



UNIVERSITI
TEKNOLOGI
MARA

INTERNSHIP REPORT - SYAFIQ SUHAIMI & CO

SYAFIQ SUHAIMI & CO



NF 1623

SYAFIQSUHAIMI&CO
CHARTERED ACCOUNTANTS, MALAYSIA

HRM 666

INTERNSHIP REPORT

AUGUST 2024 - JANUARY 2025

PREPARED BY:

NUR BATRISYIA IRDINA BINTI

MOHD ASMARUDDIN

2022800906

BA243 6C

PREPARED FOR:

MADAM MILFADZHILAH BINTI

MOHD JAMIL

SURAT KEBENARAN

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Setuju



Tidak Bersetuju

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No. Matriks	2022800906	Nama Program	BA 243 HUMAN RESOURCE
Tajuk Laporan	HRM 666 INTERNSHIP	Nama Syarikat	SYAFIQ SUHAMI & CO

REPORT: SYAFIQ SUHAMI & CO

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Yang Benar

.....
Nama Pegawai : NUR AZIERA ILLINA BINTI HASHIM
Jawatan : PENGURUS PENTADBIRAN & SUMBER MANUSIA
No. Tel. :
No. Faks :

Cop jabatan/organisasi:



EXECUTIVE SUMMARY

This internship report highlights the key learning experiences and skills developed during the internship at SYAFIQ SUHAMI & CO where the trainee worked in the Administrative & Human Resource Department. The primary objective of this internship was to gain hands-on experience and apply academic knowledge in a real-world business environment. Over the course of the internship, the trainee was involved in various tasks including calculating employees' salary, calculate overtime claim, contacting interview candidates and filing documents which allowed the trainee to develop a deeper understanding of human resource knowledge.

Through this internship, the trainee also had the opportunity to improve communication, teamwork and problem-solving skills while building strong professional relationships with the colleagues. Despite the challenges of adapting to a new work environment at the beginning, the trainee was able to overcome them and contribute to the team's goals.

The experience has significantly enhanced the trainee professional growth and the trainee believe it has better equipped her to enter the workforce with practical knowledge and a clearer understanding of Human Resource career path. Overall, this internship was an invaluable learning opportunity that helped the trainee grow both personally and professionally.

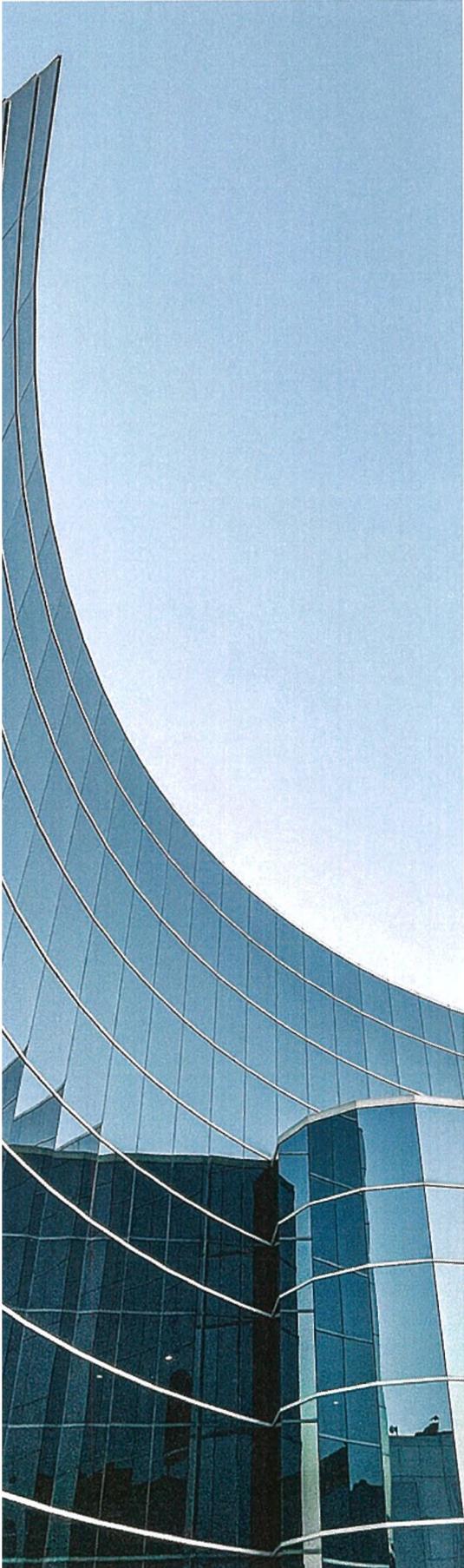


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ACKNOWLEDGEMENT

The trainee would like to express deepest gratitude to Puan Aziera Illina binti Hashim, the supervisor at SYAFIQ SUHAIMI & CO for her guidance and support throughout the internship. The trainee truly appreciates the feedback and advice provided which helped in both professional and personal growth.

A big thank you to Encik Syafiq Asyraf bin Suhaimi, owner of SYAFIQ SUHAIMI & CO for giving the trainee the opportunity to be part of the team and allowing the trainee to learn valuable skills and gain hands-on experience during the internship.

The trainee would also like to extend appreciation to colleagues, especially Cik Nur Athiqah Nabila for her constant support in completing tasks and being there to assist whenever external matters had to be attended to. Their kindness and teamwork made the internship experience much more enjoyable.

Thank you all for making the trainee's time at SYAFIQ SUHAIMI & CO a truly enriching and memorable experience.

STUDENT'S PROFILE



NUR BATRISYIA IRDINA BINTI MOHD ASMARUDDIN

PROFILE

Positive and energetic fresh graduated Human Resource Management student with impeccable diligence seeks an opportunity to apply my specialized knowledge. I am looking to be helpful and inspired, able to work in a team, and willing to learn as I dedicated myself to make positive contribution to the company.

WORK EXPERIENCE

ADMINISTRATIVE ASSISTANT & HUMAN RESOURCES INTERNSHIP

Syafiq Suhaimi & Co | Kuantan, Pahang.

AUGUST 2024 - JANUARY 2025

- Calculating staff salary for the month and make a pay slip in SQL.
- Making sure inventories amount are align with the system.
- Manage staff's leave form and updating company's filing report.
- Make a payment to LHDN, SOCSO and EPF.
- Contacting interview candidate.
- Prepare all memos and staff's form including salary deduction, offer letter and SOP.
- Handle the company's asset such as laptop.

FULL - TIME CREW OUTLET

Aiskrim Berlemok Gula Apong | Kuantan, Pahang.

MARCH 2022 - AUGUST 2022

- Preparing the ingredients before the sales start.
- Welcoming and collecting customers order based on their needs and demand.
- Preparing and serve the food directly to the customer.
- Records all the product used per day in the inventory book.
- Calculate and record all the sales per day in sales file.

PART - TIME CREW RESTAURANT

Planet Ayam | Kuantan, Pahang.

APRIL 2021 - JULY 2021

- Preparing all the ingredients and setting up the equipment before the sales start.
- Preparing the food and make sure the food is in the high and excellent quality.
- Clean all the equipment used after the restaurant operating hour ended.

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCES MANAGEMENT

University Technology MARA (UiTM) Melaka, Melaka City Campus.

2022 - PRESENT

- CGPA 3.51

DIPLOMA IN ACCOUNTANCY

University Technology MARA (UiTM) Pahang, Jengka Campus.

2019 - 2022

- CGPA 3.36

STUDENT'S PROFILE

SIJIL PELAJARAN MALAYSIA

MARA Junior Science College (MRSM) Tun Ghazali Shafie, Pahang.
2014 - 2018

SKILLS

LANGUAGE

- Proficient in Malay and English in both writing and verbal.
- Basic in Arabic as a third language.

SOFTWARE SKILL

- Microsoft Office - Word, Powerpoint, Excel
- Canva
- Photoshop Adobe

TECHNICAL SKILL

- Leadership
- Active Learner
- Teamwork
- Willingness to learn
- Communication and customer service skill
- Time-management
- Cooperativeness
- Dependable
- Problem Solver

ACHIEVEMENT AND INVOLVEMENT

JAWATANKUASA SUKAN PELAJAR (JSP)

- University Technology MARA (UiTM) Melaka, Melaka City Campus.
- Complaints and Welfare Bureau Session 2023/2024
 - License Officer for taekwondo athlete.

PERSATUAN PENCAK SILAT

- University Technology MARA (UiTM) Pahang, Jengka Campus.
- Treasurer Session 2019/2020 and 2020/2021

OTHER PARTICIPATION, INVOLVEMENT AND ACIEVEMENT

- Emcee for "Poster Presentation on Human Resources Issues" Competition 2024.
- Joining CIMB x UiTM Bandaraya Campus Takeover Programme 2024.
- Multimedia Bureau of Webinar: Talent Management in Digital Era 2024.
- Multimedia Bureau of Seminar: Coffee Talk with Alumni 2024.
- Student Committee (Food and Logistic Bereau) of Inbound programme collaboration UiTM Melaka and Universitas Airlangga (UNAIR) 2024.
- Volunteering in Gotong - Royong Perdana Sungai Melaka Fasa II 2023.
- Dean List for Semester 2, 2023.
- Athlete of Pencak Silat Representative UiTM Malaka in Mini KARISMA UiTM Shah Alam 2023.
- Gold Award of International Teaching Aid Competition (iTAC) 2023.
- Special Duties Bureau of Be Mentally Fit, Be Alert Programme in 2023.
- Technical and Logistic Bureau of MyYatim Amal (Corporate Social Responsibility) in 2023.
- Dean List for Semester 1 and Semester 2, 2019/2020.
- Athlete of Pencak Silat Representative UiTM Pahang 2019/2020.

STUDENT'S PROFILE

REFERENCES

DR JUAN RIZAL BIN DATUK HJ. SA'ARI
• Senior Lecturer, UiTM Bandaraya Melaka.

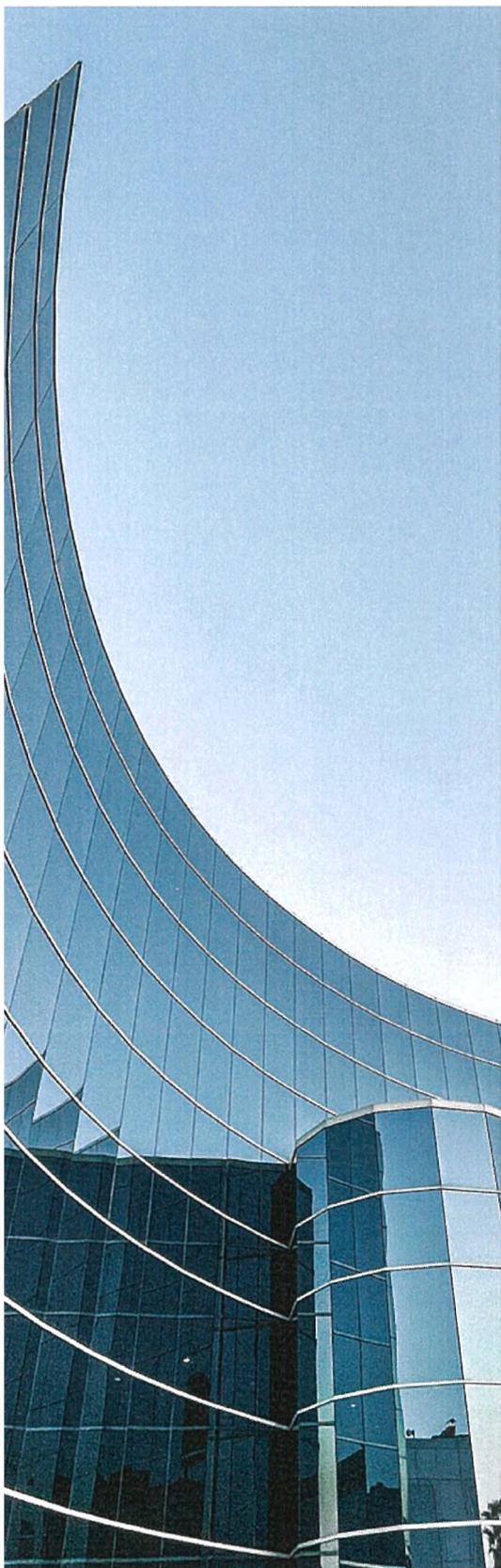
PUAN NOORAIN BINTI MOHD NORDIN
• Lecturer UiTM Bandaraya Melaka.

COMPANY'S PROFILE

SYAFIQ SUHAIMI & CO (NF 1623) was established on 7th September 2017 as a sole proprietorship firm. SYAFIQ SUHAIMI & CO (NF 1623) is a chartered accountancy firm registered with the Malaysian Institute of Accountants (MIA). The registration number is NF 1623. It is based in Muadzam Shah, Pahang with branches in Kuantan and Kota Damansara.

The firm provides services in accounting, human resource, and corporate secretarial services. Its primary mission is to assist small and medium enterprises (SMEs) in managing their financial operations while supporting business growth. The firm aims to become one of Malaysia's leading Bumiputera accounting firms by 2025.

The owner, Encik Muhammad Syafiq Asyraf bin Suhaimi was born on 6th February 1989. He holds a bachelor's degree in accounting from Universiti Tenaga Nasional, Pahang and also obtained a diploma in accounting from Kolej Professional Mara Indera Mahkota, Kuantan. Mr. Syafiq began his career in 2014 in the field of accounting, taxation, and auditing. After gaining experience across various industries and services, he decided to establish his own firm, SYAFIQ SUHAIMI & CO (NF 1623).



COMPANY'S PROFILE

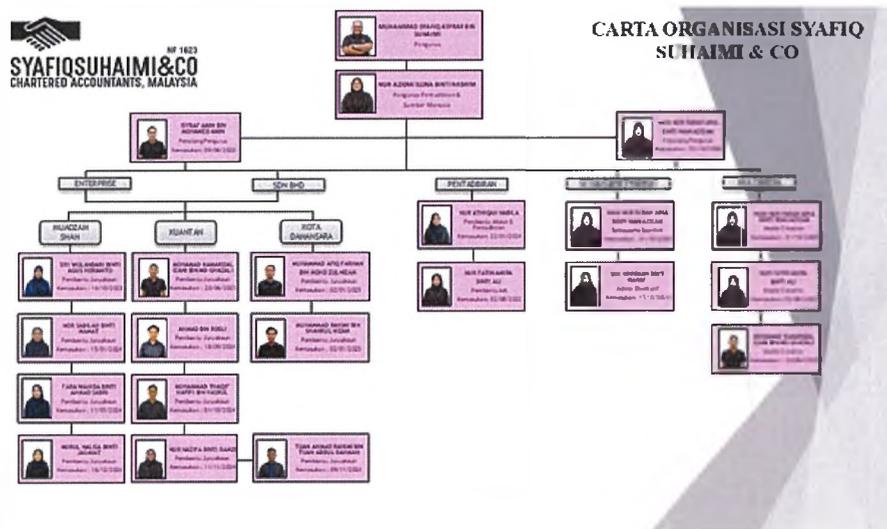


Figure 1: Syafiq Suhaimi & Co Organizational Chart

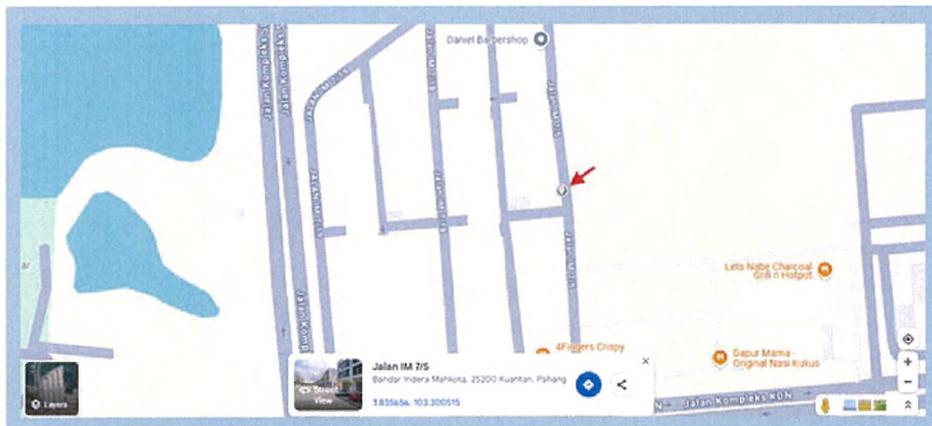


Figure 2: Location of Syafiq Suhaimi & Co

SYAFIQ SUHAIMI & CO currently has 4 interns and 17 employees. They actively advertise job vacancies on the My Future Jobs website and take part in career fairs to promote their firm. They recently moved their branch from Indera Mahkota 3, Kuantan to Indera Mahkota 7, Kuantan in January 2025.



VISION

- To become the leading Chartered Accountancy firm in Pahang and across Malaysia by 2025.
- To raise awareness among small and medium-sized business owners about business financial management.

MISION

- Become a recognized Bumiputera Chartered Accountant in Pahang and across Malaysia.
- To deeply understand and embody each client's business at an optimal level, in line with our slogan, "Your Business, Our Business."
- To provide knowledge and emphasize the importance of business management to small and medium-sized enterprises (SMEs).
- To assist in advancing and improving the quality of SMEs to remain relevant.
- To enhance the values, spirit, and trust among the firm's members.



SLOGAN

"YOUR BUSINESS IS OUR BUSINESS"

OPERATING HOURS

Monday to Thursday :

- (8:00 AM - 1:00 PM)
- (2:00 PM - 5:00 PM)

Rest :
(1:00 PM - 2:00 PM)

Friday :

- (8:00 AM - 12:30 PM)
- (2:30 PM - 5:00 PM)

Rest :
(12:30 PM - 2:30 PM)

TRAINING'S REFLECTION

DURATION:

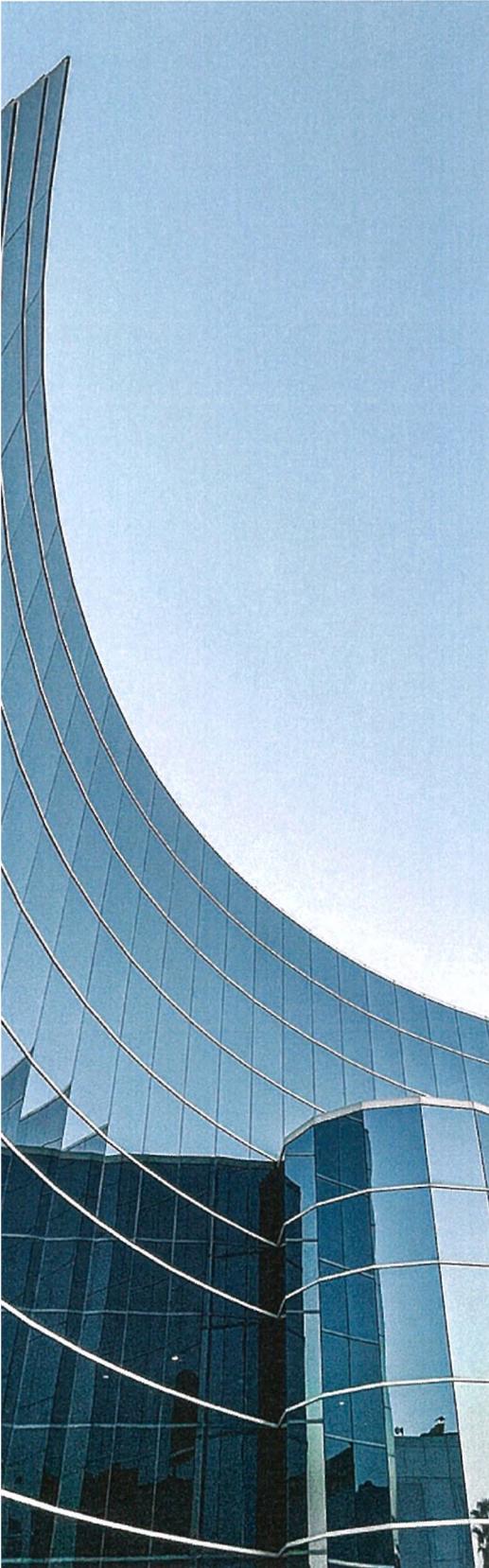
The duration of the internship is 24 weeks. The trainee was supposed to get started on 12th August 2024 and end on 24th January 2025. However, the firm requires the trainee to replace any days that they miss due to MC or leave. The internship has been changed to end on 29th January 2025 since the trainee took three days off.

WORKING HOURS:

The firm's working hours are the same with the regular office hours. The trainee begins working on Monday to Friday from 8:00 AM to 5:00 PM. However, the firm organize a bonding activity every 3 months that require all their employees to work on Saturday. For example, in September 2024, the employee did a batik painting as their bonding activity, These bonding activities usually only take a half-day.



Figure 3: Bonding Activity in September 2024



TRAINING'S REFLECTION

DAILY ROLES, RESPONSIBILITIES AND TASK

These are the trainee's daily roles, responsibilities, and tasks:

- Check the to-do-list
- Key in the attendance
- Handle employees' leave form
- Contact interview candidates
- Prepare documents for employees
- Prepare letters and memos
- Calculate overtime (OT) and accommodation claim
- Calculate inventories
- Filing
- Prepare a duty roster for employees
- Update the HR listing

CHECK THE TO-DO-LIST

Every morning, the trainee have to check the to-do list that was sent in the work WhatsApp group. The trainee need to forward the listing of employee that sent their to-do-lists after 8:00 AM to Puan Aziera, SYAFIQ SUHAMI & CO's human resource manager. Below is an example of the to-do list sent each morning.

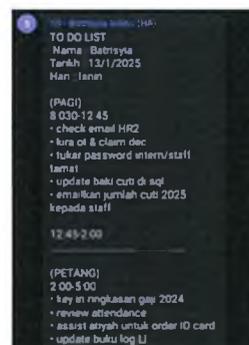
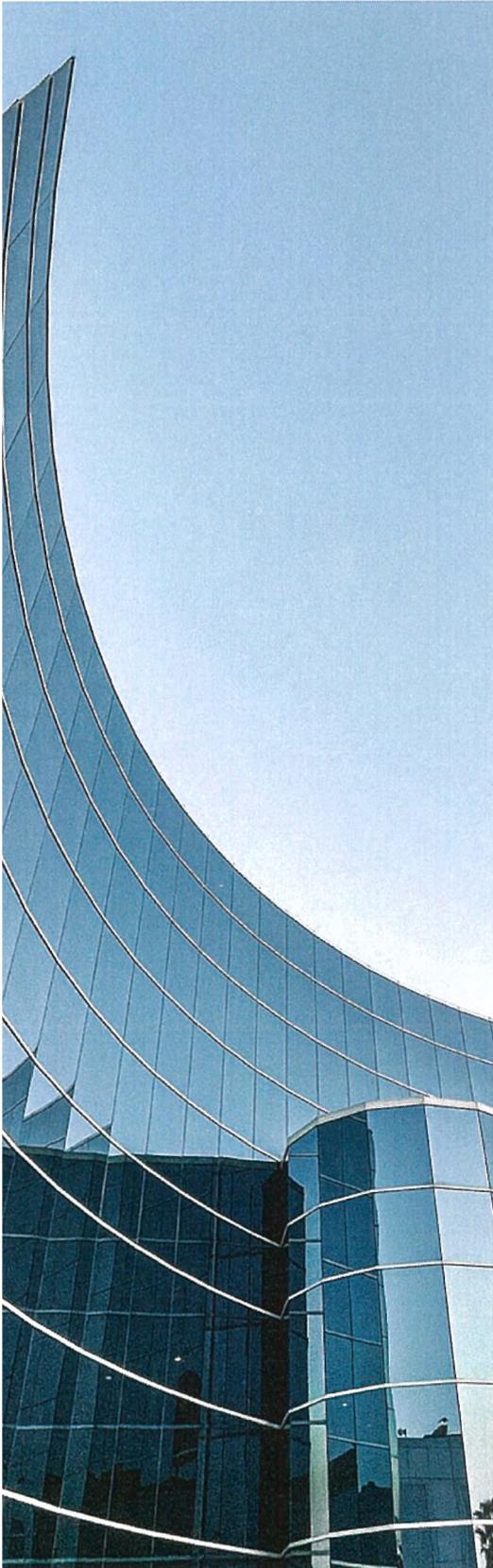


Figure 4: Example of to-do-list



TRAINING'S REFLECTION

KEY IN THE ATTENDANCE

Every Monday, the trainee need to download the employees' thumbprint report and key in it in the attendance excel. The attendance report will be sent each month to employees through email as their references.

Attend. Report														
NO EMP	Name	SA1001194	Department	ADDM	Industry/Department	Date	01-10-2024	31-10-2024	Working Days/3	02/01/23	Late Num: 1	Early Num: 0	MC	Business Days/3
Weekly Salary	Overtime Pay	Overtime Pay	Overtime Pay	Overtime Pay	Overtime Pay	Overtime Pay	Overtime Pay	Overtime Pay	Overtime Pay	Overtime Pay				
Date	Week	In	Out	In	Out	Date	Week	In	Out	In	Out	In	Out	
10-01	Sun	0730			1211	10-17	Sun	0737				0733		
10-22	Wed	0720			1217	10-18	Thu	0800				0705		
10-23	Thu	0745			1211	10-19	Fri							
10-24	Fri	0730			1209	10-20	Sat							
10-25	Sat					10-21	Sun	0700				0711		
10-26	Sun					10-22	Mon	0701				0711		
10-27	Mon	0753			1211	10-23	Tue	0700				0708		
10-28	Tue					10-24	Wed	0700				0712		
10-29	Wed	0730	1314			10-25	Thu	0727				0714		
10-30	Thu	0811	1307			10-26	Fri							
10-31	Fri	0754	1240			10-27	Sat							
10-01	Sat					10-28	Sun	0700				0700		
10-02	Sun					10-29	Mon	0701				0712		
10-03	Mon	0750			1210	10-30	Tue	0701				0700		
10-04	Tue	0740			1211	10-31	Wed	0701				0713		
10-05	Wed	0750			1213									

Figure 5: Example of Attendance Report

HANDLE EMPLOYEES' LEAVE FORM

The trainee has to handle the leave form by entering the number of annual leave taken into the employee statement excel and ensure if it aligns with the leave form. The leave form will be passed to Puan Aziera to sign and the trainee will email it after it is signed.

SVAFIQ SUHAIMI & CO (NF 1623)
CHARTERED ACCOUNTANTS

BORANG PERMOHONAN CUTI

NO PEKERJA:

KEPADA: PECAWALPENTADBIRAN

NAMA: JAWATAN:

CAWANGAN:

CUTI: TAJARAN TEGAH BERSEKUTU

TARIKH CUTI BERMULA: BERSAMA: JUM BARI:

SESI: PADI PELANGI

TTANGAN PERMOHON: TARIKH:

TUJUAN/ALAMAT BERKUTI:

BAKI CUTI:

RELAKSIAN CUTI:

CUTI CUTI PELAKS/BERSEKUTU:

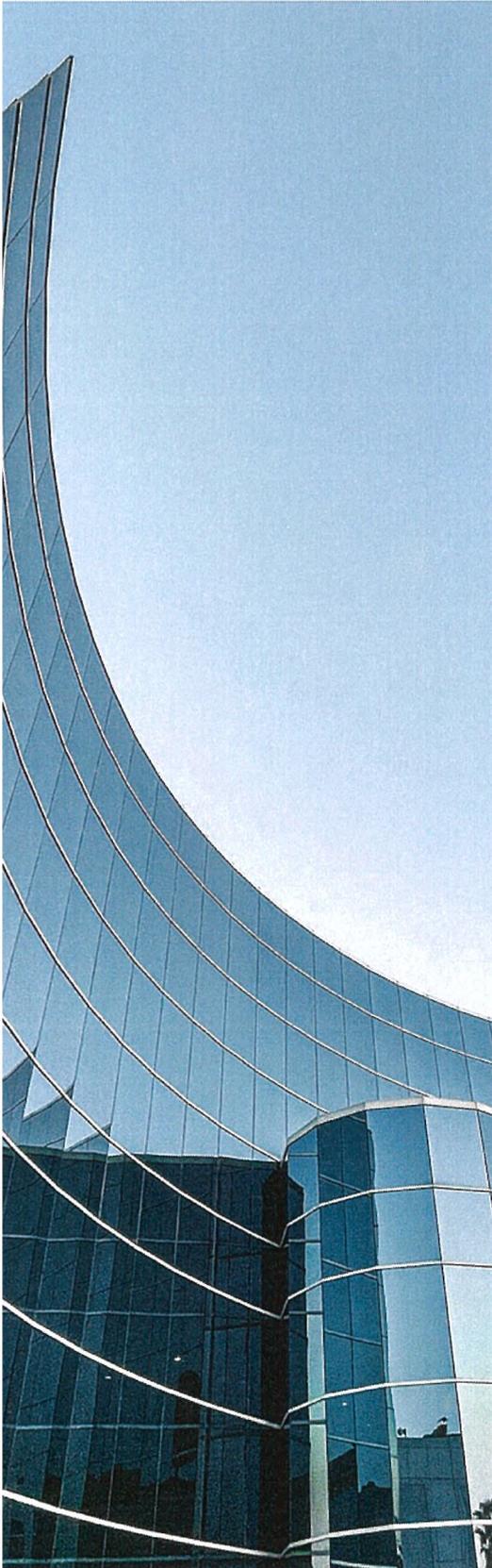
BAKI RELAKSIAN CUTI:

BERSEKUTU:

DISAMBUT: TARIKH:

BERSEKUTU: TARIKH:

Figure 6: Example of Leave Form



TRAINING'S REFLECTION

CONTACT INTERVIEW CANDIDATES

The trainee must contact the interview candidates to confirm his or her availability to attend the interview on the specified day. Next, the trainee has to send a form that must be completed by the candidate.

PREPARE DOCUMENTS FOR EMPLOYEES

If there are any new employees or interns, the trainee need to prepare an offer letter.

PREPARE LETTERS AND MEMOS

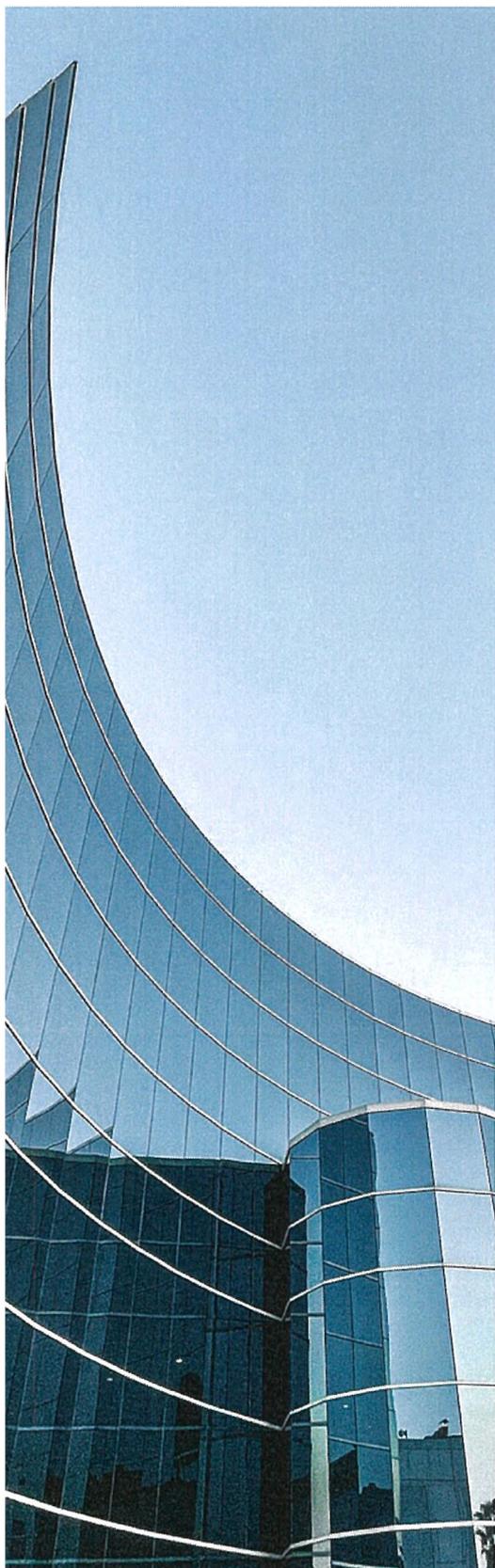
In addition, the trainee must prepare an acceptance letter of work email and asset for the new employees and intern. If someone leave the firm, the intern also need to prepare a 'hand-over' letter of asset and email.

CALCULATE OVERTIME (OT) AND ACCOMMODATION CLAIM

Every 5th to 10th every month, the trainee need to calculate the overtime claim and accommodation claim of employees who are entitled.

CALCULATE INVENTORIES

Every two weeks, the trainee must calculate inventory stocks to check that the amounts are align with the system. If there are not enough inventories, the trainee will place a new order.



TRAINING'S REFLECTION

FILING

Then, the trainee needs to file all MC, leave applications, claims, and salary statements. The trainee must update five files every month, which are the EPF and SOCSO contribution file, the MC and leave file, the salary statement file, the LHDN & Zakat file and also the client file.

PREPARE A DUTY ROSTER FOR EMPLOYEES

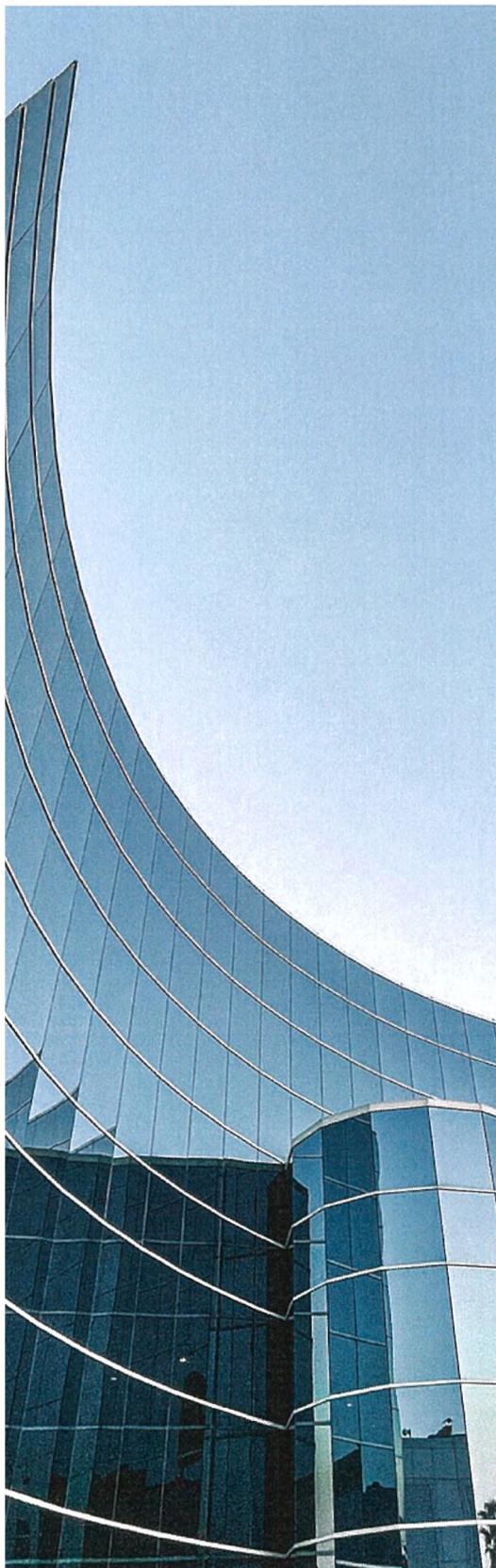
The trainee must prepare a duty roster for the Friday office cleaning. The duty roster should be fair to all employees.

JADUAL TUGAS SYAFIQ SUHAIMI & CO (KUANTAN) JANUARI 2025			
	HARI	17/1/2025	18/1/2025
T	SAPU (BILIK)	AINA	RIZAL
	SAPU (LUAR)	AHMAD	THAQIF
	MOP (BILIK)	KAHIMI	NAHILA
U	MOP (LUAR)	ATIYAH	NAZIFA
	SAPU PANTRY		
G	MOP PANTRY	BATRISYIA	ATIYAH
	PANTRY	REHAN	
A	TANDAS (BAWAH)	RAFIZAH	REHAN
	TANDAS (ATAS)	ARIANAH	RAHMII
S	SURAU		
	SAMPAH (ATAS & BAWAH)	RIZAL	AHMAD
N	LAP MEJA BILIK	THAQIF	ARIANAH
	LAP MEJA LUAR		AINA
	BAK BAWAH TANGGA	NAHILA	AINA
	TANGGA	NAZIFA	BATRISYIA

Figure 7: Example of Duty Roster

UPDATE HR LISTING

The trainee need to update a HR listing in the WhatsApp work group. The HR listing includes the number of people on leave, the MC, and whether there are any new employees or interns.



TRAINING'S REFLECTION

MAIN ROLES, RESPONSIBILITIES AND TASK

These are the trainee's main roles, responsibilities, and tasks:

- Calculate employees' salary
- Make a contribution payment

CALCULATE EMPLOYEES' SALARY

The most crucial part of the trainee task is calculating employee salaries using SQL payroll system and Microsoft Excel. The trainee must ensure that the salaries details in both systems are align with the EPF, SOCSO, and employee declarations regarding yearly leave taken, unpaid leave, and MC. Therefore, the trainee must carefully check every detail and ensure all data is entered correctly. Any errors could affect staff salaries and complicate the payment process.

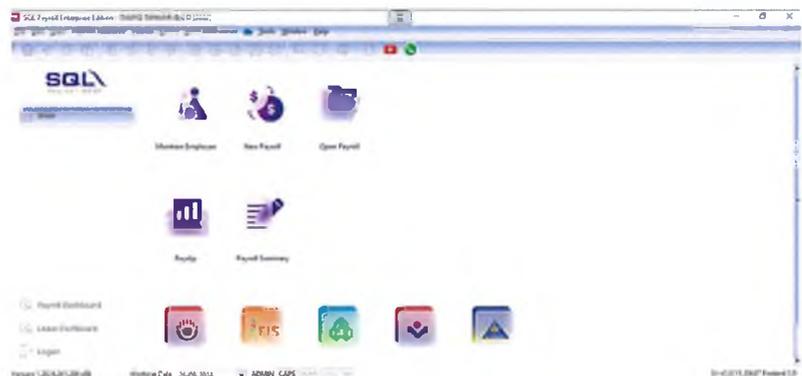


Figure 8: The SQL Payroll System

MAKE A CONTRIBUTION PAYMENT

The trainee need to make EPF, SOCSO & LHDN payment every 15th each month.



SWOT ANALYSIS

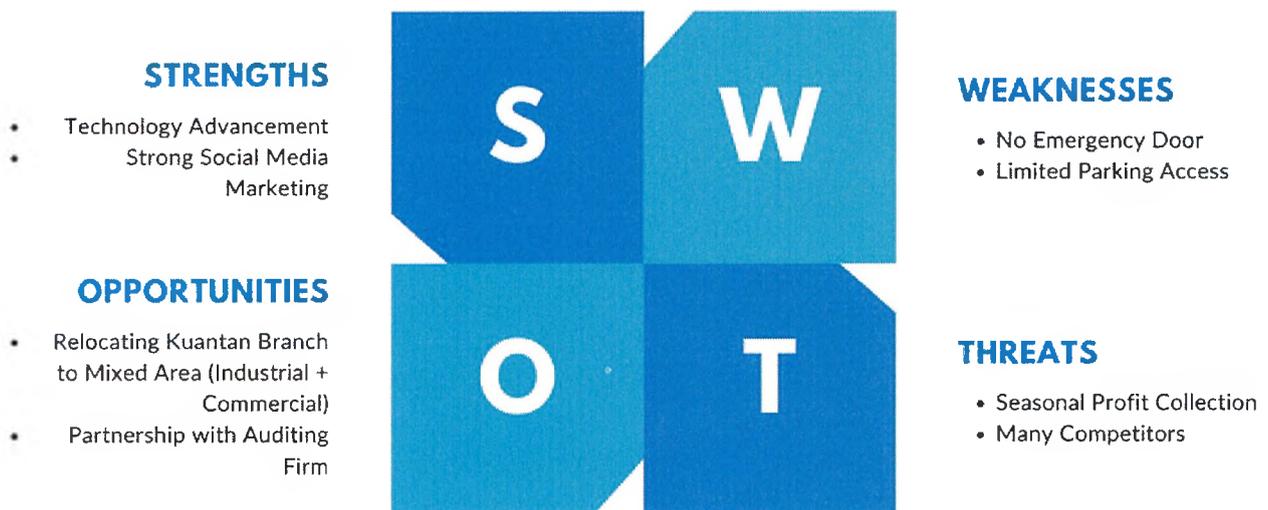


Figure 9: The SWOT Analysis

DISCUSSION

STRENGTHS

(Technology Advancement)

SYAFIQ SUHAIMI & CO can be considered as a progressive firm because they use technology in their daily work. One clear example is when the firm provides laptops for their employees and interns to use for work. Employees are not required to buy a new or high-spec laptop to run systems or applications as the firm already provide them with the necessary equipment. This means that employees do not have to worry about starting their work since the firm has already provided good facilities for them to complete their tasks. This can improve job satisfaction because employees feel their welfare is being taken care of.

NO	NAMA ASET	NO. PENDAFTARAN ASET	NO SIRI ASET	LOKASI ASET	NAMA STAFF YG MENERIMA ASET	NAMA PEMBEKAL	TARIKH PEROLEHAN
1	LAPTOP HP	SSNCO/LP/0001	5CD213CZFY	DAMANSARA	ISYRAF	AFCC	21/7/2022
2	LAPTOP HP	SSNCO/LP/0002	5CD213CXQ7	KUANTAN	AINA	AFCC	21/7/2022
3	LAPTOP HP	SSNCO/LP/0003	5CD2356XFC	KUANTAN	BATRI SYIA (FARAH)	AFCC	24/1/2023
4	LAPTOP HP	SSNCO/LP/0004	5CD2355TMM	KUANTAN	HAZIQA (HANI)	AFCC	24/3/2023
5	LAPTOP HP	SSNCO/LP/0005	5CD2202GNS	KUANTAN	RAHIMI (SYUHADA)	AFCC	13/6/2023
6	LAPTOP HP	SSNCO/LP/0006	5CD323NPMK	KUANTAN	ATTYAH (AMIR)	AFCC	24/8/2023
7	LAPTOP HP	SSNCO/LP/0007	5CD323L543	MUADZAM	SITI	AFCC	6/11/2023
8	LAPTOP HP	SSNCO/LP/0008	5CD3276DT5	KUANTAN	HAFIZAH (HIDAYAH)	AFCC	6/11/2023
9	LAPTOP HP	SSNCO/LP/0009	5CD235713I	KUANTAN	SABILAH (HASYA)	AFCC	28/3/2023
10	LAPTOP HP	SSNCO/LP/0010	5CD2173GBY	DAMANSARA	AMIRUL (LUQMAN)	AFCC	21/7/2022
11	LAPTOP HP	SSNCO/LP/0011	5CD210K3TY	KUANTAN	THAQIF (MUHAMMAD)	AFCC	21/7/2022
12	LAPTOP DELL	SSNCO/LP/0012	BCOCBF2	KUANTAN	TIDAK DIGUNAKAN (HAZIQ)	-	-
13	LAPTOP DELL	SSNCO/LP/0013	CV8HB32	KUANTAN	TIDAK DIGUNAKAN (FATHAH)	-	-
14	LAPTOP ACER	SSNCO/LP/0014	NXVAKSA012628005FE7600	KUANTAN	TIDAK DIGUNAKAN (DINI)	-	-
15	LAPTOP DELL	SSNCO/LP/0015	5PKZ7F2	KUANTAN	TIDAK DIGUNAKAN (LAPTOP IST AHMAD)	-	-
16	LAPTOP ACER	SSNCO/LP/0016	NXVAKSA01262905D807600	KUANTAN	TIDAK DIGUNAKAN (UMAR)	-	-
17	LAPTOP DELL	SSNCO/LP/0017		MUADZAM	FARA	-	-
18	LAPTOP ASUS	SSNCO/LP/0018	FBNDX273755478	KUANTAN	TIDAK DIGUNAKAN (IRA)	-	-
19	LAPTOP HP	SSNCO/LP/0019		KUANTAN	DILUPUSKAN	-	-
20	LAPTOP ACER	SSNCO/LP/0020	NXVAKSA0126270A8157600	MUADZAM	NALISA (SABILAH)	-	-

Figure 10: Listing of laptops That Be Given To Employees

According to Tubagus Ahmad Darajat (2020) mentioned that employee performance improves because of the facilities provided by the company. Workplace facilities are a crucial support needed by the employees. Apart from salary, employees also need to work in a good environment to perform their work well. Many companies fail to prioritize this which can lead to a poor performance. This happens when the company demand high performance from employees without considering what employees need to meet these demands properly.

DISCUSSION

Providing the necessary facilities is an added value that the firm offers to the employees which can show that they care about the employees' comfort while working. Additionally, the Covid-19 pandemic has changed the way we work. All employees regardless of age are required to master the use of computers and the internet (**Abun & Magallanes, 2022**).

Therefore the firm provides new knowledge to their employees by introducing them to new systems like SQL, QuickBooks and Bukku. This shows that the company is committed to upgrading their technology to make the operations run smoothly. When technology is being used effectively, it can increase work performance and productivity which can help to reduce other production and service costs in the office in the long run.

According to **Alruwayyeh (2018)** also mention that technology can help to reduce costs, improve quality and productivity in the modern office. Therefore, technology advancement is one of the firm's strengths.

DISCUSSION

STRENGTHS

(Strong Social Media Marketing)

SYAFIQ SUHAIMI & CO uses their social media very effectively by posting regularly on Facebook and TikTok. For example, they share new accounting knowledge and motivational content every day in the Facebook.

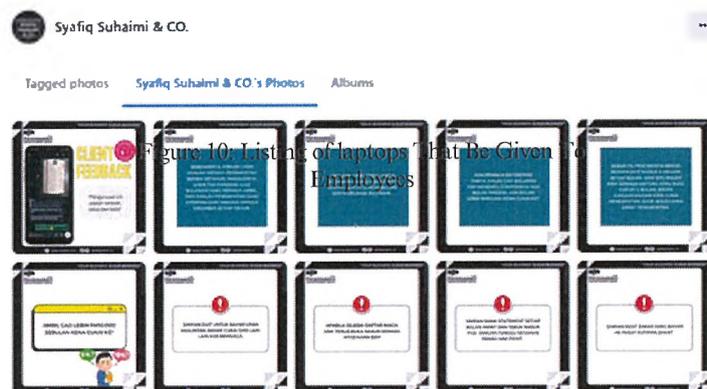


Figure 11: The Facebook's Content

In addition, they also have more that 8000 followers on TikTok. They gain more followers by posting a trending content and informative content every week. Having a strong social media presence provides an advantage to the firm as it helps to attract more client to use their services. Since they are offering a service rather than a product, gaining the trust from potential client is very important. A strong social media presence is one of the steps they have taken to build that trust.



Figure 12: Syafiq Suhaimi & Co's TikTok

DISCUSSION

Hilong (2022) also mentioned that social media has become a powerful tool in influencing purchasing decisions. People often read online reviews to ensure the service is good enough. Positive reviews on SYAFIQ SUHAIMI & CO's social media can help to convince others that the firm provides a high quality service. This is because there is a positive connection between purchase intention and helpful online customer reviews (Rawat & Kumar, 2023). In fact, SYAFIQ SUHAIMI & CO has data showing that most of their clients approach the firm through social media.

DATE	NAME POTENTIAL CLIENT	DARI MO MANA	BU TRAN (CONSULT TENTANG APA)	DARI SOC MED MANA	PIC YANG JAWAB	ACTION
02/01/2024	NAQIHAH	FON BARU ENTERPRISE	MAKLUM BERKENAAN SYARIKAT SUAMI	FACEBOOK	ZULAIHAH	MINTA DOKUMEN DIPERLUKAN
02/01/2024	AHMADIS	FON KLANG VALLEY	PERTANYAAN BERKENAAN SEKATAN PERJALANAN	FACEBOOK	ISYRAF	MAKLUMKAN SEKARANG SUDAH MEMBUAT PEMBAYARAN BOLETAU WALK IN UNTUK PINDA SEKATAN TERSEBUT
02/01/2024	ZAINOL	FON KLANG VALLEY	LAPOR CUKAI 2023	FACEBOOK	ISYRAF	PERMOHONAN DOKUMEN UNTUK SEMAKAN
03/01/2024	NUR BUNGA (RIBBON CRAFT)	FON BARU ENTERPRISE KLANG	INCOME TAX	TIKTOK	HANI / HIDAYAH	DAH FOLLOW UP TENTANG PERTANYAAN
03/01/2024	Qazya Maja Enterprise(0129309630)	FON LAMA ENTERPRISE KLANG	INCOME TAX	FACEBOOK	YAN	MINTA MAKLUMAT DAN SSM CLIENT (CLIENT MAKLUM AKAN WA KLANG)
03/01/2024	AFIFAH	FON KLANG VALLEY	SEBUTHARGA	GOOGLE	ISYRAF	MAKLUMKAN BERKENAAN SEBUTHARGA KEPADA CLIENT
04/01/2024	ASARI	FON KLANG VALLEY	INCOME TAX	FACEBOOK	ISYRAF	CLIENT MAKLUM UNTUK BUAT AKAUIN BACI TAHUN TERBUHI
04/01/2024	ABDUL BAASIT	FON BARU ENTERPRISE KLANG	NAK UPGRADE KEPADA SON BHD	FACEBOOK	HIDAYAH / ZULAIHAH	SEND NUMBER KEPADA TEAM COSEC
4/1/2024	NORSYAMIL FARHANA	FON KLANG VALLEY	PERMOHONAN INTERN	GOOGLE	ISYRAF	BERIKAN EMAIL HR UNTUK PERMOHONAN
08/01/2024	AMIL	FON KLANG VALLEY	CLICK LINK	FACEBOOK	ISYRAF	
08/01/2024		FON KLANG VALLEY	BERTANYA BERKENAAN QUOTATION	FACEBOOK	ISYRAF	MAKLUMKAN BERKENAAN MEHIMA FEE DAN DOKUMEN YANG
10/1/2024		FON KLANG VALLEY	CLICK LINK	FACEBOOK	ISYRAF	
10/1/2024	AZLIINA (017 8515785)	FON BARU ENTERPRISE KLANG	NAK DECLARE CUKAI DAN TANYA BERKENAAN FEE	FACEBOOK	ZULAIHAH	MAKLUMKAN BERKENAAN MEHIMA FEE
13/1/2024	NUR ILYA	FON KLANG VALLEY	LAPOR CUKAI	FACEBOOK	ISYRAF	MAKLUMKAN BERKENAAN DOKUMEN DIPERLUKAN

Figure 13: Listing of New Potential Client

DISCUSSION

WEAKNESSES

(No emergency door)

Safety in the workplace is very important. Employers must understand that a safe workplace with a healthy environment is crucial for developing a positive business culture among employees. By having a good safety in workplace can prevent injuries to employees. When employees suffer injuries due to the employer's negligence, it can lead to a huge loss as they need to pay a lot to cover the medical expenses to the employee **(Shukrisaidin, 2020)**

Although SYAFIQ SUHAIMI & CO is only an office and not a factory with many hazards, they must still be prepared for any potential risks that may arise in the future. Since their office is in a shop lot, they do not have an emergency exit in case of a fire. Additionally, the stairs could pose a hazard to employees especially if they rush to exit the building during an emergency as there is no proper emergency exit. Stairs are a common hazard in offices that people often overlook. While falling down stairs may be portrayed as a joke in comedies, it is much more dangerous than it seems. According to a study by the National Safety Council, more than 1 million injuries are caused by stairway falls each year in the U.S. **(Tenge, 2024)**. Therefore, by not having a proper emergency exit is a weakness to the firm

DISCUSSION

WEAKNESSES

(Limited Parking Access)

One of the weaknesses faced by the firm is the limited availability of parking spaces for clients. This can lead to inconvenience especially during peak hours as the clients may struggle to find suitable parking. As a result, some clients may experience frustration and potentially affecting their overall experience and satisfaction with the services. In extreme cases, it may even deter potential customers from visiting.

According to a study by **Saber (2017)**, inadequate parking facilities are directly correlated with lower customer satisfaction which can deter repeat business and negatively impact revenue generation. The parking limitations may also create additional pressure on nearby street parking that contribute to local congestion and dissatisfaction within the surrounding community. In addition, due to the lack of sufficient parking space, the firm are unable to accommodate a larger customer base which could affect business growth. Therefore, it can conclude that the limited parking access is one of the firm weaknesses.

DISCUSSION

OPPORTUNITIES

(Relocating Kuantan Branch to industrial area)

SYAFIQ SUHAIMI & CO have relocated their office from Indera Mahkota 3 to Indera Mahkota 7. A mixed area is a good place to build a new networking and attract potential clients. This is because the new offices are surrounded by the Sdn Bhd companies and Enterprises companies that may be their targeted clients. Since SYAFIQ SUHAIMI & CO offers accounting services to businesses, this area could be a great opportunity for the firm to generate more revenue.

Location is typically one of the most influential factors in a customer's decision to choose a business (Jaravaza, 2013). People are more likely to buy products or services that are easily accessible to them.

In fact, there are a VIP client of SYAFIQ SUHAIMI & CO at Indera Mahkota 7 which is Right Click Solution.

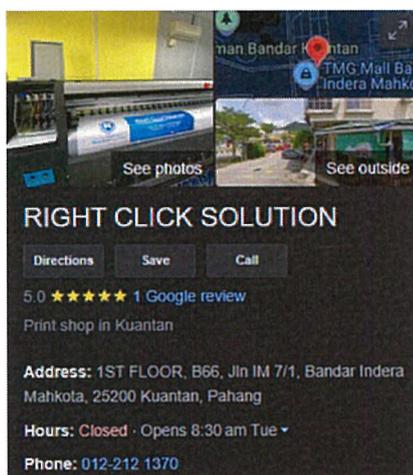


Figure 14: The VIP Client of Syafiq Suhaimi & Co

DISCUSSION

It can help the firm the expand their networking because the VIP clients may recommend SYAFIQ SUHAIMI & CO to other new business in that area. In addition, the potential clients can easily walk-in into the office since it is nearby and can have an accounting consultation with the staff. Therefore, the firm could take advantage on their expertise in the new area, promote it, and turn it into an opportunity for growth.

DISCUSSION

OPPORTUNITIES

(Partnership with auditing firm)

SYAFIQ SUHAIMI & CO is a firm that provides tax and accounting services but they do not offer auditing services. However, the firm made a smart move by partnering with a company that provides audit services. Through this partnership, SYAFIQ SUHAIMI & CO acts as an third party and submit audit reports to the audit firm on behalf of their clients. In return, the firm receives up to a 20% commission. This partnership can help increase the company's revenue.

RESEVEDIAAN CLAIM AUDIT/TEK				
BUTIRAN	KHR	AMR	ANK	JEFREY
AUDIT	DEPOSIT -20% - KE ATAS AUDIT FEE YANG DIBAYAR -INVOIS KEPADA KHAIRUDDIN HASYUDEEN & RAZI FULL PAYMENT -20% KE ATAS AUDIT FEE YANG DIBAYAR -INVOIS KEPADA KHAIRUDDIN HASYUDEEN & RAZI	DEPOSIT -20% - KE ATAS AUDIT FEE YANG DIBAYAR -INVOIS KEPADA AMR KUANTAN SDN BHD FULL PAYMENT -20% KE ATAS AUDIT FEE YANG DIBAYAR -TAMBAHAN RM50 REIMBURSEMENT -INVOIS KEPADA AMR KUANTAN SDN BHD		DEPOSIT -20% - KE ATAS AUDIT FEE YANG DIBAYAR -INVOIS KEPADA JEFREY & CO FULL PAYMENT -20% KE ATAS AUDIT FEE YANG DIBAYAR -INVOIS KEPADA JEFREY & CO *REIMBURSEMENT AKAN DIMAKLUMKAN NANTI *KEBIASAANYA JEFREY AKAN MEMBAYAR TERUS SEBELUM INVOIS DIKELUARKAN

Figure 15: The Commission that Syafiq Suhaimi & Co received

Townsend (2024) also agrees that partnerships can expand a customer base and can increase overall sales volume at the same time. This shows that having strong partnerships can contribute to higher revenue. Therefore, the partnership with the auditing firm presents a valuable opportunity for SYAFIQ SUHAIMI & CO.

DISCUSSION

THREATS

(Seasonal Profit Collection)

During the peak season, the firm can collect roughly up to RM90,000 while during a normal season, the collection may be less than that. The peak season is the time when the business owners need to submit their reports to LHDN. During this period, employees are rushed to finish clients' accounts. The peak season typically runs from March to July as the reports need to be submitted before 15th July every year.

Additionally, during the peak season, many clients are in urgent need of accounting services. Since they have not prepared their accounts earlier in the year, they rush to find an accountant when they realize they need to submit their reports. This is one of the reasons the firm receives most of its collections during the peak season.

Therefore, this unfixed profit collection can be harmful during the normal season as they earn almost half of what they make during the peak season. It can affect the firm's profit. We can conclude that seasonal profit collection is a threat to the firm

DISCUSSION

THREATS

(Many Competitors)

The accounting business or accounting firms are not something new. There are many competitors offering the same services which can pose a threat to the firm especially since they only sell services and not products. As a result, there is not much difference between SYAFIQ SUHAIMI & CO and other firms especially when SYAFIQ SUHAIMI & CO is not a big 4 company in accounting field.

According to the Malaysian Institute of Accountants (MIA) report in 2021, there were more than 1,400 accounting firms registered. Competition in the business reduces the available customer base especially when the demand is limited. A competitive market also can force companies to lower their prices to stay competitive which can decrease their profit margins for each service (**Ferociousmedia, 2024**).

When other companies offer lower prices, this can be a challenge for SYAFIQ SUHAIMI & CO as customers are likely more attracted to the lower-cost option. Therefore, a too much competition can become a threats to the firm.

RECOMMENDATION

STRENGTHS

(Engage with followers by doing live streams)

The firm can try to engage with followers by doing a live streams about account consultation in social media. Engaging with followers through live streams on social media like TikTok or Instagram may offers a direct and personal way to connect with the them. By hosting live sessions, the firm can demonstrate services and answer their questions in real-time. It can creates an interactive and authentic experience. This kind of engagement helps to build trust as the followers feel more confident knowing that the firm is open, approachable, and responsive. When the firm consistently delivers value and shows genuine interest in its clients' needs, it can strengthens the trust which it is a key to long-term loyalty and satisfaction. People are more likely to return and recommend the brand when they feel trusted and valued.

RECOMMENDATION

STRENGTHS

(Held a class, webinar or seminar)

Offering classes or allowing employees to join seminars or webinars about the software used is an excellent way to improve overall efficiency and skill development. During these seminars, employees can gain new knowledge and skills in understanding about the software that they used everyday. It also can help them become more proficient and confident in using the software. It also promotes continuous learning and development which can boost employee engagement and job satisfaction. Furthermore, these opportunities allow employees to stay updated on new features and ensuring the team is aligned with the company's goals and operating at their best. Providing this kind of education promotes a more knowledgeable and empowered workforce which benefits the company's overall productivity and performance.

RECOMMENDATION

WEAKNESSES

(Install fire extinguisher or smoke detector)

Installing fire extinguisher and smoke detector can be a first step for the firm to handle the emergency situation. Fire extinguishers are a crucial safety element in any building as it help to control small fires before they escalate into a larger and more dangerous incidents. The firm can try installing them at the strategic locations such as near door exit, pantry or in a high-risk areas. They are cost-effective and easy to use. Additionally, pairing fire extinguishers with smoke detectors enhances overall safety as smoke detectors provide early warnings and allowing quicker action to extinguish fires before they spread.

To ensure proper usage, the firm may also try to put an illustrative graphic close to the fire extinguisher. This is because some people are unable to properly use fire extinguishers.

RECOMMENDATION

WEAKNESSES

(Rent a nearby parking lot)

Providing designated parking for clients may enhance convenience and improve client satisfaction. It can create a professional image for the firm. It also ensures clients have an easy access without the hassle of searching for parking. In addition, it also can help in reducing delays and frustration of the clients. Clients can just easily walk-in into the office.

Next, a reserved parking can improve traffic flow and prevent congestion in high-traffic areas. Therefore, by having a designated parking, it can make the clients feel valued and encourage repeat visits.

RECOMMENDATION

OPPORTUNITIES

(Giving a company card to nearby business)

The firm can promote their business by giving a company card. For example, if the employee need to go to a printing shop to laminate things, they could try giving a company card to the printing shop so that the shop becomes aware of the firm. By giving out company cards to other businesses in the new area is an excellent way to increase visibility and raise awareness about SYAFIQ SUHAIMI & CO. It helps in introducing the firm to other local businesses and builds a network in the community. It is not only share contact details but also create an opportunity to highlight the services, values and the unique offerings that the firm provides. This simple yet effective method allows others to know about the company and making it easier for potential clients or partners to reach out when needed. It also establishes a professional presence in the new area which can lead to future collaborations and business opportunities.

RECOMMENDATION

OPPORTUNITIES

(Held a team building with audit firm)

The firm can consider to join or held a team building with more audit firm. Engaging in activities with an audit firm can help build stronger teamwork and improve communication. Activities like workshops, collaborative problem-solving sessions or even casual networking events allow both teams to share knowledge and work together on real challenges. These activities can help break down any barriers and allow team members to understand each other's roles better. It also provides a chance to discuss and communicate among each others. As a result, employees will feel more comfortable and it will be more easier for them to communicate about work in the future.

RECOMMENDATION

THREATS

(Promote the others services)

Since SYAFIQ SUHAIMI & CO have two other services, they can do a lot of other promotion about the other two services to cover the profit and expenses during a normal month. SYAFIQ SUHAIMI & CO can focus on promoting their other services such as HR service and company secretary (cosec) service during the off-peak months. This could help maintain their profit throughout the year. The firm could create targeted marketing campaigns or offer discounts for clients who bundle services such as accounting, HR and cosec. It can attract clients seeking broader support for their business operations. These initiatives not only offer a new revenue but also strengthen the firm's relationship with existing clients by showcasing a well-rounded expertise that leading to more consistent collections throughout the year.

RECOMMENDATION

THREATS

(Focus on better customer service)

Since SYAFIQ SUHAIMI & CO are still a developing company, they can focus on better customer service to stand out from other competitors. Client can feel valued as the employee really have a good communication skill. When people are satisfied with the service they receive, they are most likely to return and continue the using the service again in the future. That is the reason why customer service are so important even though it is often overlooked. The firm could consider implementing a feedback system such as post-service surveys or follow-up calls to continuously improve the customer experience. By gathering insights directly from clients, the firm can understand the clients need and any concerns that be faced by the them better. Offering a good customer service not only encourages clients to repeat the service but also generates word-of-mouth referrals which is crucial for a growing firm in a competitive industry.

CONCLUSION

In conclusion, the internship gave the trainee chances to build strong relationships and networks with the colleagues which is an important part of the experience. The trainee learned many valuable skills that she can now apply in the real-life situations. It also make the knowledge gained more useful. Although adjusting to the new work environment was a bit challenging in the beginning, it allowed the trainee to grow both personally and professionally and helping the trainee become more confident and capable in her work. Overall, this internship has been a wonderful opportunity that contributed to trainee career development and growth.

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APPENDICES



Figure 16: Usrah and Breakfast Together With Staff



Figure 17: Joining Career Both MyFutureJob in UNITAR

APPENDICES



Figure 18: Office Relocation



Figure 19: Giving Out 2025 Calendar to Client