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INDUSTRIAL TRAINING REPORT (MGT666)



DKT ENGINEERING SDN BHD

(1 MARCH – 13 AUGUST 2021)



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PROGRAM: BUSINESS AND ADMINISTRATION
(FINANCE)

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EXECUTIVE SUMMARY

My unforgettable internship program started at DKT Engineering Sdn Bhd. In this report I will talk about the company's background, what I did during my internship and my overall analysis of the company.

This report provides all the details. I will discuss SWOT analysis and PESTEL analysis based on the facts and observations made. During the internship, I mainly worked in Account and Finance department and have been described in detail.

Since the purpose of this internship program is to learn how to put into practice what I have learned every semester and to give us a picture of the real world. I also gained new insights, experience and meet new friends through this internship program. With the current Covid-19 issue, we still have to work in the office.

This internship report covers many important aspect and essentially everything relating to the company and all processes, practices and procedures I followed and studied during my internship days. It also contains my suggestions for the company's future activities and leadership.

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2.0 COMPANY'S PROFILE

Industrial training is a compulsory requirement of graduation for University Teknologi Mara (UiTM) degree students. Students need to undergo the training according to their specific field or course taken for 24 consecutive weeks which started from 1 March 2021 until 13 August 2021. During the internship, they will be monitored by company supervisor that had been selected to assist them in completing the given tasks or projects. In this pandemic era, students are also allowed to work from home (WFH) following the company order. Below is the information of the company that I got to experience in the world of work.

2.1 NAME, LOGO, LOCATION AND OPERATION HOUR



Figure 2: Company headquarters

I am currently undergo an industrial training at DKT Engineering Sdn. Bhd. I have been assigned to work at their headquarters or the main office located in Kuala Kangsar, Perak. Below shows the company logo that have been use since the beginning of the organization.



Figure 3: Company Logo

Company Name	DKT Engineering Sdn. Bhd.
Company Address	No. 14A-1, Persiaran Putra, Jalan Taiping, 33000 Kuala Kangsar, Perak Malaysia
Email	enquiry@dkt-eng.com
Call	05-7768589 / 05-7775589 / 010-386 5089
Fax	05-7766589
Website	https://dktengineering.com.my/
Social Media	Official Facebook: https://www.facebook.com/dktengsdnbhd/ Official Instagram: https://www.instagram.com/dkt_engineering/ Official LinkedIn: https://www.linkedin.com/company/dkt-engineering-sdn-bhd/

Table 1: Company Details

Students are compulsory to find the companies that have related to their respective course. Therefore, as a finance student, I think any organizational is suitable because financial department is crucial for every firm. DKT Engineering Sdn Bhd has a strategic place because of the location is on the middle of the busiest Kuala Kangsar town. Below is the Map location of the company.

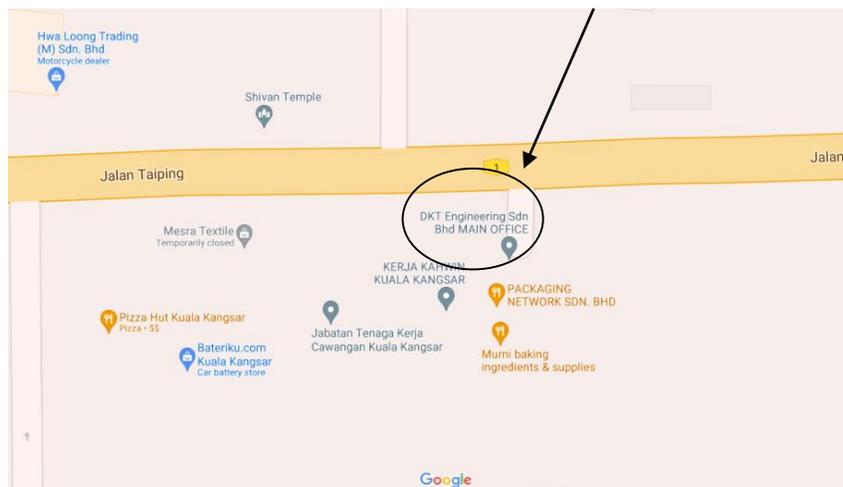


Figure 4: Company location on Map

Every organization has their own working hour to run the day-to-day affairs of the company. In this Pandemic era, I included the regular and MCO operating hour for DKT Engineering and it is express in the table below:

Days	Working Time	Operating Period
Monday - Friday	8.00 a.m – 1.00 p.m 1.00 p.m – 2.00 p.m (lunch hour) 2.00 p.m – 6.00 p.m	5 hours 1 hour 4 hours (Total: 9 Hours)
Saturday & Sunday	Weekend Holiday	

Table 2: Regular operating schedule of the company

Days	Weeks	Working Time	Operating Period
Monday - Friday	1 st	8.00 a.m – 1.00 p.m (Morning shift – Group 1) 1.00 p.m – 6.00 p.m (Evening shift – Group 2)	5 hours per day
	* All office staff is divided by 2 groups * On 2 nd week the working shift will be rotated and so on in the following weeks		(Total: 5 Hours)
Saturday & Sunday	Weekend Holiday		

Table 3: MCO operating schedule of the company

2.2 BACKGROUND OF ESTABLISHMENT

Their humble journey began back in early 2000' with the vision of Mr. Davindran Somu, a village boy born and raised in small town of Kuala Kangsar, Perak with only a high school certificate and his dream. Starting out as a mechanical engineering vendor of YTL Perak-Hanjoong cement back in 2003. It was a love at first sight between him and engineering, accumulating experience and skills for years to come in the field, Mr. Davindran Somu had an idea to start his own business in engineering to pursue his vision back in 2020.

2011 was a big year for him. As he has come to make the first step in a million-mile journey. DKT Engineering Sdn. Bhd. is born. DKT is a short form of the owner family which is Davindran his wife, Komathi and his son, Thasan. In August 2011, he had started the business in small scale that was known as DKT Fabrication. Drawing on over 15 years of industry experience, Mr Davindran sees every new project as an opportunity to raise the business. Starting out with only a 5 men team engineering firm. After being operated in 10 years, this business had developed well and the owner had established DKT Engineering Sdn Bhd on 29 April 2016.

From there, the company began to gather people together to expand the business growth. They started as a small compact team consisting of few employing specializing in fabrication and machining skills. The journey of the company began by collaborating with some small businesses in the local areas around Perak, Pahang and Kuala Lumpur.

Fast forward 10 years now DKT have over 30 full time employees and they work with large global organisations that can tailor their services to suit their needs. DKT now serve customers all over the global and are thrilled to be a part of the quirky wing of the engineering industry.

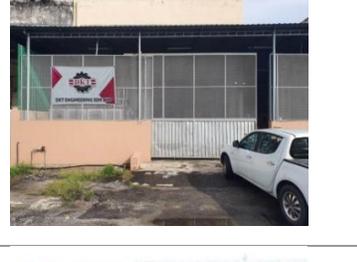
Proudly they are now fully capable for handling nature jobs and major task for multinational companies relating to mechanical engineering. Compared 2011 they only were handling some local companies doing small time jobs but now they are proud to say that they are doing high end job specializing in mechanical engineering include oil and gas, heavy machinery and fabrication.

Rather than focusing on money, they simply relying on their own hard work and dedication to make their clients to recognize DKT Engineering Sdn Bhd as a fully potential vendor in the industry. Due to this reason, DKT have receiving a lot of major projects not only locally but also globally from United State, Singapore, India, and German. Their success is not only due to the quality of work, it is down to the attitude. The approach and the way they treat clients.

Moreover, they are also become an authorized distributor and reseller for some major brand companies from United State and Europe which manufacture and supplies hardware tools, machines, PPE supplies and etc.

DKT Engineering are quietly building on the principle that are started creativity and collaborative thinking upon to the approach to develop the company to take it to the next level industry and to be recognized as an international corporation.

These is the facilities of the company.

	<p>HEADQUARTERS</p> <p>No. 14A-1, Persiaran Putra, Jalan Taiping, 33000 Kuala Kangsar, Perak.</p> <p>Tel: 05-776 8589</p> <p>Fax: 05-776 6589</p>
	<p>FABRICATION & ENGINEERING WORKSHOP</p> <p>No. 551, Jalan Kolam Air, Talang, 33000 Kuala Kangsar, Perak.</p> <p>Tel: 05-777 5589</p> <p>Fax: 05-776 6589</p>
	<p>CNC OPERATION YARD</p> <p>No. 27, Laluan Perusahaan Kledang 1, Taman Perindustrian Chandan Raya, 31450 Menglembu, Ipoh, Perak.</p>
	<p>IMPORT AND EXPORT WAREHOUSE - PKFZ</p> <p>B37, Jalan FZ4-P3, Port Klang Free Zone/KS12, 42920, Pulau Indah, Selangor, Malaysia.</p>
	<p>PAINTING AND MATERIAL WAREHOUSE</p> <p>No. 6, Taman Perindustrian Seri Maju, 33000 Kuala Kangsar, Perak.</p>

2.3 VISION, MISSION, OBJECTIVE AND GOALS

DKT Engineering Sdn Bhd vision is to build dependable relationship and serve their clients through integrity, honesty, hard work in a collaborative that focused on providing the right solution in the most efficient and cost-effective way possible. There are 4 main aspects that DKT Engineering would like to finally achieve and give the organization the purpose of existence, which is:

- i. *Personal Value.* DKT Engineering Sdn Bhd was founded on strong moral principles and mutual respect. Therefore, they would like to continue to honour these principles of honesty, fairness, integrity, compassion and an appreciation for the unique contribution each one of them has to offer.
- ii. *Work Environment.* They are committed to providing a safe and enjoyable work environment where people are enthusiastic, feel free to express their opinions, and are proud of their work and their workplaces. They also want to encourage individual creativity and a commitment of excellence, setting the bar high enough to nurture personal and professional fulfilment.
- iii. *Client Relation.* DKT Engineering Sdn. Bhd. want their exceptional people and services to set standards of excellence that are recognized throughout the industry. They are also provide a proper blend of people and resources to understand their client's needs and to exceed their client's expectations - both in the present and for the future. Their time is to committed in lifelong learning, keeping on top of the latest developments and up to speed with the new equipment's and techniques, which allow them to interpret the external environment, understand technical, interpersonal and management issues and deliver optimum solutions.
- iv. *Long-term Image.* DKT Engineering requires their committed team to apply their skills and experience in pursuit of happiness and excellence in order to see a world class company grounded in a solid moral foundation and inspired by a visionary perspective. They desire to see their company providing the clients with dependable, imaginative and superior service.

For DKT Engineering, mission is their guiding principles whenever they serve their clients. Mission of DKT Engineering include to provide customers with highest level of quality services at fair and to meet market competitive prices. Furthermore, they want to ensure the longevity of the company through repeat and referral business achieved by customer satisfaction in all areas including timeliness, attention to detail and service minded attitudes. And lastly, DKT want to

maintain the highest levels of professionalism, integrity, honesty and fairness in their relationships with the professional associates. They meet their objectives by providing:

- ✓ Safety in workplace
- ✓ Personalized attention and complete involvement design to address specific client needs
- ✓ Cost-effective approach to project delivery
- ✓ Unique knowledge of the region
- ✓ Knowledge of code and permit process
- ✓ Team approach that includes clients as the key player
- ✓ Honestly and integrity
- ✓ Reasonable rates for highly-skilled services
- ✓ Meeting project schedule
- ✓ High Quality delivery
- ✓ Discipline and professional image
- ✓ On time delivery
- ✓ Below 0.5% annual rejections targets
- ✓ Housekeeping is the main requirements
- ✓ Moving forward everyday

DKT Engineering Sdn. Bhd. is planning to achieve their two goals which is one – to provide a rewarding and challenging environment where employer and employee alike can progressively grow benefit and secondly – to be the industry leading engineering company, offering international standard in work quality and being a leading company nationwide.

Their objectives to commit goal 1 is by ensuring every employee to engaged in projects that present an excellent learning opportunity while providing any mentorship, training or resources required for the success. Moreover, to accomplish goal 2 is by keeping ahead of the hardworking and practices which will assist the company growth.

2.4 ORGANIZATIONAL STRUCTURE

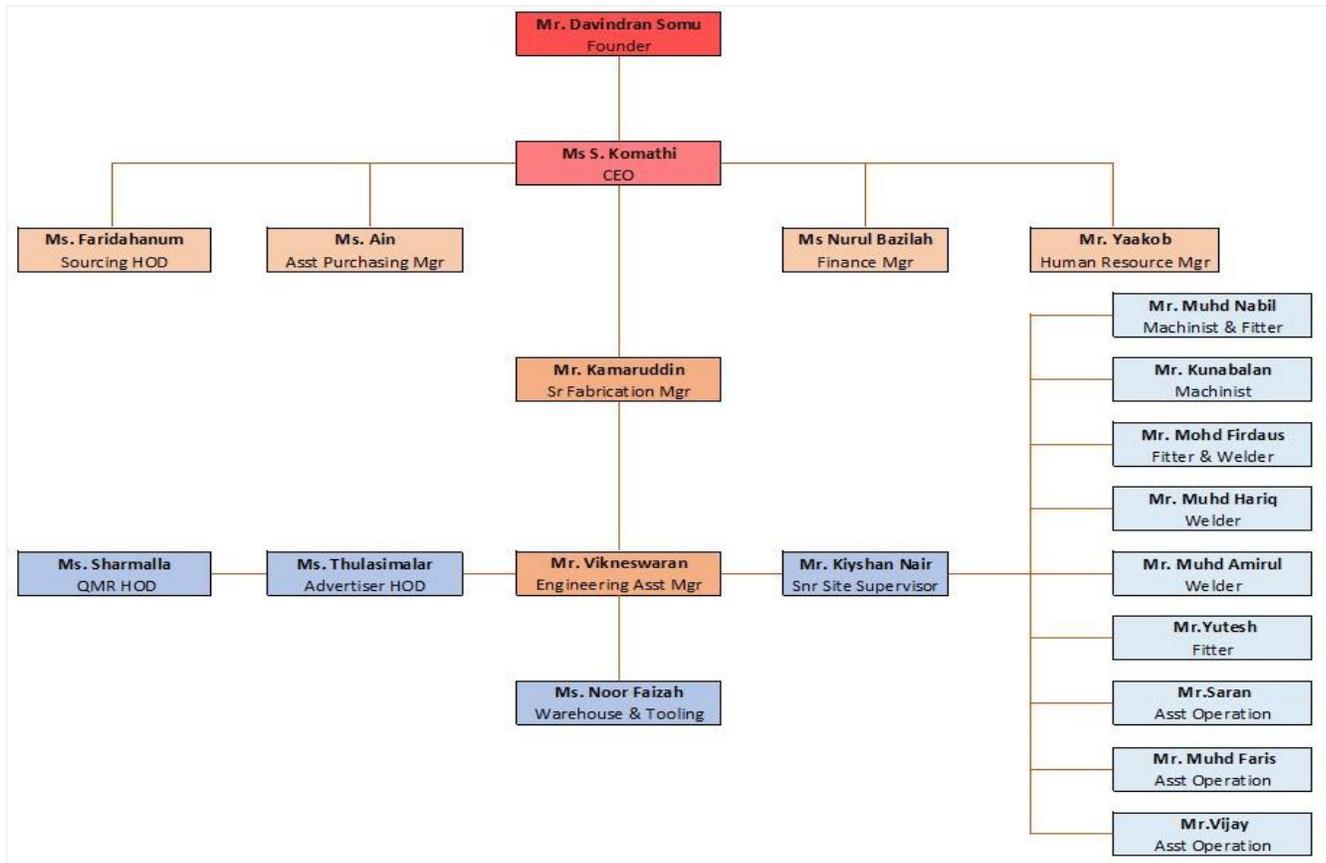


Figure 5: Organizational chart of the company

2.5 SERVICES AND SPECIALIZATION

As their name, DKT Engineering Sdn Bhd are an engineering, fabrication designers, strategies, and pioneers who work together to design, create and produce services that they proud of for those clients that believe in them.

<u>FABRICATION</u>	<u>MACHINING</u>	<u>INDUSTRIAL SUPPLIERS</u>
<ul style="list-style-type: none"> ● Coupling renewal ● Sprocket renewal ● Id fan renewal ● Motor renewal ● Pump renewal ● Conveyor stand renewal ● Hydraulic fitting renewal ● Hydraulic hoses renewal ● Hydraulic boom renewal 	<ul style="list-style-type: none"> ● Conveyor shaft ● Pulley shaft ● Bearing shaft ● Gear shaft ● Sprocket shaft ● Hub ● Coupling ● Flange ● Gear 	<ul style="list-style-type: none"> ● Welding rod and machine ● Compressor ● Bearings ● Sprockets ● Coupling ● Gears ● Special bolt and nuts ● Scaffolding erection

<ul style="list-style-type: none"> Seamless tube renewal Actuator renewal Blower renewal Rotary feeder renewal Chute fabrication (Chromium Carbide) Platform fabrication Pipe fabrication Flange fabrication Bearing renewal 	<ul style="list-style-type: none"> Sprocket Valve CNC machining Plasma cutting Laser cutting Angle bending Wire cutting Thread machining All other profession services 	<ul style="list-style-type: none"> Abrasives, files, deburring, diamond tools Cutting tools Coolant, lubricants and marking Fasteners, raw materials & tooling components Hand & power tools, welding equipment Measuring tools & inspection instruments Safety & PPE Material handling, storage, books Machine tools, accessories & work holding And all kind professional jobs and supplies
<u>MAINPOWER</u>	<u>MATERIALS</u>	
<ul style="list-style-type: none"> Technical support Skill workers Skill welders Skill foreman Skill mechanic Skill fitters Semi-skill workers General workers Cleaners Drivers 	<ul style="list-style-type: none"> M/S plate Carbon steel AR plates Chromium carbide Seamless tube Alloy Brass Copper Stainless steel Nylon Fiber glass Special sealing material 	<u>CIVIL</u> <ul style="list-style-type: none"> Concrete works Painting works Earth works

Figure 6: Services of the company

Figure 6 below represents a few list of DKT Engineering Sdn Bhd Worldwide client. They are the regular customers and the main sources income of the company.

		
AKVS ACQUA CLEAN SDN BHD	CEMENT INDUSTRIES OF MALAYSIA BERHAD	FIELD CORE
		
ISOLITE INSULATING FIREBRICK SDN BHD	KHD HUMBOLDT WEDAG	MALAKOFF CORPORATION BERHAD

		
YTL CEMENT	ROCA	SCHLUMBERGER

Figure 7: Worldwide client of the company

Figure 7 indicates a few worldwide suppliers of DKT Engineering Sdn Bhd They are the regular and trusted company to supply goods for DKT Company.

		
BACTRACK	BOSCH	CARRLANE MANUFACTURING
		
DRILL AMERICA	GRAINGER	IMA ABRASIVI
		
STANLEY	MONOTARO	TRIVERS

Figure 8: Worldwide suppliers of the company

Figure 8 shows the main couriers that in charges of delivering goods from and to overseas. This show the capability of import, export and forwarding.

		
FEDEX EXPRESS	TNT EXPRESS WORLDWIDE (M) SDN BHD	DHL EXPRESS (MALAYSIA) SDN BHD

Figure 9: Couriers used by the company

3.0 TRAINING'S REFLECTION

As final year student of Bachelor of Business and Administration (Hons) Finance, Industrial training is mandatory to pass with flying colour. In this section, it contains experiencing new knowledge and skills gained. As for now my internship at DKT Engineering was definitely a great value to me.

3.1 DURATION

I did my 6 month internship program at DKT Engineering Sdn Bhd starting 1 March until 13 August 2021. During those times of training, variety of jobs are provided by DKT Engineering. I gained lots of experience about corporate environment. My internship experience are given below.

3.2 DETAILS AND GAINS

The report was drafted based on the basis of experience gathered during the period of internship. Within this time of period, I primarily worked with department particularly finance department. There are no set guidelines or constant obligations for internship student. Mainly I have done a lot of upcoming work including month-to-month state of account for the company. Additionally, I have done numerous types of tasks they assigned me to do at different desks.

The first day of my internship-the first day of the internship is a day I will never forget in my life. This is due to the experience I have gained so that I can learn more about the working environment and behavior. During the internship. My first day was strange but interesting because I seriously wanted to know what happened and how it was done. Tasks, locations, colleagues and customers are all foreign to me. I have been introduce to the boss, CEO and staffs by the Human Resources Manager. I am given my first task which is searching and arranging Suppliers Invoice for the statement of account year 2019 that will be collected by the audit team. Because of that I got to know all the company files such as supplier invoice file, purchase order file, vehicles file, LHDN files, monthly bill file and rental files and so on. I kind of confuse at that time but eager to learn.

Adapting to new areas of knowledge and competence is not an easy game. It prompted me to seek help and advice from my colleagues, especially my line manager, on how to complete certain tasks, such as calculating payments and transaction records, so it's around It is my blessing to have helpful people.

In terms of clothing, this company does not have specific clothes for the intern student. We can wear any cloth as long as it is decent. Other staff advise me to always wear pants and not skirt or baju kurung as sometime we need to go to the workshop. The same thing for shoes, you can wear anything because in the office the shoes will be put outside and we will walking bare foot. What I love is this company prioritize cleanliness as every Friday we will be given task to clean the office.

Summarising on the work that I have done during internship, I have done many tasks given by my supervisor and also other staff that need my help. My daily task is to filing documents into their own files. I also learn on how to entering data into the system. Using sql system to key in supplier invoice as well as registering new supplier into the system. Furthermore, I was assigned to making a deal with bank for loan purpose. Sometimes, I also need to call services courier such as SF Express and DHL Express if the company buy goods and making a deal with them if the goods is urgently needed. Moreover, I am helping Human Resources manager to make a punch card for all the staff if he is not around. I also learn to make a letter for delivery purpose. Weekly task also include handling petty cash which is a claim of staff to the company. I need to calculate the petty cash and asking my supervisor to confirm it. And lastly, I also learned on how to use Photostat machine to scanned and printed documents.

Benefits that I gains from interning in this company is allowances for every month which is RM 350.00 and will be increase if working overtime. I also allowed to use convenience in the office for study purpose such as using Wi-Fi, personal computer, Photostat machine to print out my internship report, pantry and so on.

The biggest skills that I learned throughout my internship is to multi-task. This is because I occasionally receive work and duties from several employees at the same time. Not on that, but I am learning to move independently and socializing with new people of all ages and positions.

4.0 COMPANY ANALYSIS

This section explaining the swot analysis for the company, DKT Engineering Sdn Bhd. Various analytical tools such as SWOT analysis and PESTEL analysis have been used to analyse and solve the obstacles the company is facing, using various methods such as interviews, data collection and on-site observation.

Technique	Objective
SWOT Analysis	To examine and determine the strengths, weaknesses, opportunities, and threats faced by the company.
PESTEL Analysis	To examine and determine the political, economic, sociological, technological, environmental and legal faced by the company.

Table 4: Proposed tools for case analysis

Table 4 illustrates a set of tools that will be used for this case analysis in order to develop effective strategies for improving sales performance in DKT Engineering.

4.1 SWOT ANALYSIS

SWOT analysis is a simple but powerful tool used to assess an organization's resource capabilities and gaps, market opportunities, and external threats to its future. SWOT is an English acronym that read out as "Strengths", "Weaknesses", "Opportunities" and "Threats". SWOT analysis is a tool that can be used for mapping the current status of a business. The analysis thus provides valuable input for business strategy development (Kotler et al., 2017).

SWOT analysis is a study of an institution's internal strengths and weaknesses, its opportunities for improvement and the threats the external environment presents to its survival (GretZky and Harrison, 2010). I have been observing my practical company and I am lucky to points out a few strength, weaknesses, opportunities and threats related to the company as well as using several research journal to support my points.

<p>STRENGTH</p> <ul style="list-style-type: none"> ▪ Good relationship with Suppliers and Clients ▪ Growth of sales performance 	<p>WEAKNESSES</p> <ul style="list-style-type: none"> ▪ Financial planning is not done properly and efficiently ▪ Shortage of workforce
<p>OPPORTUNITIES</p> <ul style="list-style-type: none"> ▪ New buildings needed ▪ Favourable financing arrangements 	<p>THREATS</p> <ul style="list-style-type: none"> ▪ Schedule delays ▪ A lot of company competitors

Table 5: SWOT Analysis of the company

4.1.1 STRENGTH

The first strength of DKT Engineering Sdn Bhd is have a good relationship with their suppliers and clients. The have a kinship with material suppliers and always achieve their clients satisfaction. It can be said that DKT is well loyal to their distributors and customers. From the observation, it shows that this company had been operating with the same material suppliers for a long time, so they are familiar with the providers working methods. As of that, the risk regarding shipment delays and other problems were significantly reduced. The company has dedication with its own customer relationship, which has achieved high satisfaction among existing customers and a good brand reputation among potential customers.

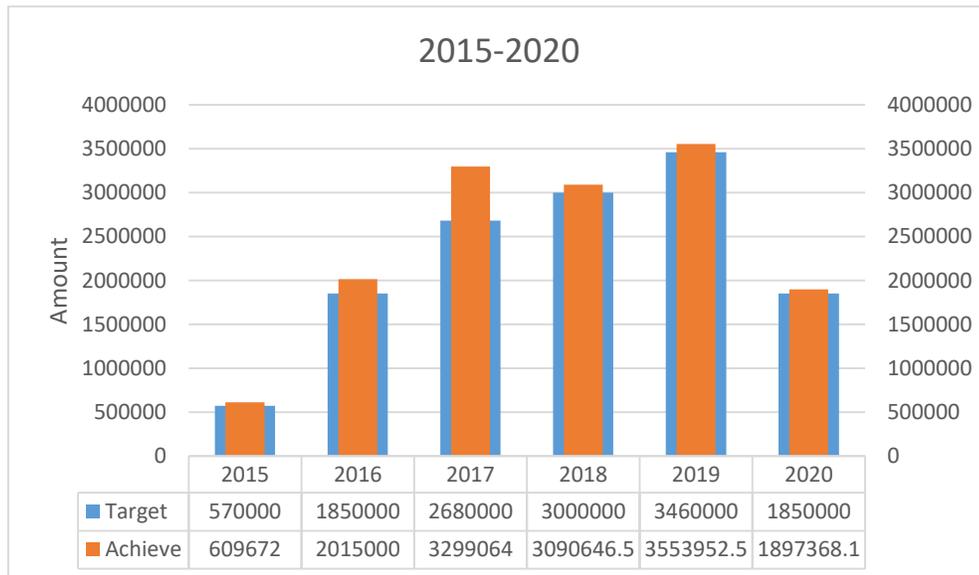


Figure 10: The sales performance of the company for the year 2015 until 2020

The second strength of DKT Engineering Sdn Bhd is the growth of sales performance. As we can see, there are an upward trend for the sales performance in year 2015 to the year 2019 while in the year 2020 has a decline because of Pandemic Covid-19. Their growth is related to their successful at execution of new projects every year and thus generated good return for the company. Even though the achieve amount of sales and the target amount of sales has a small gaps, but undeniably they succeed in it. From only hundred thousand sales in 2015, their sales growth has develop to millions sales per year for 5 year after. It shows that they are a powerful company that are developing throughout year.

4.1.2 WEAKNESSES

The weaknesses of DKT Engineering Sdn Bhd that can be seen is their inefficient planning for the financial account. A business bank account helps small business owners hold and manage money made within a business while personal bank accounts are not for business use. However, DKT used the same business bank account for the personal purposes. Financial manager need to separate them and it slow the job process to be done. Everything that owners bought must be included with receipt for company purpose as they use the same account. The receipt later will be keep in the petty cash company file. Because of this inefficient, their income will be used for things that should be avoided as it will slowing the process of paying the salary to the employees and also other tools that need to be bought for operation purpose.

Moreover, the shortage of workforce slows down the work process also the weaknesses of DKT Engineering Sdn Bhd. As the company is developing, many job or project is requested by the customers. A lack of workforce causing chaos in the process of finishing the job. Every human has their own limit to work, when the work is too much the operation worker does not have enough time to rest, they need to work overtime and will causing error, injuries or sick. Thus, employees is also human and not a robot. They need to have proper time to rest so their work will be done skilfully.

4.1.3 OPPORTUNITIES

As DKT Engineering Sdn Bhd is a developing engineering company, it is an opportunities for the company to build or find a building that are more strategic. DKT does not have their own company building even though have been operating for 10 years. All of the facilities is a rental and need to be paid monthly. I think this is the best time for the company to find a new building. Once they have their own building, all the office, engineering workshop, painting warehouse, cnc operation yard, and import and export warehouse can be operated in the same place and building. So the employees does not have to travel for a long time to go to the other place, it will save the time, money and energy.

4.1.4 THREAT

One of the threat for the company that I detected is a delay in schedule. Delay occurred on the project directly related to courier services that the company used to shipped or delivered the goods. This company usually used local services such as J&T and DHL services but the delay of the goods is so often. Even though the service is one of the best in Malaysia, however it always making an error. Because of the delivery delay, the project also has to be stop until the good arrived. I also have an experience to call these courier services to ask them about goods status and have to insist them that the goods is urgently needed. Sometimes because of their negligence, DKT has to incur huge losses as the client unsatisfied. This problem can be reduced or avoided if the company change to other courier services that are safer.

Furthermore, company competitors is the threat to be considered. As technology is important nowadays, there are many companies in the sector that provides similar services to DKT Engineering. In Perak only, there are almost 100 company that are in engineering and fabrication industry. When the competitors offer the latest products on the market rates, the competition heats up. To become a successfully and developed company is still hard since there are many circumstances to be faced by the company.

4.2 PESTEL ANALYSIS

PESTLE analysis is a framework for analysing the key factors which is politics, economic, sociology, technology, law, and environment that affect an organization from the outside. It enables professionals to understand the external factors that affect their organization. The analysis is flexible, so companies can use it in various scenarios. Experts and managers can use these results to make strategic decisions. To be effective, the PESTLE test must be performed periodically or continuously. Organizations that perform this analysis on a regular and systematic basis usually identify trends earlier than other organizations to gain a competitive advantage.

<p>POLITICAL</p> <ul style="list-style-type: none"> • Wage legislation • Mandatory employee benefits 	<p>ECONOMIC</p> <ul style="list-style-type: none"> • Interest rate • Tax rates 	<p>SOCIAL</p> <ul style="list-style-type: none"> • Demographics and skill level of the population
<p>TECHNOLOGICAL</p> <ul style="list-style-type: none"> • Technology offer by the company 	<p>ENVIRONMENTAL</p> <ul style="list-style-type: none"> • Laws regulating company environment 	<p>LEGAL</p> <ul style="list-style-type: none"> • Discrimination law

Table 6: Pestel Analysis of the company

4.2.1 POLITICAL

Political decisions and policy changes can affect any type of business. The first factor of political is wage legislation. These laws set the minimum amount that employers can pay employees for specific types of work. DKT Engineering Sdn Bhd has set a minimum wages for employees of RM 1100.00 based on Act Minimum Wages Order (Amendment) 2018. There are no employees that have been paid lesser than the minimum amount set except for the one that used unpaid leave to apply for holiday and the employees that are still not confirmed. Salary will be paid to the staff on a monthly basis, less required deductions whereas through direct deposit or by cheque. The salary will be paid not later than the fifth day or not the employees can take action.

Secondly, there are a mandatory employees benefits in the company. All employees is entitled to participate in all benefit plans of Company as may be made available to employees of Company from time to time for they are eligible. The staff benefits included EPF which is 11% contributions employee and 13% contributions employer from basic and allowance, SOCSO, Attendance Allowance, Health in Clinic Maxwell (RM 500 per year), special medical for dental, eyes and ears (RM300 per year), travel and also annual trip which is the family day.

4.2.2 ECONOMIC

Economic usually is the one who affecting business in the market. The economic climate affecting business by the uncertain interest rate. Product that DKT company offer will be charge high or low based on the interest rate at that time. Tax rates also will be change based on climate. DKT as supplier need to charge customer based on the tax rates while DKT as customer need to bare the tax rates that have been fixed by the supplier. DKT company need to bare whatever changer that made by the economic climate.

4.2.3 SOCIAL

For social factor include demographics and skill level of the population. There are 30 employees total in the company for now. DKT mainly employees is around ages 20 to 50 years old. In term of races, DKT only have Indian and Malay employees. And most of the employees are married, only a few are still single. For gender, DKT is full of male in operation team while female in management team. All employees' education must have a certificate at least in diploma. DKT staff higher education has degree certificate.

4.2.4 TECHNOLOGICAL

In this modern era, technology is needed for our daily lives. We use in every moment while working. DKT company provide its employees a fully internet access during working and have a strong internet connection. Other than that, company provide computers for each staff so that they do not have to bring it their own personal laptop. Company email and company websites is a must for every company. DKT used some system to record security data of the company.

4.2.5 ENVIRONMENTAL

Regarding environmental factors, DKT Engineering Sdn Bhd has established guidelines and standards. The company has formulated a number of guidelines and standards to ensure a safe and comfortable working environment. During the company's work, all employees promise to abide by these guidelines and standards and all future guidelines and standards fully implemented by the company. Agree that the implementation and management of these guidelines are not part of this agreement. Both parties agree that if the company introduces, changes or withdraws the recruitment policy, the terms and conditions ensure that such introduction, cancellation or change does not constitute a breach of the employment contract.

4.2.6 LEGAL

For the legal analysis, company has a discrimination law which is the harassment policy. Sexual harassment is an unwelcome sexual act that makes people feel offended, humiliated or intimidated. This includes situations that encourage a person to engage in sexual activity as a condition of their employment, and situations that create a hostile, intimidating or degrading environment for the recipient. DKT recognizes that sexual harassment is a manifestation of power relations and often occurs in unequal relationships in the workplace, such as between managers or supervisors and employees. Anything is prohibited, whether in the local DKT or outdoors, including social events, business trips, training courses, or company-sponsored meetings. Each subject must inform the accused persecutor that he is unwelcome and unwelcome. If the victim cannot come directly, it is best to notify the employer.

5.0 DISCUSSION AND RECOMMENDATION

Separating company account and personal account. Even if you have a good personal bank account, it is important to open a bank account dedicated to your business. A dedicated commercial bank account will help you protect your business funds by splitting your personal finances. Splitting invoices allows you to better control business expenses. Easily create realistic budgets. In addition, a separate account helps to improve accounting habits, which can help you organize corporate finances. When appropriate, you can obtain a commercial credit line or credit card through your bank account. It is a suggestion that the company can use the cash more efficiently than what it is doing at present.

Hiring enough workforce to smooth the works process. A labour is needed for the company to operated and finishing the work faster and efficiently. Employees is the pulse of the company. Without labor, company cannot be operated. That is why hiring just enough workforce is needed to make the project or work done efficiently.

Develop and improve marketing to attract customer. Marketing is important for all business to promote their products or services as in one article says "Marketing philosophy has been agreed globally that will help to boost corporate performance in this developing era especially in competitive market" (Kuada, 2016) "Marketing is all about generating, marketing, and providing high-value products and services to customers who are more satisfied than their competitors." (Amirkhani and Reza, 2015; Deutscher et al., 2016). However, DKT are not too focusing on marketing. They only promote their products through Facebook and Instagram but they rarely update. There are still many shortcomings in the commercialization of the product. Although the product has been successful in sales, the positioning and unique selling points are not clearly defined, which may lead to attacks from competitors in this market segment. As digital platform is trending among seller now, I hope company to can upgrade and use this platform to the fullest.

The last recommendation is making payment as fast as possible. The company can come up with a repayment plan and try to communicate with the creditors. This is because based on what I experienced while doing my internship, the company usually drag the payment for their creditors for a several months. Therefore, companies are advised to not delay the payment for too long. Too much debts are not good for a company because it will affect company's profitability. As in an article said "Debt-taking has a negative impact on a company's profitability, proving the pecking order theory." (Ezeoha, 2008).

6.0 CONCLUSION

In conclusion, my industrial training at DKT Engineering has given me new knowledge, acquaintances and how the company manage their financial. I am gaining experience in the workplace and learn to handle with issues that arise. I am very thankful as my supervisor, boss and other staff are always willing to guide me from beginning to the end and share their thoughts on the future.

I am sure that I can use this valuable experience, knowledge and skills for good use. While I have a lots of problem when doing this internship report, I could overcome it with advisor, coordinator, supervisor and other people help.

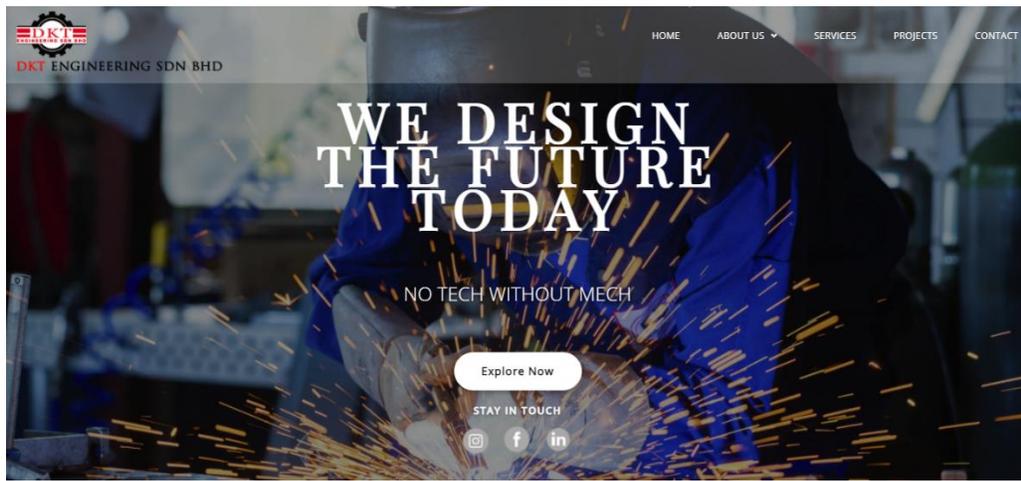
I also believe that Swot analysis and Pestel analysis is important for every company to developing and become more successful. Lastly, I hope DKT Engineering Sdn Bhd can improve to be more helpful and suitable company for internship student like me to gained and developed more skills for their future.

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8.0 APPENDICES

DKT Engineering Sdn Bhs website



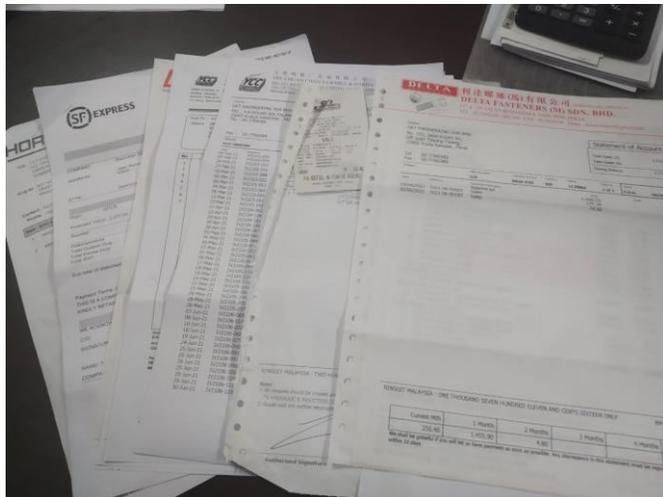
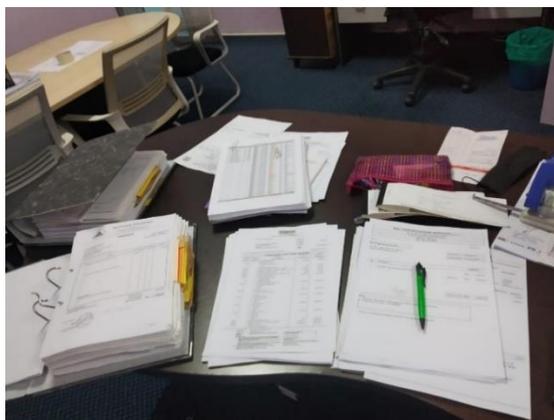
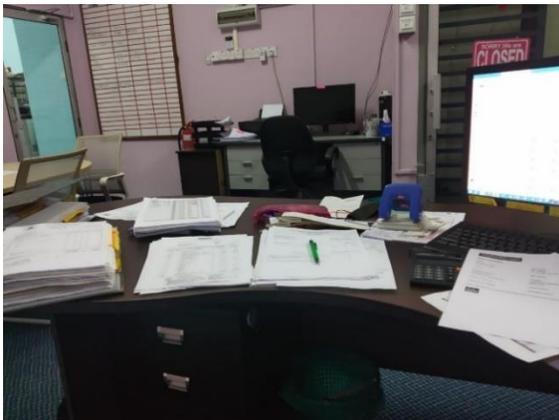
Me in the office



Some of files that I used



Some of work I do



Making a difference: workforce skills and capacity for integrated care

Workforce
skills

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Abstract

Purpose – The aim of this action research was to explore, from a workforce and a patient/carer perspective, the skills and the capacity required to deliver integrated care and to inform future workforce development and planning in a new integrated care system in England.

Design/methodology/approach – Semi-structured interviews and focus groups with primary, community, acute care, social care and voluntary care, frontline and managerial staff and with patients and carers receiving these services were undertaken. Data were explored using framework analysis.

Findings – Analysis revealed three overarching themes: achieving teamwork and integration, managing demands on capacity and capability and delivering holistic and user-centred care. An organisational development (OD) process was developed as part of the action research process to facilitate the large-scale workforce changes taking place.

Research limitations/implications – This study did not consider workforce development and planning challenges for nursing and care staff in residential, nursing care homes or domiciliary services. This part of the workforce is integral to the care pathways for many patients, and in line with the current emerging national focus on this sector, these groups require further examination. Further, data explore service users' and carers' perspectives on workforce skills. It proved challenging to recruit patient and carer respondents for the research due to the nature of their illnesses.

Practical implications – Many of the required skills already existed within the workforce. The OD process facilitated collaborative learning to enhance skills; however, workforce planning across a whole system has challenges in relation to data gathering and management. Ensuring a focus on workforce development and planning is an important part of integrated care development.

Social implications – This study has implications for social and voluntary sector organisations in respect of inter-agency working practices, as well as the identification of workforce development needs and potential for informing subsequent cross-sector workforce planning arrangements and communication.

Originality/value – This paper helps to identify the issues and benefits of implementing person-centred, integrated teamworking and the implications for workforce planning and OD approaches.

Keywords Integrated care, Workforce development, Workforce planning, Care planning, Multidisciplinary team

Paper type Research paper

Relational attractiveness between supplier-customer in a supply chain

Supply chain

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Abstract

Purpose – This study aims to evaluate the influence of factors attributed to relationship attractiveness between supplier and customer, from the supplier's perspective.

Design/methodology/approach – The empirical exercise was based on the use of multivariate data analysis with confirmatory factor analysis and a partial least squares approach to structural equation modeling.

Findings – The study resulted in a robust model, with a high explanatory factor for the latent variable relational attractiveness and commitment was the most influential factor, followed by expected value and interorganizational trust.

Research limitations/implications – Some limitations of the study can be highlighted: conducting research in a single cooperative and with a single audience; choosing a short-cycle supply chain, which may make it difficult to generalize to other industries; the cross-section nature of data also hinders the analysis to understand how the association between variables of interest may vary over time.

Practical implications – The negative influence of interpersonal trust reinforces the importance of developing collaborative attitudes between parties, whereas the non-significant value for dependence (financial and volume dependence) shows this is not a risk factor for relational attractiveness in a supply chain. Such results provide evidence on how to develop relationship management between suppliers and customers that are part of the same supply chain.

Social implications – It offers a new perspective for research in cooperatives, which still have no consensus on the motivating factors for members' participation, including as evidence the results of the largest flower producing center in Latin America. The more a cooperative succeeds in increasing relational attractiveness, the greater the cooperative power and the ability to adapt to shocks and changes, which are fundamental factors for the success and longevity of the cooperative.

Relational attractiveness between supplier-customer in a supply chain

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