



اَوْنِبُوْرَسِيْتِيْ بِاَتِيْكُوْلُوْكَىْ بِاَمَّارَا
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INDUSTRIAL TRAINING REPORT (MGT666)



SWOT ANALYSIS OF MUHAMMAD ANEES & COMPANY

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EXECUTIVE SUMMARY

For the past six months, I have been blessed with the opportunity to train and gain working experience here at Muhammad Anees & Company (Penang). My name is Muhamad Noor Hisyamuddin bin Othman, a final year student of UiTM Arau majoring in Business Administration (Hons) Finance.

Muhammad Anees & Company is a young and growing company that is founded by Mr. Muhammad Anees bin Sheik Othman. This company is established on 6 November of 2011 and now it has two branches which are in Penang and in Kuala Lumpur. There are 35 employees here, including permanent workers as well as internship students like I am that ranges from various ethnicity and age groups.

As for my training experience, I can sum up that it has been a great and educational time for me during my internship period. I was placed in the finance department and I had learned many new things regarding financing activities such as preparing various documents such as invoices, transfer vouchers and payment vouchers. Overall, it is quite educational and useful.

This study implements the SWOT analysis that covers the internal and external aspects of the company. This analysis is used as an assist to identify the company's financial performance. This study also is made in order to center the positive and negative aspects observed while I was completing my internship at the company.

COMPANY'S PROFILE



The company's logo

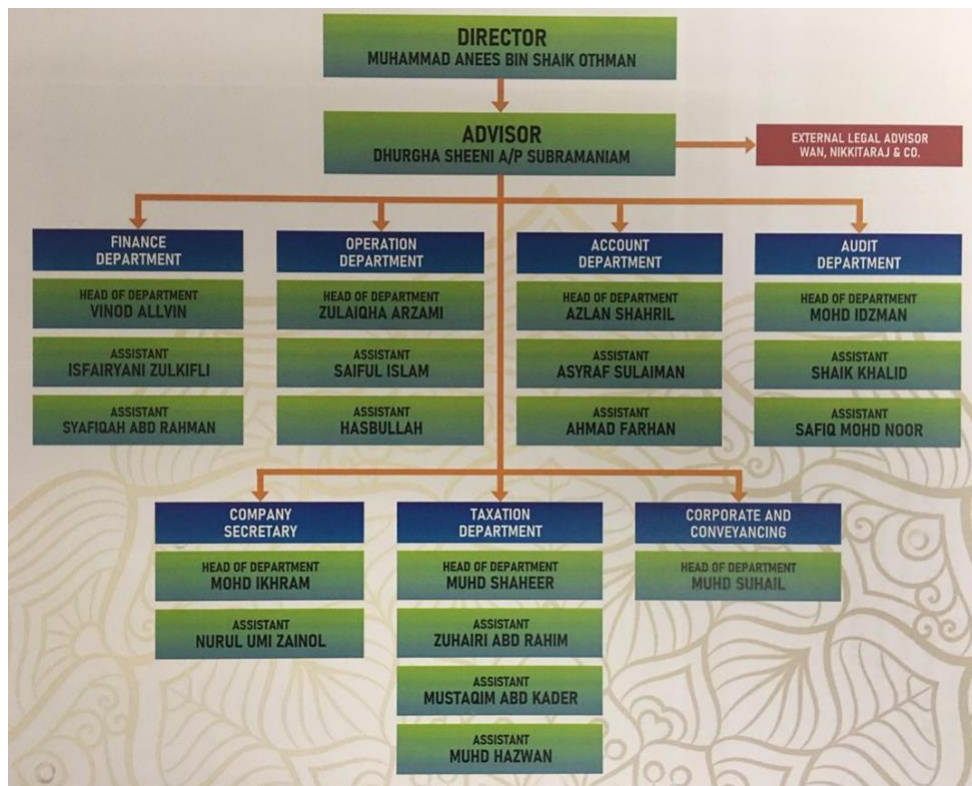
For six months, I have been completing my industrial training at Muhammad Anees & Company (Penang). The office is situated at No 58-6-1, Fortune Business Centre, Cantonment Road, 10250 Penang. The office's regular operation hours are from 9am to 6pm while during Ramadhan, the operation hour is from 8am to 4.45pm. The operating days are from Monday to Friday. Muhammad Anees & Company is established on 6 November 2011 by a local, Mr. Muhammad Anees bin Sheik Othman. The company's type of business is sole shareholder. The company's symbol, as shown above is inspired and created by the director of the company that emphasized the Syariah compliance in the management and operation of the company. The red represents confidence, understanding and professionalism. Since its establishment, the company now serves around 100 clients from all around Peninsular Malaysia ranging from new businesses and established businesses in many industries such as food and freight as well as individuals. The company as for now has thirty four (34) employees that consist of permanent and internship students from many institutions such as UiTM and Polytechnic.

Vision, mission, objectives, goals

For Muhammad Anees & Company, their mission and vision can be reflected by the statement of "We do not bind our clients to a contract, the clients will stay if there is good service and high value". The main objective of this company is providing advice, expertise and specialist skills in accounting and business consultation with the aim of creating value, maximizing growth or improving the business performance of our clients. The motto of this company is "The failure of today is the road for success".

Organizational structure

This company has two (2) branches, one in Penang, which is the main branch and the other is in Kuala Lumpur. The company also has more than thirty (30) employees that consist of permanent employees and also internship students from other institutions such as vocational college, polytechnics and other local universities. The company is led by one director, that handles the overall operations as well as bigger picture aspects, one advisor which involves in the company's daily operations and also handles operations of another legal related company, which is Messrs Wan, Nikkitaraj & Co. Messrs Wan, Nikkitaraj & Co provides advocates and solicitor services and also has two branches located in Penang and Kuala Lumpur. There is also one financial assistant and he acts as my supervisor during my stint at this company. The company is divided according to various departments. The departments are Finance, Legal, Audit, Tax, Corporate & Conveyancing department (CCD) and Secretary. All of the departments have at least one permanent worker that will guide and share their knowledge on how to complete their tasks and work according to the requirements of the departments.



The table above is the organizational structure of Muhammad Anees & Company's Penang branch.

Product and Service offered

For the company, it is a chartered accountant. The main service that is available for clients is accounting. This company also provides auditing, internal audit, company secretary, individual taxation, corporate conveyancing department, company taxation, bank consultation, GST/SST consultation and also financial consultation services. As for 2021, there are around one hundred (100) companies that uses their services either local, Penang based companies or companies from other states in Malaysia. The outputs are prepared through a cycle that involves most of the departments and the cycle will also involves the finance department, in which I was situated.

TRAINING'S REFLECTION

For my industrial training, I was obliged to complete a six month internship period from 15 March to 27 August of 2021. I was two weeks late from the required 1 March internship training start. This is because I was unable to find and receive positions for my internship at the time.

During my stay, I was placed in the finance department of the company, which is the same field that I have been studying in UiTM. This had led me to have the knowledge and experience on how to run the department as well as improving on my teamwork since my department has at least one permanent worker. This process is helped with the constant assist and guidance of other colleagues from my and other departments, especially my supervisor at the company.

Regarding my work, I had involved in many of the work of the finance department. Since there were other colleagues of mine in the finance department, our work is divided equally and this helps finishing the work quickly and rightly. I usually was required to prepare documents for the usage of my department as well as for other departments in the company. I also usually will process documents regarding leave request, MC forms and also requisition, claim forms and also prepare attendance sheets for a few months. I also had opened many files for different companies as well as for the other documents and also travel to the company's client offices around Penang to collect and deliver documents. Finally, I also had helped other employees from other departments, including my supervisor or my boss, if there is any favor needed from them. After any delivery or collection of any documents, I will often claim for fuel money with the receipt as evidence. The process was smooth and easy for me and all of the other employees.

As for benefits, there are a few that I have received during my stay at the company. For instance, I received monthly allowance of RM500 during the internship as well as a bonus of RM100 for Hari Raya Puasa. It is quite a benefit since many other companies did not give allowances to their internship students especially during the current times. I also occasionally received meals from my boss. For example, before the start of Ramadhan, everybody on staff was given a box of dates as well as a bottle of cordial Sunquick drink. There are also times when my colleagues brought meals for all the other employees. Next, I also had improved my Microsoft Office skills as my work requires the usage of Microsoft Words and also Microsoft Excel. This is because I used both of the applications daily in order to complete the tasks given to me. I also managed to experience the real world of working in an established company. This is vital because in the future, I will be more prepared and can expect more on what's to come in this field. For personal development, I can say that this experience has helped me to become a better person. I can now better communicate with others better, whether there are younger or older than me and it also is helped by the friendly and calm environment of the company. I also had become more punctual and almost never late for work since punctuality and attendance are important. Lastly, I also had managed to build on my confidence as a person and it certainly will help in in the future. This is because I usually need to communicate with others in order to complete and assists tasks of me or others.

SWOT ANALYSIS OF MUHAMMAD ANEES & COMPANY

Table 1.0 – Summary of SWOT analysis of Muhammad Anees & Co

| Strength | Weakness |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> - Management of employee’s welfare - Work operation efficiency - Stability in company’s earnings - Perception towards good product quality | <ul style="list-style-type: none"> - Shortage of expertise - Obsolete technological equipment - Miscommunications among employees - High dependencies on owner |
| Opportunities | Threats |
| <ul style="list-style-type: none"> - Exposed to technological awareness - Attitude towards company’s saving - Concern on health concerns | <ul style="list-style-type: none"> - Strict government regulations - Influence on political factors - Decreasing of company’s growth rate |

SWOT analysis has been conducted to analyze Muhammad Anees and Co. performance. This is crucial for the company to superintend their performance and become relevant and stable in the industry. SWOT analysis applies the assessment of the company which is based on internal and external factors .Internal factors include strength and weakness of the company while opportunity and threat represent external factors of the company. The internal factors are factors that can be controlled by the company such as employees morale and management changes while external factors are factors that the company can’t control such as the economy, environment and political.

1) Strength

With great strength, it certainly can motivate employees or gaining better materials or inputs. For Muhammad Anees & Company, there were strengths that were present at the company. One of the strengths is their quality management of employee’s welfare. The company has over thirty (30) employees at the Penang branch, and almost half of the employees were internship students. The allowances for internship students are usually paid in the middle of every month. The payments are always on time, with no delays and also the allowances are received fully, which is RM500 per month as well as all employees receives bonuses ranging from RM100 to RM1,500 for Hari Raya Puasa. For claims, it will be given to the finance department with evidence such as receipts of the claims of the expenses related to the operation of the company. For instance, fuel

claims are the most common form of claim for the company's employees based on the receipt that is given by the employee. The allowances and claims will be handled by the Human Resource department first before being passed down to the finance department. After the approval, the company's operation worker then will cash out cheques that are prepared by the finance department that includes all the necessary expenses at the time with the approval of the company's director. For instance, a cheque of RM6,500 with the company's director approval is prepared and cashed out for the payment of internship allowances by the operating employee on the same day. This shows that the company's financial operations are well executed and managed. This had helped the company in completing the internal transactions of the company and the finance department especially can focus on other aspects of their department.

The next strength is the efficiency of the work operations. Similar to other companies, Muhammad Anees & Company has distinguished departments operating such as finance, legal and tax. To ensure a smooth operation, all departments must work together and always communicate with each other. All departments are also equipped with phones to make communication easier that involves updating their progress of their tasks. For instance, the director will often discuss with all the departments on the progress of the tasks as well as giving conformation and approval for documents such invoices, tax forms and auditing forms. As for the finance department, it is the final department of a short cycle that needs to be followed by other departments in order to complete every tasks and jobs. The average number of documents managed in a day was around 20-30 per day that involves many stages of completion and most are financially involved. For instance, documents such as invoices and tax forms. Once the director approved, the documents will be prepared and send to the related companies or individuals across Malaysia. The services will be charged according on the client's financial performance and requests pending the director's approval. The charges were usually placed between RM200 and upwards of RM30,000 based on services used. For instance, Ons Hameed Holding Sdn. Bhd. was charged RM9,010 for preparation of a complete report and financial statement for year ended 31 December 2019 and also tax computation for year assessment of 2019 . The finance department will contact clients on the status of their payment such as when the payment will be made after documents issuing. This is to ensure that there are no delays on the client's part and to quickly resolve any issues that may surface during the time period. The

constant and effective communications and interaction internally has resulted on an efficient work operation and assist with the stability of the company's financial performance and position.

The third strength of the company is stability in company's earning. Muhammad Anees & Company recognized by around one hundred (100) clients ranging from small to medium local companies as well as individuals that use the company's services. The company usually charges their clients based on their current revenue gained or other related information for that particular month or year accessed to ensure the charges are not too high or too low for a particular client. The finance department will usually discuss with tax and auditing department on the financial position of a certain company of individual using Muhammad Anees & Company's services. A company that has increase in their revenue will be usually charged around 20% to 25% more from the last charges for the client. For instance, Nusa Kualiti Sdn. Bhd. was charged RM500 for preparation of Form E for year assessment of 2020, which is 20% higher than in 2019 which is only RM400, excluding RM30 of SST charges. This is to ensure that the company can fully take advantage of the increase of their profitability for the company without overcharging the client. The payments are usually being transferred directly to the company's account as well as using cheques. The company's revenue as for the second quarter of 2020 are approximately RM200,000 and their debt and liability are approximately RM140,000. This shows that the director, Mr. Muhammad Anees is managing his company well with his leadership and knowledge on how to maintain and increase revenue for his company.

The last strength is the company's perception towards a good product quality. Muhammad Anees & Company prioritized their client's satisfaction while utilizing there services. This is stated in their vision and mission statement, in which satisfied clients will stay. Currently, there are around one hundred (100) clients of this company. This shows that the company is quite trusted by their clients. The company's director, Mr. Muhammad Anees also has been good in networking and connecting with the clients. This was observed by constant discussions with every department of the company on the services as well as visits to and from clients for proper discussions on the services until the current MCO was implemented. The clients are satisfied with the services and charges imposed since the company is open for negotiations on their charges. This is one of the reasons on Muhammad Anees & Company manages to maintain most of their clients for many years. Most of the company also utilizes more than two (2) services

provided by the company that involves many months or years of accounting. This can be considered one of the reasons on how Muhammad Anees & Company can generate high revenue and good in managing their services. In fact, this leads to the strict and stern opinion of product quality imposed by the director. All of their finance services are revised, discussed and prepared with care with the director's approval and with constant communication in between departments on the company. For instance, Ons Hameed Holdings Sdn. Bhd., a company based in Kuala Lumpur had used around three (3) services provided by Muhammad Anees & Company that involves large sums of funds of around RM20,000 for all the services that involves 3 years of financial information to be analyzed. There are also many other companies and individuals that use the same service. This means that the company is stable in their financial performance.

2) Weakness

Muhammad Anees also is facing serious problems regarding their operations, services and management of the company. The company has currently lack of expertise. There are more than thirty (30) employees including internship students which make up almost half of the employees of the company. To become more efficient in the operation, Muhammad Anees & Company has been employed more internship students from many institutions such as UiTM, Vocational Colleges and Polytechnic. However, it will be led to the slow operation as many of the internship students need to be taught on what their tasks based on their respective departments as well as the unavailability of permanent employees. In addition, it causes lack of observation, guidance and slowing of productivity for the company. Since all tasks have deadlines, it creates stress for internship students especially to complete the tasks before the deadline. The most common mistake made by employees was filling tax forms, details on invoices and cheques' preparation. For tax forms, mistakes usually will cause delay in information conveyed to other departments especially finance department. This is because the finance department has the duty to prepare invoices from all departments. Invoices also quite commonly have faults such as the amount charged, the description and date prepared. This will certainly hamper the productivity of the company and will slow the company's payment collections that constituted to their profit. For instance, an invoice of RM10,000 charged that is wrongly prepared will cause the client to make their payment late than usual. As for cheques, it can't be used and invalid if there are incorrect information on it. Cheques are important because it used to cash out funds from the company's

account that is used for the company's operations and requires 3 to 4 working days from Maybank Wisma Jelutong to process a new cheque book. For instance, For instance, the company's secretary will request funds for annual return preparation for many companies that requires around RM100 to RM150 per company. This certainly will impact and delay the job completion for the tasks and halted others during that time.

The next weakness is the issue on obsolete technological equipment. As for now, Muhammad Anees & Company has more than one hundred (100) companies & individuals across Peninsular Malaysia that uses the services provided by the company. For instance, companies and individual usually uses the company's auditing and tax services. This has made the work volume high of almost every working day. Most of the company's operations are done through accounting software such as Million. Apart from the older version of Million, the company's office equipment also are not suitable for the working operations. This has caused delaying in works that has an effect on other tasks. For instance, the company has two (2) older photocopy machines for regular usage for the whole office. There are also a low number of personal computers for the employees and some of the computers are of an older version. The computers usually will hang and had affected the work done by employees. This has subsequently causes the productivity of the company to slow down. For instance, invoices are usually prepared and send in two (2) forms, which is hardcopy and softcopy to the clients. This is to ensure that the client is notified earlier by the softcopy for their charges since the hardcopy might be received later to ensure the clients can be notified and can make payment earlier. The obsolete computers had made this effort quite difficult and that causes the company's ability to collect their payments are limited.

The other weakness that is observed is constant miscommunications among employees. Muhammad Anees & Company prioritizes their services to all of their clients. In order to achieve this feat, constant communications are required from every employee that is involved in those particular tasks. This is to ensure the correct and useful information are passed on to other departments in order for the departments to complete their tasks. For instance, the finance department will communicate with the auditing department on the current status of a company's documents in order for the finance department to collect payments. The common miscommunications were amount charged, date of completion selection and insufficient

information from other departments. This has resulted in halted task and extension of document completion for a client. This means that the payment date also needs to be altered to another date. The delay means that the company will receive their payment late as well as slowing down their operations in order to rectify the errors that may cause further problems such as mistakes made because of the high work volume of a department. This became a problem especially at the end of the month where the company needs to pay their bills and expenses such as water, electricity and salaries.

The last weakness that is identified is high dependencies on the owner. Muhammad Anees & Company is directed by Mr Muhammad Anees, a local businessman. He handles both the Penang and Kuala Lumpur branch of the company. Mr Muhammad Anees can be considered as the headman because most of the operations are run through him. This had caused some miscommunications among employees of different departments that are handling the same tasks in a cycle for task completion and delays in deciding decisions or inquiries by employees. The director also are quite frequently have meetings at his client's businesses whether in or outside of Penang. This means that some tasks had to be postponed in order to receive confirmation from the director in person. This means that the company's productivity are lower and the gathering of payments also are delayed during that time. For instance, the director had been to Pahang for 3 days for business purposes. This has led to reduce communications with him and had led to the delaying of some documents that needs his confirmation and approval.

3) Opportunity

For the first opportunity, it involves the technological aspect. It can be defined as innovation in the overall economy. For Muhammad Anees & Company, it has utilizes some aspects that can improve their operations. The first opportunity identified is that the company is exposed to technological awareness. The company has software that covers all the department of the company. This is to ensure that all tasks can be completed in the given time period. The employee that needs to enter all the data and transactions of the company needs better and smoother software to ensure that their tasks are done properly and quickly. This is also helped since the software can't be used by everyone and this makes the process smoother. This means that the company can save and uses these times wisely as well as generating their revenue while utilizing the technological aspect to continue generating revenue. In the finance department, the

employees are required to prepare and collect payments from clients. The better version of software can certainly assist to achieve this task. For instance, Ons Realty Sdn. Bhd., a client was charged RM1,500 for strike off fees and preparation of management account during MCO 3.0. The newer software had quickened the preparing process of documents involved and at the same time, payments can be collected quicker that contributed to the approximate revenue of RM200,000 in the first two (2) quarter of 2021 and employees can focus on other tasks at hand.

The next opportunity is attitude towards company's savings. For Muhammad Anees & Company, it is one of the companies that are in the third sector of the economy, which are services. Since the implementation of MCO 3.0 on 1/6/2021, all unessential sectors are required to be shut down temporarily including Muhammad Anees & Company. Aside from the disadvantages, Muhammad Anees & Company has the opportunity to increase their savings through lower bills and expenses especially on their water, electricity and internet bills. For instance, the electricity bill of the company is around RM1500 per month and the water bill is around RM300 per month. This covers the company's operations on the weekdays, excluding weekends and public holidays. Although the amount saved is not high, but it certainly gives the company an advantage in saving funds as the MCO implemented by the Malaysian government is predicted to be more than two (2) months. The funds also can be used for other, company related expenses such as allowances and salaries as well as claims and annual return fees. The company also implemented the policy for interns where internship student allowances are paid based on their tasks and jobs completed. The information was gathered by the company's receptionist and reviewed by the director. This action can certainly help the company in saving funds and maintaining a healthy financial performance especially during the current Covid-19 pandemic.

The last opportunity is the company concerned on staff welfare. This is related to the current health concern that are affecting all across Malaysia. For Muhammad Anees & Company, the company shows awareness about health concern. The company has been affected by the inconsistency of Covid-19 cases in the last year. This had certainly slowed and decelerated operation of many companies in and around Malaysia. The Malaysian government recently has imposed MCO 3.0 for four weeks starting from 1/6/2021 until 28/6/2021 and possibly being continued. From a company's perspective, it certainly is a blow to their daily operations.

Operations of Muhammad Anees & Company had certainly been affected, but for the time being is stable while working from home. As for opportunities, the company is aware about health concerns. This is to avoid their employees spreading the virus in the workplace since the current MCO implementation by the government has prohibits working in an office in the non-essential organization. This will certainly assist the company in continuing their operations without any major setbacks, such as full closure of the office and its operations. This will certainly cause a major problem for the company because their business is fully based on their daily operations. For instance, since most of the documents prepared have a deadline to be completed. Any delays or setbacks will certainly halt the operations instantly. In other words, it means that the company cannot proceed with their operation that can cause their revenue to decrease for the time. The MCO really creates a safe environment for employees of this company to proceed and complete their tasks.

4) Threat

For threat, it can be defined as challenges or setbacks that can lead to not achieving the objective or goal of an organization. There are a few threats facing by Muhammad Anees & Co. One of the threats is in strict political regulations. The government regulation that is utilized now is not suitable for a long period of time. Authorities had implement rules and regulations in all sectors in order to manage the current pandemic crisis that had affected the operations and productivity of many companies including Muhammad Anees & Company. This may led to the increasing of charges for companies that uses their services in the current period- The threat is that the clients could switch to other chartered accountant company that are nearer to them that may charge lower for the same services as Muhammad Anees & Company especially companies outside of Penang which contributes most of the companies bigger charges. This is some of the states have been switch to the phase two (2) of PPN, that means the rules and regulations regarding Covid-19 restrictions are lower than states still in the full MCO phase. Clients surely want to limit their costs as much as possible and this can certainly impact Muhammad Anees & Company's financial performance.

The second threat is through the influenced of political factors. The Covid-19 pandemic has certainly affected Malaysia in many ways. The current government is trying the best way to help and reduce daily cases and other effect of the pandemic especially towards companies and businesses. Muhammad Anees & Company is among thousands of companies that are affected by the pandemic. The current government has imposed strict rules and regulations in controlling the pandemic crisis in Malaysia. There are many sides that are opposing the current government. A change of government in the near future will certainly impact most companies in Malaysia. This will result in minor and major changes in many aspects such as interest rates charges, tax policies and new government regulations. Therefore, it well led to Muhammad Anees & Company struggling to cope with the sudden changes especially in the earlier stages of the change. This also can lead to lower services provided, decreasing productivity that will affect the company's financial performance during the time period.

The next threat is decreasing in company's growth rate. Muhammad Anees & Company is a growing company that has two (2) branches which is in Penang and in Kuala Lumpur. Both branches are provides same services. During the current MCO, both of the branches are temporarily closed as it was deemed an unessential service according to the government's standard operating procedure (SOP) since the company is in the third sector. This has resulted in a lower and slower growth rate in the sector that includes all the companies that are involved. The company's financial position is stable, but it might be affected by the government's decision to partially close the sector. The company also will have a hard time receiving funds from financial institutions. This is because all of the parties involved are focusing on the small and medium enterprise corporation (PKS) than other companies. Muhammad Anees & Company needs to plan and analyze their finances in order to maintain their growth especially during the current MCO period. The shrinkage of the growth rate will certainly hamper performance and eventually will reduce their ability to handle their liabilities and expenses.

DISCUSSION & RECOMMENDATION

1) Weakness

i) Shortage of expertise

Muhammad Anees & Company is currently low on expert workforce. The age range of the company's employees is around thirty (30) years old, which means that there is lack of experience and expertise in the company. This is shown by the slowing of productivity of the employees due to miscommunications and errors made at the time. This has also led to many employees staying later than usual in order to complete the tasks including internship students.

For recommendations, the company needs to advertise and hire employees that have enough knowledge and experience in accounting and financial operations. This can be achieved by replacing internship students after their program are completed. This company hires around fourteen (14) internship students currently and most of them will finish their program in July and August. Muhammad Anees needs to lower their internship student intake and focused more on hiring permanent workers for now. The company also can set a lower salary for the new employees to attract workforce who possibly lost their jobs during the pandemic. This action hopefully can maintain or increase the company's productivity as well as increasing their savings and revenues for the future.

ii) Obsolete technological equipment

Muhammad Anees & Company is not fully updated on the current technological advances. The company is relatively young and still in the development stages. Although quite new, their technological equipment is quite old and outdated in compare to the current advances. The company has low number of personal computers which some cannot be operated and low number of photocopy machines to cover all employees on the company. This weakness is not apparent during MCO 3.0, where all employees are working from home but it will be when offices are allowed to be opened again.

For recommendations, the company can allocate some of their funds on restoring or purchasing newer technological equipment. This is to ensure that the company can achieve their full potential of productivity as a company. The company can generate extra funds by implementing lower charges such as on internship student's allowances based on job completed. The current payment for internship students are RM500 per month. By lowering around 15 to 20% of the allowance, the company can save some of the funds for other operational related aspects such as improving the technological equipment.

iii) Miscommunication among employees

Muhammad Anees & Company has around thirty (30) employees including internship students. Employees are distributed and placed on different departments in the office according to the department's needs. The most common miscommunication that was observed is errors in price charged and status of completion on documents. The miscommunications had led to work halt and delay on the completion of the tasks which has deadlines. The errors are also enhanced with multiple information given by various employees from and for different departments. It happens quite often especially during high workloads.

To overcome this weakness, employees need to improve on internal communications such as getting several confirmation and status from others on different times. This is to ensure precise information can be collected as well as avoiding further miscommunications. Employees also can go straight to the person involve to ask for confirmation or utilizes the company's table phones for internal communications. This is to ensure that human error can be limited and employees can work together without any delays in order to complete their tasks quickly and correctly.

iv) High dependencies on the owner

Mr. Muhammad Anees is the director of Muhammad Anees & Company. He is involved in daily operations and is always present at the office excluding times when he was on a business trip. Based on observations, it is apparent that employees depend heavily on Mr. Muhammad Anees. This is because almost all of the work needs his confirmation before sending to clients. For example, acknowledgements, discussions on price charges and future summary planning for the company. This had caused some decisions made by him to be unsuitable or incorrect. For

instance, he had placed charges which are too high or delays in financial summary for the next months that can cause delay in work completion. This also had led to longer payment period from clients that involved the clients requesting and negotiating for lower charges or payment in installments.

For selected employees, trails can also be practices in order to observe and evaluate the qualities and capabilities that is need in the job. The candidate needs to be placed in complicated work situations to access his or hers performance. This is to ensure that decisions made are correct and can benefit the company in many ways especially financially. The director can allocate some of the workload on other higher position employees of the company. For instance, the head of every department can set their own charges for clients and getting confirmation on the charges from another employee such as the head of the finance department with the director's approval. This is to give the director more opportunity to manage and focus more on other aspects of the operations that can increase the company's profitability.

2) Threat

i) Strict government regulations

Muhammad Anees & Company is in the third sector, in which the government had placed restrictions for operations during the MCO. This has resulted in most companies in high risk areas to be closed for a period of time. The restriction had affected the company's operations especially daily. All employees are required to work from home in which the productivity can slightly be lower due to factors such as distractions as well as limitation on work assigned. The limitations are to ensure that the employees will not be bombarded with too many tasks at the same time. Since the company cannot avoid the situation, the company should just follow the regulations for the time period. Since the threat cannot be eliminated, the company should just use other methods to continue their operations.

For recommendations, Muhammad Anees & Company should utilize and operate more on the technological advances such as Google Meet or Zoom. This platform can be used for many purposes including organizing regular online meetings with employees. This is important since online meetings are more easy and suitable to convey information across to others rather than using applications such as Whatsapp which can cause miscommunications and incorrect

information conveyed to others. The company also can provide funds for employee that requires better internet connections. This is to ensure that all necessary employees are present during meetings and receive correct information in order to complete their tasks. This can led to a better productivity as well as a better return in the form of revenue for the company based on their charges for their services.

ii) Influence on political factors

The current Malaysia government is facing many criticisms from many parties in Malaysia. This is mainly caused by the instability of their Covid-19 pandemic prevention plans that are not doing well this year. It is also were widely broadcasted in the news and in the mass media platform. One of the main decisions made by the government is the closing of unessential companies and sectors in order to prevent more widespread of the pandemic. This has led to the closing of many companies that were directly affected by the decision as well as the rapid growth of the pandemic. Muhammad Anees & Company also was affected but it is still under control. Since Muhammad Anees & Company cannot avoid this situation and transfer this problem to others, it is best for them to adapt and adjust their operations in order to continue their growth.

As for recommendation, the company needs to adjust their working methods. The current working method needs to be used to by employees since there is no sign of the pandemic will slow down. A better performance will certainly improve and strengthen client's trust towards the company. This is important since the company has many competitions. This will certainly affect their financial performance since the revenue generated will be lower than before. The company also can slowly identify opportunity in increasing their revenue. Muhammad Anees & Company can offer other services to current clients for a lower charge. The company can lower the charges by 15% to 25% for each additional service usage. This means that the company can generate additional revenue to improve on their financial position.

iii) Decreasing of company's growth rate

The MCO implemented by the government had impacted all sectors in the economy. One of the disadvantages of the implementation is decreasing growth rates of many companies. The growth rate is related to the productivity. During a few days before MCO 3.0 started, observations are made that shows the company's productivity are decreasing. This is mainly because of the

company is more focused on preparing for working from home of the employees. Employees are only collecting, selecting and arranging important documents to complete their tasks at the time and other further information are all sent and shared through company's groups which is not quite effective. This has led to a lower productivity and financial performance of the company since it takes a longer time for employees to complete their tasks and the company should avoid this threat as best as they can.

To adapt to this threat, the company should adjust by utilizing the available software and mass media platforms to complete tasks. The company had utilized newer software to smoothly run their operations during MCO 3.0. Employees should make schedules on the time on which employee will use the software since it can only be used by two (2) person at a time. Employees should be aware and complete their work efficiently to avoid delays and hauls. The company also can use their additional funds from internship students allowance cut to assist employees on having a stable and strong internet connection at home as stated earlier. This may ensure that their productivity always are high and their financial performance are also maintained.

3) Strength

i) Management of employee's welfare

The company does emphasis their employee's welfare. The employees always receive their salaries, benefits and bonuses on time without delays. The permanent employees earn around RM1,400 to RM2,200 per month based on their work while internship students receives RM500 per month as allowances. This has led to the motivation of the employees to be high over time and created a feel good atmosphere at the office which is always positive and very work-friendly. The productivity also is high and constitutes to their stable financial performance.

For recommendations, the company should continue to maintain and improve its relationship with their employees as the employees are the assets of the company. With a healthy and happy workplace, it certainly will improve communication among employees that can lead to higher productivity. The employees also can be provided with other bonuses or incentives while working from home such as internet bonuses. In the past, employees receive bonuses of RM1,000 as their Hari Raya bonus while internship students receives RM100 each. The company also provides adequate facilities such as a pantry, praying area and employee's storage

area. Employees will be having high spirit and constitutes to the company's stable financial performance.

ii) Work operation efficiency

Muhammad Anees & Company really prioritizes their operation efficiency for every client. For the company, client satisfaction is their main goal of operation. This can be observed by the cycles that are created in completing tasks. The cycle was intended for smoother operation and at the same time lowers the possibility of error and miscommunication made by employees. The anomalies or errors identified can quickly be corrected and communicated to the department involved. For example, regular errors made by employees are document finishing status and charges placed for clients. Work efficiency also is helped by table phones at every department for easier communications internally.

For recommendations, the company should equally disburse employees especially internship students equally in order to maintain the efficiency. Department such as tax has many internship students while other department have lower employees number. A more equal number of employees will lower the responsibility of a particular department and will encourage faster and more accurate operations that can improve profitability and also increase their revenue.

iii) Stability in company's earnings

The company currently has around 100 clients across Malaysia. Most of the companies used multiple services provided by Muhammad Anees & Company that involves duration of multiple years. This strength is observed through the company's director, Mr. Muhammad Anees. Mr. Muhammad Anees has a very strong and potent bond with all of his clients that created trust towards him from the company's clients. This is shown by the director's treatment of his clients, which was friendly and also not arrogant. However, the director is known for his professionalism during work. Every department will have regular meeting with him to discuss on work purposes. This is to ensure that the company provides the best quality of services for their clients.

For recommendations, the company also can introduce schemes for clients for a longer term service usage of the company. There are many companies that used their services for more than two (2) years. It is more suitable for Muhammad Anees & Company to create a simple contact

that states a company utilizing their services for a time period with lower charges. For example, a client can be convinced to agree to a three (3) years deal with Muhammad Anees & Company with 15% off during the time period. This will certainly maintain and also improve the company's earning and improve their financial position and performance as well as fulfilling their client's satisfaction.

iv) Perception towards good quality product

Muhammad Anees & Company really prioritizes their product's quality. For the company, a great product quality means higher revenue. This is resulted by the strict measures and obligations set by the company's director, Mr. Muhammad Anees. Quality products represent a well-managed company that can be trusted by clients or potential clients. Observations show that employees will have regular meetings with the director in order to discuss and acknowledge the progress of their tasks. The meeting usually will involve departments of the company in order to convey accurate information for each department in order to complete their tasks. This is to ensure that the output of the company's services is satisfactory for all the clients as well as creating a smooth operation for the company.

For recommendations, permanent employees should guide and educate internship students based on their departments in order to have a better productivity. It also will distribute the work load evenly that will decrease work completion direction. Permanent employees also can divide and disburse internship students among them so that it is easier to monitor. This effort also will expose work quality standards to internship students. The company has many clients which meant the workloads are always high. Internship students should be utilized in the daily operations. This can certainly divide the workload among the employees in order to have better productivity and also a higher ability to gain more revenue.

4) Opportunity

i) Exposed to technological awareness

Muhammad Anees & Company is among thousands of companies in Malaysia that had been affected by the Covid-19 pandemic. This has led to the closing of almost all companies in the third sector. This event has affected the productivity and output produced by the companies.

Based on observations, the company had taken this opportunity to use newer software for their operation during the current MCO period. The newer software enables employees to continue smooth operations from home to maintain the company's productivity. However, the server can only be accessed by two (2) employees in a particular time. The company's productivity was quite high during the MCO period which is important in order to generate income.

As for recommendations, the company should fully utilize the software at least until the MCO ended. The software should be allowed access to other employees in order to increase task completion for that time. Employees also can increase and enhance their technological awareness in case that the MCO period is introduced again in the future. This can assure that employees can easily cope with the software and will not affect the company's productivity. Employees also will easier manage similar situation that can happen in the future. This is to ensure that the company can continue operations smoothly with the experience and knowledge on capabilities and step in order to generate income.

ii) Attitude towards company's saving

The current financial performance of Muhammad Anees & Company are quite stable with their profits are around RM200,000. The current MCO situation gives the company a chance in saving some of their funds for the last month. Since the implementation of the current MCO, the office had been closed entirely and no employees had been there. This is necessary based on government regulations that were placed to halt the spreading of the Covid-19 pandemic. The company's operations were affected by the government regulations. This decision also had impacted the company's productivity especially during the first week of the latest MCO. However, Muhammad Anees & Company can take advantage of this situation.

The company can certainly save some of their funds during this period and possibly used the funds for other, work related aspects such as for document preparation. The funds involved were such as electricity bills, water bills and office condiments. For gains, the company can increase their savings during the time period as well as allocating the extra funds in the development of the company in the future especially after the Covid-19 pandemic. For example, the company can open a new branch or adding other types of services for their clients. This is to ensure that funds are properly used for generation of revenue for the company.

iii) Awareness of health concerns

The Covid-19 pandemic has really impacted many aspects of businesses such as their employee's health concerns. This is shown almost on a daily basis where companies of factories are closed because their employees are infected by this virus. For Muhammad Anees & Company, it certainly needs to avoid this kind of concerns. Based on observations, the company had followed the regulations imposed by the government such as wearing masks and checking body temperature during office entry. This is to ensure that there are low possibilities that the virus can spread at the office. The company are relatively unaffected by the work place regulations.

For recommendations, the company should acknowledge and maintain working from home for a period of time even after the Covid-19 pandemic had recovered. This is to ensure that employees have low risk of contracting the virus. In the past months, the trends of cases are unstable across Malaysia. The company should be aware of government announcements of cases to make the decision to open the office. This is because employees that contracted Covid-19 needs to be quarantined for fourteen (14) days. This will affect workplace productivity and will certainly affect the financial performance when offices can be opened. The company provides basic medical care to their employees. The company can provide additional care such as Covid-19 testing. This is to ensure that all employees can be tested and evaluated in order to prevent further problems in the future in which can affect the company's productivity and financial performance. Muhammad Anees & Company also needs to follow the government's regulations in order to have a better chance in sector opening with other company. This is to ensure that the company can have the ability to grow as well as fixing effects of the sector closing.

CONCLUSION

As for a conclusion, the SWOT analysis for Muhammad Anees & Company had covered the aspects involved in the analysis that had been observed during the internship program. The SWOT analysis consists of around 3 to 4 point each that covers the internal and external factors that are involved in the analysis. The company shows a promising prospect to be successful in the future, but its performance is affected by the current nation situation.

I also had enhanced and improve my knowledge and experience in the real working world while I was employed at Muhammad Anees & Company for the past 6 months. I was involved in the finance department in which I was tasked in preparing and processing documents such as invoices, requisition and claim forms, writing cheques and other job related and unrelated tasks,

Muhammad Anees & Company has a potential to grow to a more successful business in the future. The current Covid-19 pandemic had certainly halt the company's growth and also gained a lower financial performance. The SWOT analysis stated earlier had covered aspects that were observed in the past few months. Muhammad Anees & Company should focus on the weakness and threat that are occurring. The recommendations especially for weakness and threat stated can assist the company to adapt and manage the struggles created by the current pandemic. The company should prioritize in continuing their current operations since there were no major problems rises. A high productivity will certainly assist the company in maintaining their performance as well as improving their financial performance.

For further researcher that is studying the same aspect, the research can be done after the current period of MCO. This is because the current Covid-19 pandemic had crippled the economy especially in the third sector. Future researches also can compare Muhammad Anees & Company with other chartered accounting firms around Penang to compare their SWOT analysis in a particular time period.

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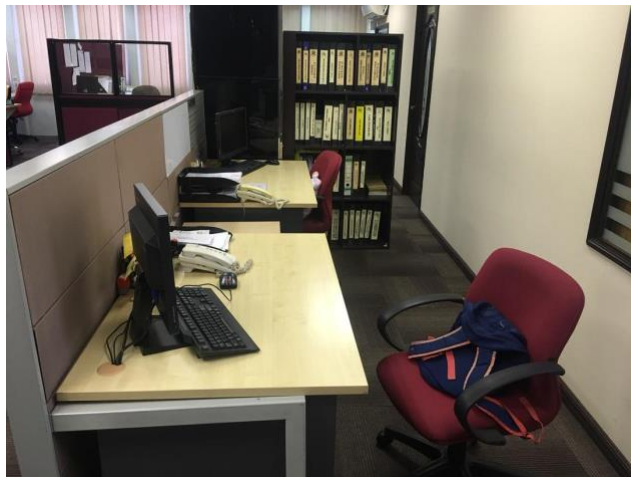
APPENDICES



Muhammad Anees & Company's front desk view



The Company's auditing section



Finance department, where I was situated during my internship



Muhammad Anees & Company

(Chartered Accountant)

Penang Branch
No 58-6-2, Fortune Business Centre,
Jalan Cantonment, 10250 Penang.
Tel : 04 - 227 9786

KLCC Branch
A-2-23-3, SOHO Suites KLCC
No 20, Jalan Perak 50450 Kuala Lumpur.
Tel : 03 - 2181 7867 Fax: 03 - 2181 7865

(NRP 1109)

Head Quarters
No 58-6-1,
Fortune Business Centre,
Jalan Cantonment,
10250 Penang.
Tel : 04 - 229 6786 / 227 7786
Fax: 04 - 227 6786
mac.chartered.acct@gmail.com

Date : 12th March 2021
Our Ref : MAC/HQ/HR/OL/100

Dear Mr Muhamad Noor Hisyamuddin Bin Othman,

Internship Placement for Bachelor of Business Administration in Finance

We refer to the above-mentioned,

We are pleased to inform you that the Management has approved your application of internship attachment at **Muhammad Anees & Company** in Accounting, Tax, and Auditing starting from 15/03/2021 to 27/08/2021 located in our Penang Branch.

You are required to report to Human Resource Department on 15/03/2021 at 9.00 a.m. as our working hours will be from 9.00 a.m to 6.00 p.m from Monday to Friday. Please bring along your updated resume, photocopy of academic certificates and one copy of IC.

You shall be paid an allowance at the minimum rate of RM500.00 per month during the attachment period. Kindly inform that you will not entitle to the benefits received by regular permanent employees of this company. Please ensure that you have insurance coverage during the period of training as the insurance coverage will be borne by your institution.

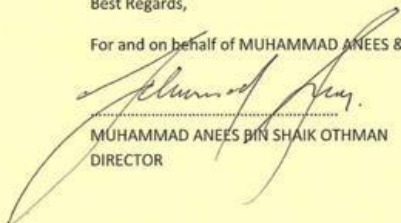
During your internship, you may have access to trade secrets and confidential business information belonging to the company. By accepting this offer, you acknowledged that you must keep all the information strictly confidential and refrain from using it for your own purposes or disclosing it to outsiders.

In addition, you agreed that upon conclusion of your internship, you will immediately return all of the company property, equipment, and documents including electronically stored information.


Congratulations and welcome to the team. Thank you.

Best Regards,

For and on behalf of MUHAMMAD ANEES & COMPANY


MUHAMMAD ANEES BIN SHAIK OTHMAN
DIRECTOR

Acceptance offer letter for internship at Muhammad Anees & Company



MUHAMMAD ANEES & COMPANY (NF1109)
 NO.58-6-1 & 58-6-2, FORTUNE HEIGHT,
 JALAN CANTONMENT
 10250 PENANG
 Tel : 04-2296786 Fax : 04-2276786
 Email : mac.charted.acct@gmail.com

CLAIM FORM

NAME: Ahlan CLAIM-2021/0176
 DATE: 28/5/21

| NO. | DATE | DESCRIPTION | AMOUNT |
|--------------|---------|-----------------------------------|-----------|
| 1. | 21/5/21 | Parking claim (18/5/21 - 21/5/21) | 24 |
| 2. | 28/5/21 | Parking claim (24/5/21 - 28/5/21) | 24 |
| 3. | 19/5/21 | Jah Bina Trucking | 30 |
| TOTAL | | | 78 |

| | | |
|------------|-------------|-------------|
| CHECKED BY | APPROVED BY | RECEIVED BY |
|------------|-------------|-------------|


MUHAMMAD ANEES & COMPANY (NF1109)
 NO.58-6-1 & 58-6-2, FORTUNE HEIGHT,
 JALAN CANTONMENT
 10250 PENANG
 Tel : 04-2296786 Fax : 04-2276786
 Email : mac.charted.acct@gmail.com

CLAIM FORM

NAME: VINOD ALLVIN RAMANATHAN CLAIM-2021/0174
 DATE: 27/05/21

| NO. | DATE | DESCRIPTION | AMOUNT |
|--------------|----------|-----------------|-----------------|
| 1 | 27/05/21 | DRINK FOR STAFF | 10.00 |
| TOTAL | | | RM 10.00 |

| | | |
|------------|-------------|-------------|
| CHECKED BY | APPROVED BY | RECEIVED BY |
|------------|-------------|-------------|

Examples of claim forms of the company