weaknesses. Furthermore, the capacity of a NAS system is limited by the type and number of drives it supports. To store more data, the user must spend more in significant costs that may lead to a financial burden due to rising operational expenses in the future (Arel, 2022).

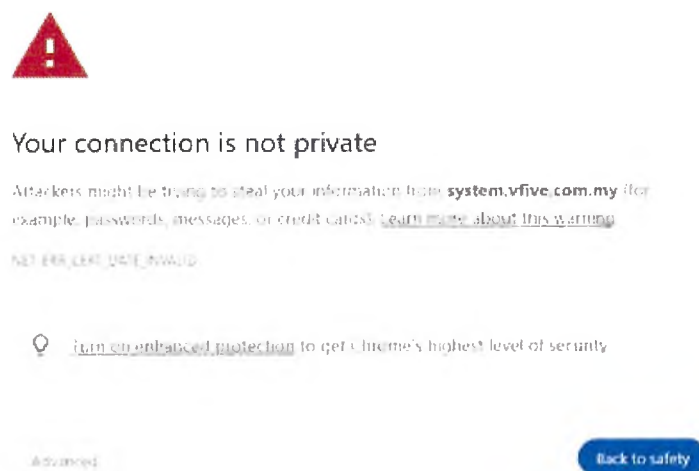


Figure 15: Cybersecurity issues

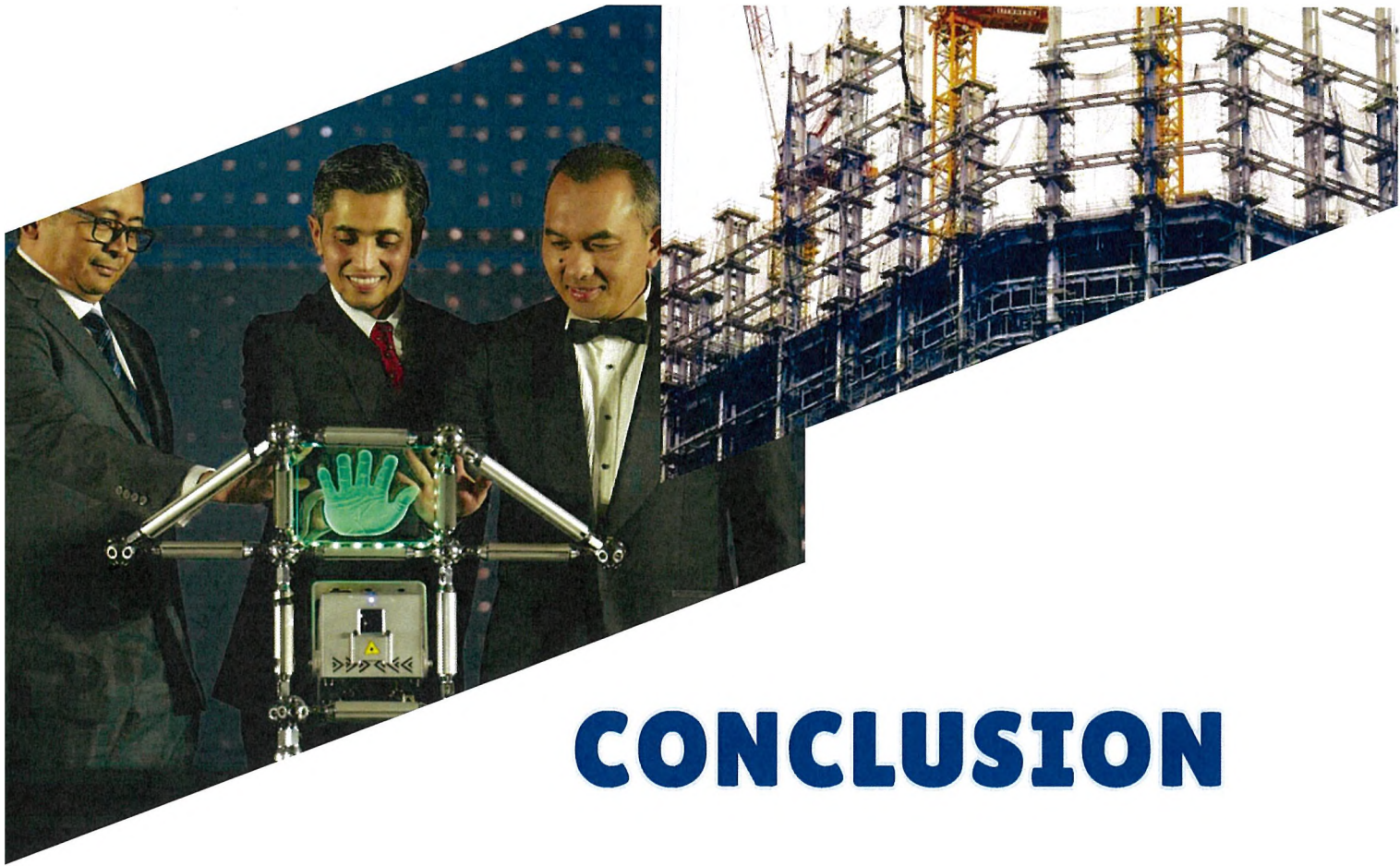
DISCUSSION & RECOMMENDATIONS

Recommendations

Vfive should **implement Multi-Factor Authentication (MFA)** to enhance security and prevent unauthorized access. MFA requires multiple forms of verification such as fingerprints, which is making it harder for hackers to access the account. Not only that, there are three factors that can help MFA to enhance security which are knowledge, possession and inherent factors. Research shows that the power of multi-factor authentication lies in the combination of these two or more factors, with each additional factor further verifying the user's identity and ensuring the integrity of their credentials (Curran, 2021). For example, VFive can implement security questions, where users are required to answer one or more personal questions and these answers are stored securely by the service. This method helps prevent information leakage and enhances the protection of user data.

Furthermore, VFive also can **implement intrusion detection and prevention systems (IDPS)** that can help in identifying suspicious activities, block potential threats and monitor network traffic. Research shows that by using IDPS it can help in detecting previously unknown attacks. For instance, if a computer were to become infected with a new form of malware. The malware could consume the computer's processing resources, send a high volume of emails, initiate numerous network connections, and exhibit other actions that deviate significantly from the computer's normal behavior patterns (Ahmad et al., 2024). As a result, IDPS helps protect against unauthorized access, malware infections and other cyber threats that can compromise data or cyber attacks.





CONCLUSION

Internship at VFive Group has transformed me to become a different person and out of my comfort zone. This is because I have gained invaluable insights and practical knowledge that have significantly influenced both my professional and personal development. During this internship, I have been able to use theoretical concepts in practical situations, improve necessary skills, enhance my knowledge of the field and experience working in a fast-paced environment.

Moreover, working with my supervisor and a dedicated team has allowed me to understand the importance of teamwork, communication and problem solving in a practical setting. The challenges and opportunities I encountered have not only boosted my confidence but also prepared me for future career success. The encouraging and supportive environment at VFive has helped me to become a better person, build self-confidence and understand the importance of continuous education and flexibility.

Last but not least, my experience at VFive Group has been an important part of my academic and professional growth. I will definitely use the skills and insights gained here in the future. I am truly grateful for the opportunity to work with such an energetic and supportive team, and I look forward to applying what I have learned and continuing to grow professionally in the future.



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APPENDICES

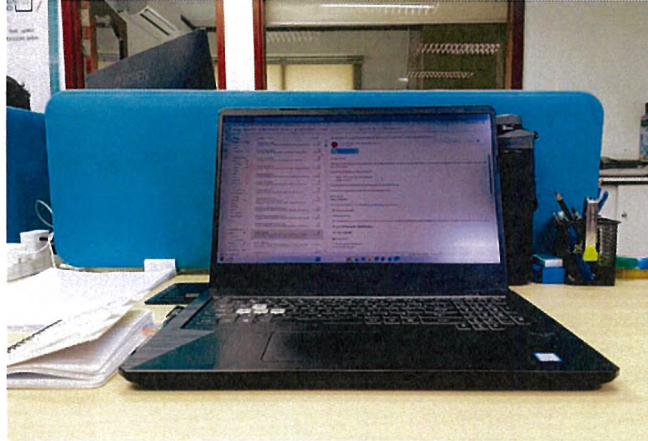


Figure 17: Working space



Figure 18: Participate in Town Hall and General Meeting

APPENDICES



Figure 19: Participate in VFive Declaration (VD) every Monday

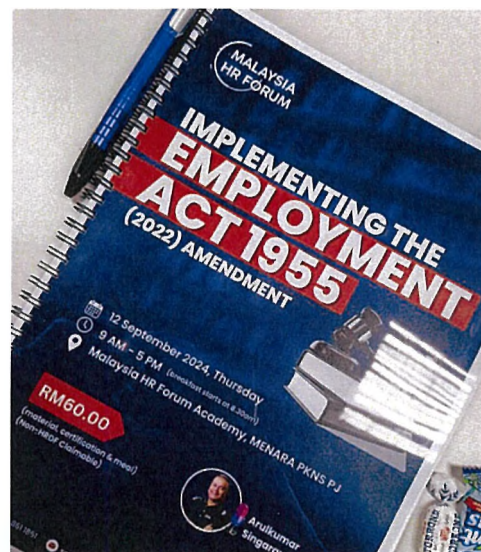


Figure 20: Participate in the training provided by the Human Resources teams

APPENDICES



Figure 21: Weekly meeting every Thursday



Figure 22: Joining VFive Group sports activity and movie night



Figure 23: Joining VFive Group Annual Dinner 2024