



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka

INDUSTRIAL TRAINING REPORT

PERICON SYSTEM SDN BHD

**1 March 2023 - 15 August
2023**

Prepared By:

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2020489392

EXECUTIVE SUMMARY

The industrial training program is compulsory for all student Universiti Teknologi Mara (UiTM) in semester 6 which is a part of academic credit hour to have a degree. As a final year student, I am required to undergo an industrial training program at Pericon Systems Sdn Bhd for 24 weeks starting 3rd March 2023 until 15th August 2023 as per requirement of Universiti Teknologi Mara (UiTM) before I've qualified enough to receive a degree in that I take. With the combination of knowledge working experience during 24 weeks industrial training, I was required to produce a written report.

The purpose of this industrial training program is to fulfil a course in order to complete the Degree in Office System Management as well as graduate from our university. Industrial training is to expose students to real work environment experience and at the same time, to gain knowledge through hands-on observation and job execution. From the industrial training, the students can develop the skills in work ethics, communication, management and others. The students also can gain new insight and more comprehensive understanding about the real industry working environment.

There are two main aspects in the report. The first aspect is about the study of a company's profile which include location, company background, vision and mission, as well as organizational chart of the company. Nevertheless, the organization's function and activities are categorized by different functions and activities. The second aspect is the student's reflection. Aside from that, the analysis of the company's strengths, weaknesses, opportunities, and threats (SWOT) analysis is also examined here based on observations made while I am undergoing this training at the organization and by seeking input from my training supervisor and staff. To overcome the weaknesses and to use the available opportunities, suggestions to fix and improve the quality are also included. Every task and job that has been assigned in the training is also stated here for the employment and work-study. The training is more focused on human resource tasks. The procedure is also shown here from beginning to completion of the training.

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ACKNOWLEDGEMENT

At the very beginning, I would like to express my deepest gratitude to almighty Allah SWT for giving me the strength and the composure to complete my Degree in Office Systems Management and prepare this report within the scheduled time. I would like to thank University Technology Mara (UiTM) Campus Bandaraya Melaka for providing me with the guidance and chance to write this final semester report. I would also like to express my gratitude to the lecturers in charge of intern students for suggesting ways for students to complete their assignments. This study was a success because of the ideas and recommendations.

Then, I also would like to express my gratitude and respect to my Academic Supervisor during the internship program, Dr Siti Daleela binti Mohd Wahid for her constant guidance, advice, encouragement and every possible help in the overall preparation of this report. Without her direction and proper guidance this report would have been a little success. In every phase of the project, her supervision and guidance shaped this report to be completed perfectly.

I would also like to express my special thanks to Pericon Systems SDN BHD for giving me the opportunity to undergo my internship program throughout more than 5 months as well as continuous great support and guidance from the supervisor Puan Siti Mardhiah binti Hassan for me through the whole semester. Her guidance, encouragement and suggestions provided me with necessary insight into the research problem and paved the way for the meaningful ending of the work in a short duration. I've no hesitation to say that, without her constant support and valuable advice from time-to-time, I would probably fail to complete all the work in an appropriate manner. Not to forget all the officers who help me in moral and material needs as well as sharing with me their knowledge to improve my theoretical knowledge to the real works.

Lastly, to my family especially my parents and friends among classmates that support me and give me strength to continue my journey as a trainee and complete this final report. Thank you to everyone that involved whether directly or indirectly engaged in my industrial training report, as they have demonstrated their effort and initiative in helping me complete my report effectively. Only Allah is able to kindly repay each one of them.

1.0 STUDENT'S PROFILE

NURIZZAH IZZATIE



Profile Summary

Seeking an experience in anything related to office administration. Possess great technological expertise, well-developed communication skills and important ability to perform well in team.

Experience

- **Perican System Sdn Bhd** March 2023 - Present
Internship as Office Administration
 - Observer of employees behavior based on their attendance and performance.
 - Was in charge in handling the new attendance system from the traditional clocking in using cards, to clocking in through AC Payroll application.
 - Created a survey (google form) to receive feedbacks from employees on the use of the new app.
 - Conducted a brief meeting between the staff and the top managers.
 - In charge of making an update of the company's website. Had to come up with a new design and fresh ideas.
 - Exporting data attendance from the company's system to excel on daily basis.
 - Was trained to use AutoCount to key-in datas relating to invoices and purchases.

Education

- **UITM Bandaraya Melaka** 2020 - 2023
 - Bachelor of Office Systems Management (Hons.)
 - CGPA: 3.55
- **SMK Tinggi Batu Pahat** 2018 - 2019
 - The Malaysian Higher School Certificate (STPM)
 - CGPA: 3.37

Awards

- **Dean List Award, Faculty of Business and Management (Office Systems Management)**
 - Dean List Award in Semester 1, 3, 4 and 5
- **Malaysian University English Test (MUET)**
 - Band 3

Skills

- **Technical Skills**
 - Microsoft Office Word
 - Microsoft Office Excel
 - Microsoft Office Powerpoint
 - AutoCount

✿ **Functional Skills**

- Critical Thinking
- Communication
- Negotiation
- Problem Solving and Decision making
- Time Management
- Flexibility

✿ **Language**

- Bahasa Melayu (*Native Language*)
- English (*Intermediate Speaking, Listening, Reading, and Writing*)

Involvements

- A bureau of Registration in Positive Thinking & Effective Communication Skill (Webinar Organizer)
- Involved in a netball tournament between college (2022)
- Participated in Social Business Plan (Entrepreneurship, Innovation & Technology) Pitching (2021)
- Involved in organizing a few dinner events as the committee member of Social Science Club in 2019

References

Cik Muna Kameelah Binti Sauid

Academic Advisor,

Universiti Teknologi Mara (UTM) Kampus Bandaraya Melaka

2.0 COMPANY’S PROFILE

2.1 COMPANY’S BACKGROUND

Pericon System Sdn Bhd has been specializing in automation design since 2012. In the year of 2018, they set up a department of manufacturing and with the establishment of Pericon system, they managed to move one step ahead to be even more competent as Total Solutions Provider. With that being said, they have sworn to be committed and responsible to achieve customer satisfaction by delivering comprehensive technical & process consultation, practical yet cost effective solutions.



Pericon System Sdn Bhs in google maps

2.2 VISION & MISSION

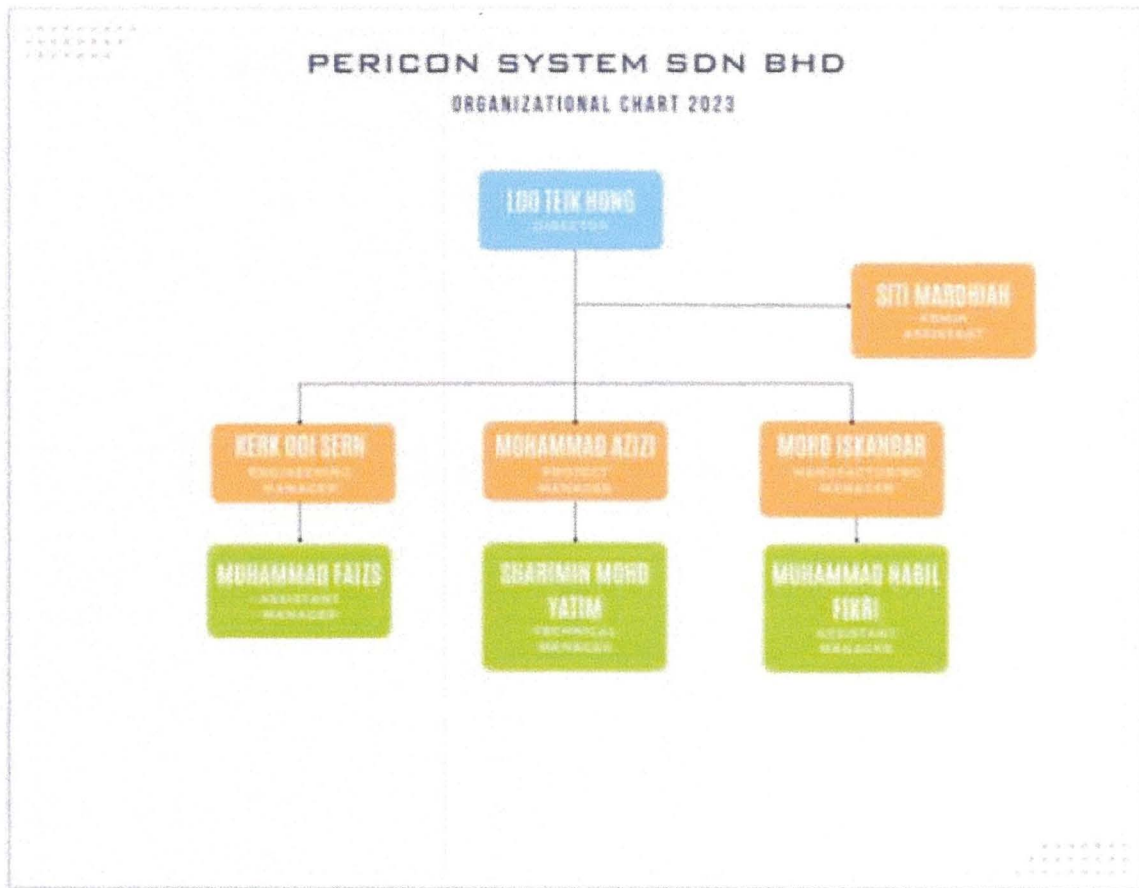
VISION

- We shall continuously satisfy our customer by optimizing the best service offered and delivering quality service.

MISSION

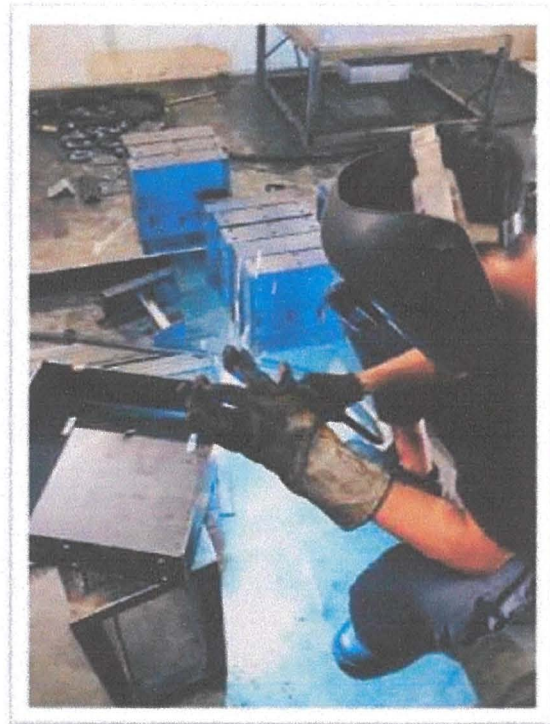
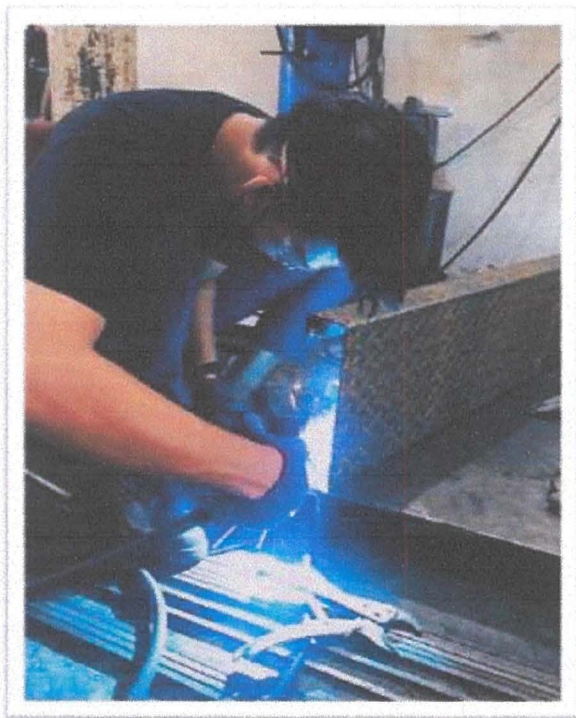
- To expand the company's international sales network from the current 11 sales outlet channels, to 31 sales outlet channels in Asia. So as to enable the company's standard range of conveyor products widely available in the targeted country in the respective industry.

2.3 ORGANIZATIONAL CHART



2.4 PRODUCTS AND SERVICES

Pericon System Sdn Bhd is the representative of the manufacturing centre that work closely with client to create a system that integrates smoothly with their production system, whether it's an existing system that's being updated or an entirely new installation. Its service including design, manufacture, assemble and installation for complete turnkey system.



3.0 TRAINING'S REFLECTION

Throughout my 24-week training session, I was able gain insight into the corporate work culture and provide the department some fresh ideas at Pericon System Sdn Bhd as an intern working under the Administration Department. The operation hours are from 8.30 am – 5.30 pm from Monday until Friday, whereas 8.30 am – 1.00 pm for Saturday only. After completing the 24-weeks of industrial training at Pericon System Sdn Bhd from 3rd March 2023 to 15th August 2023, I was able to gain and to learn tons of experiences, especially in Office Administration. Having to grasp this position does not only require for me to use the hard skills that I already possessed, but also my soft skills. During this period of training, I was able to hone my communication skills with my colleagues and also the superiors. For some students, 24 weeks of internship period can be long but looking at the other side, it is actually beneficial for us to gain the first-hand experience on the reality of working life.

My own experience leads me to believe that the overall industrial training programme successfully achieved its main objective. Before entering the workforce, it provides pupils with a training environment. There are several Office Admin duties that was done such as sorting through documents, forming a google survey, handling the invoices of purchase, setting up a meeting for the managers, creating a website, and handling the new attendance system from the traditional clocking in method using card to clocking in through AC Payroll application. As a result of the task that was given to me, I am more confident and prepared to enter the workforce.

In regards to handling the new system application for attendance, I was tasked to study from scratch on how to handle the system. At first, I have to study the guidelines that were provided to me before announcing the usage of the application itself. A brief meeting was conducted by me to introduce the AC Payroll application to the managers, including explaining and giving a tutorial on how to use the application itself. The meeting required me to do a slide presentation to give a picture on the process of using the new system. Just like any other company, implementing a new system in an organization might not be easy. Hence, the high managers decided to call a few trusted employees to give the application a run before using it officially on all employees. After a week of doing a test run, we have decided to conduct a brief meeting for all employees. A little problem has occurred during the process of adapting. Yet, with all help and support given, we managed to overcome the problem and the process went smoothly.

Other than that, there are also work that I need to keep up on the daily basis. For instance, I had to monitor employee's attendance every day, their overtime work, and also their behavior. Being a student who takes Office Systems Management as a major reminded me a lot about the cause of certain employee's behavior. Some employee who does not show much performance are often because of they are lacking of motivation to work. Lacking of motivation can sometimes be caused by stress, pressure, and no positive push by the higher ups. Other than that, employee demotivation and burnout may result from feeling overburdened by heavy workloads, arbitrary deadlines, or a lack of work-life balance. Employers should encourage breaks, support work-life balance, and take into account flexible work schedules. Offering assistance programmes, such as wellness initiatives or employee assistance programmes, can also aid staff in reducing stress and boosting motivation.

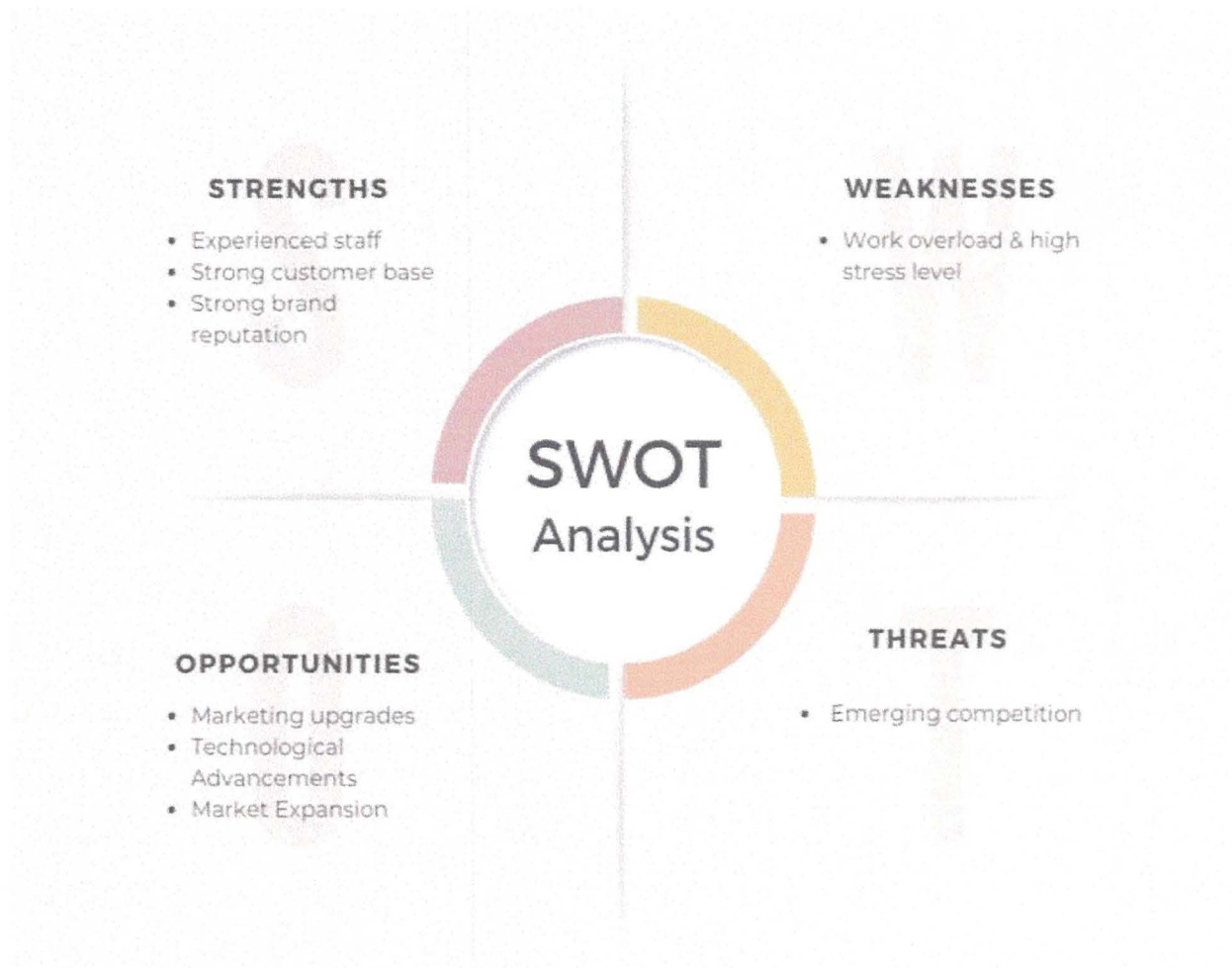
Furthermore, with full honour, i was given the opportunity in reconstructing the company's website. In today's digital age, having a website for your business is essential. It acts as the focal point of your internet presence and has several advantages for your company. There are several key reasons on why having a company website is important. For example, online visibility and accessibility, marketing and branding opportunities, customer engagement and support, and so much more. Marketing and branding opportunities has to be the main goal of the company to reconstructing the website. Being a small established organization might close the door for marketing, as they don't receive the recognition that they deserve. With the existence of the new look of the company's website itself, it might give them an opportunity to attract new customers along with building success in the future.

Furthermore, I was also in charge in managing the invoice purchases of the company. I had to sort out the invoices according to their project numbers, and key in the datas in an application called AutoCount Accounting. The task performed was guided by my supportive supervisor, Puan Siti Mardhiah as she was in charge with the datas of invoices before. To be given an honour to manage and sorting invoices can be a bit pressuring for some people, as it actually involves credibility and working under pressure. The exposure that I was given in this company created picture of a real-life situation of how working life looks like. My internship has given me a lot of insight into my skill set as well as confidence in my own skills. It has assisted in the direction of my professional goals and will definitely assist me in my future employment decisions. I also

acquired technological expertise in the fields of general energy and digitalization. The information I've learned will help me be ready for life following graduation. My experiences have helped me get closer to my objectives, and I am eager to see what the future holds.

4.0 SWOT Analysis

A strategic planning technique called a SWOT analysis is used by companies, organisations, and people to assess their internal strengths and weaknesses as well as external possibilities and dangers. Strengths, Weaknesses, Opportunities, and Threats are collectively referred to as SWOT. This study offers insightful information about the entity's existing situation and aids in finding possible areas for development. The goal of a SWOT analysis is to offer a formal framework for evaluating the internal and external elements that can affect the performance and success of an entity, such as a company, organisation, project, or individual. I have created a SWOT analysis for Pericon Systems Sdn Bhd based on what I observed during my 24 weeks of internship there and some feedback from my supervisor. In order for the organisation to move towards its goals, I have also added recommendations and suggestions to each SWOT analysis.



SWOT Analysis

5.0 Discussions and Recommendation

5.1 Strength

Strengths are the crucial traits and qualities that might provide a company or a person with competitive advantages or special talents. Resources, knowledge, abilities, a solid client base, reputation, patents, financial stability, and a lot more can be considered as strength in SWOT analysis.

5.1.1 Experienced Staff

A trained workforce is essential for promoting innovation, productivity, and sustainable growth in today's quickly changing global economy. A collection of people who have the skills, knowledge, and abilities required to carry out their duties effectively and efficiently is referred to as a skilled workforce. There are several benefits that can be gained by having skilled employees in a company such as the increasement of productivity and efficiency. The way they have developed an understanding of their own roles and duties in the company allows them to carry out their work more effectively and efficiently. Employee desires and job requirements must be compatible in order to use their competency and meet job expectations (Zulfiqar Ali Rajper, 2020). Because of their competence, they can accomplish jobs more quickly and precisely, which saves time and resources for different processes. This improved productivity directly affects the bottom line of the business, resulting in higher profitability and long-term growth. On top of that, there are also companies that sees skillful workforce as their weapon of strengths. The majority of businesses continue to apply this conventional approach because they believe it can aid in the recruitment of candidates who uphold the company's principles and values and the implementation of experiences that can reinforce appropriateness (Oscar Duosin, 2020).

In Pericon System Sdn Bhd, all heads of departments and officers are highly educated and experienced in carrying out their duties with full dedication. They are well prepared in problem solving and planning. Most of the officers working in the company is highly trained because they have a lot of experience in the field of management. This happens because the managers mostly have around five to ten years of experience, hence why they are very knowledgeable and skillful on their own field. There are officers including my own supervisor, Puan Siti Mardhiah, who have experience in helping staff. Especially those who undergo industrial training for the company.

My suggestion is that, in order to make sure that they are able to keep their skilled workforce, Pericon System should invest in employee welfare, pay-based incentives and other benefits to keep their employee's in check. People with greater motivation at work perform better and have greater impact on the company (Zulfiqar Ali Rajper, 2020). As an example, the employees that meets a predetermined profit or sales goal for the company, and the employer influences the behaviour of the workforce in order to accomplish the goals by offering an incentive, such a bonus, to define an incentive as a progressive plan for the employee. The incentive tries to further the objectives (Noorazem et al., 2021). However, employee's wellbeing goes beyond only physical health. Pericon System can actually start to implement health and wellness programs for them to practice a healthier lifestyle. For instant, organizing a sport's day just for the employee to take the work burden off of their shoulders and focus more on the current event. This will help them to increase their productivity and promote physical and mental health as well as avoiding burnouts caused by the workloads.

5.1.2 Strong Customer Base

Simply put, a client base is made up of the most devoted and enthusiastic clients. A company will have a solid client base when they have customers who routinely interact with their brand and who suit the target market or ideal customer profile. Getting new clients may be an expensive and resource-intensive process for businesses. On the other side, keeping current clients presents prospects for repeat business and a higher customer lifetime value in addition to being more cost-effective. A company's revenue stream is more steady and predictable when it has a strong customer base, which enables it to withstand market swings and business obstacles. According to Alriani (2016), consumer loyalty is not established in a short period of time, but rather through a learning process and is built on experiences from consumers' own repeated purchases over time.

In this case, Pericon System Sdn Bhd consistently receives repetitive orders from the same client such as Munchy's, Proton, and Perodua. As a company that offers conveying products, it is highly important for them to keep up with the quality of products to make sure that the clients are satisfied. Not only that, having loyal customers also provides competitive advantage in the marketplace. Customers are difficult to lure away from a company they have grown to trust and a relationship with. A brand's unique selling proposition comes from its devoted customer base, which sets it apart from rivals and positions it as the go-to option in consumers' thoughts.

My suggestion is, Pericon System Sdn Bhd needs to keep up with their services to create a stronger bond between the company and the customer. This being said, it is not just about the production and service offered. It is also about the communication between the company and the clients to create such bonds. Consistent and efficient communication is another crucial component of building a strong customer base. Through multiple platforms, including social media, email newsletters, and tailored offers, brands must have a continuous conversation with their audience. The emotional bond between clients and a brand is strengthened by transparent and genuine communication.

5.1.3 Strong Brand Reputation

A strong brand reputation is essential for a company's long-term success and sustainability in today's highly competitive and dynamic business environment. Consumer perception, trust, and emotional ties to a business and its products are represented by a brand's reputation. It acts as a potent intangible asset that has a big impact on a business's revenue, customer retention, and general market position. A company's principles, ethics, and dedication to excellence are expressed through the strength of its brand reputation, which goes beyond simple recognition. Customers frequently gravitate towards companies they respect and think highly of. A strong brand reputation becomes a crucial aspect in influencing purchasing decisions in a market that is becoming more and more competitive and where there are many options vying for consumers' attention.

Furthermore, customers are more loyal to brands with a positive reputation. Customers who are happy with a company are more inclined to recommend it to others and spread the word about their great experiences, which promotes word-of-mouth marketing, one of the most potent and economical types of advertising. Having the chance to gain trust from some of the big company in Malaysia surely gives an advantage to Pericon System Sdn Bhd. From there, it brings an image for the company to evolve to gain more valuable customers and provides better services.

All in all, my suggestion to the company is that, Pericon System Sdn Bhd must put in more of their efforts in planning strategies to strengthen their brand reputation. Despite being a small company, I see potential for them to grow bigger. For example, they can start with having their goals to offers services to the companies that often use conveying services such as factories that involves in automotive, food and beverages, manufacturing logistics, packaging industries, and a lot more. However, to make sure that all of this effort to succeed, the company itself needs to know how to promote themselves well.

5.2 Weakness

The term "weakness" refers to internal characteristics that prevent a person or an organization from reaching their objectives or giving their best effort. These can include troublesome locations, a lack of resources or knowledge, subpar infrastructure, ineffective procedures, or any other internal constraints that hinder them.

5.2.1 Work Overload with High Stress Level

Work overload and high levels of stress are common difficulties for employees across a range of industries in the modern workplace. People are struggling to meet rising expectations, short deadlines, and increased pressures as the global economy picks up speed and competition heats up. Work overload and high levels of stress have many detrimental consequences on employees' total productivity, which may have an impact on the performance of the entire organisation. As a result, these factors are a significant barrier to the organisation achieving any competitive advantage (Fahad Ikram Ul Haq, 2020). These two problems are linked that might actually lead to serious hazards to both the health of the individual and the effectiveness of the organisation. The leading stressors includes an excessive workload and extended hours. A range of other issues, including a tight working environment, rivalry among coworkers, and a sense of being on edge, are all fueled by workplace stress.

On top of that, workplace stress is linked to emotional distress, burnout, and physical ailments (Spector, 2020). Due to lack of manpower at Pericon Systems, the existing employees have to bear heavy workload which causes stress. From my observation, the manager who handles the sales department often accepts clients' orders when there are tons of unfinished ongoing projects. In addition to that, the manager keeps on pushing the staff to finish the project as soon as possible when the staff is already informed that they might not be able to finish it on time. With the lack of manpower and the push that they have been receiving, it might make them feel overburdened and unable to handle the demands of their jobs. This will decrease their joy of working as well as experiencing stress, worry, and even burnout as a result of these obligations.

My recommendation is that this company should have cared more about the emotional and physical health of its workers and implemented a balanced personnel schedule. As for the employees, they can start by prioritizing works that are almost due. Making a list on the most

essential to the least will help them in gaining a more balanced schedule as well as helping them in gaining their focus to finish a task. Organizing one own work schedule might not be easy but it have the potential to help the employees in getting over the stress that was faced. Moreover, Pericon System are suggested to provide their workers with mental health programmes. With these effort that is shown by the company, employees are more productive and contribute to the success of the company when they feel cared for (Borucka, 2020).

5.3 Opportunities

Opportunities are environmental elements that are beyond control that one can use to one's advantage. Emerging trends, market shifts, technical developments, new client segments, strategic alliances, or any other favorable circumstances that open up opportunities for growth, expansion, or improvement are examples of opportunities.

5.3.1 Marketing Upgrades

It's uncommon to hear the phrase "marketing upgrades" used in marketing. However, it may also be used to describe enhancements or innovations made to marketing strategies, methods, technologies, or procedures to boost their efficacy and efficiency. These improvements could make it easier for businesses to reach their target market, provide more leads, raise brand awareness, and eventually increase sales. Digital marketing tools, website optimization, and content marketing upgrades are some of the examples of marketing upgrades that can be implemented in this company.

Although Pericon Systems Sdn Bhd is a small established company, its clients often come from all around Malaysia. There are some from Johor Bahru, Perak, Kuala Lumpur, and a lot more. With this recognition, I believe that website design and development can be one of the marketing upgrades that can be done. Pericon Systems already has their own website. Yet, it was found to be old and outdated. There are no such improvements in additional information or even services provided on the website. This situation might make it hard for another potential customer to find out about the company, and the possibilities that they want to believe if the company is legit is low. Not only that, it also increases the competitive advantage between the company and its rivals. An updated website might provide the company an advantage in the cutthroat digital market of today. A contemporary, adaptable, and user-friendly website can draw in and keep customers, set a company apart from rivals, and make a positive first impression. As a result, more leads and conversions are generated. It can also help successful digital marketing plans and campaigns.

My suggestion is that Pericon systems must make sure that their e-platforms are always updated. Other than making a website upgrade, they also can go on e-commerce platforms like Shopee, Lazada, or Amazon. Being a provider of raw materials to other companies can make the process much easier with the existence of online shopping platforms. Any negotiations can be done

through the platform, or they can contact the company directly as the company's details were already provided in the profile. Not only that, online shopping platforms can provide the customers with almost all the time availability. With that being said, firms can be open 24 hours a day, seven hours a week as opposed to the constrained hours of traditional retail establishments.

5.3.2 Technological Advancements

As a company that uses engineering skills as a major, technological advancements sounds like a big opportunity for Pericon Systems Sdn Bhd to move forward to success in the world of business. For ages, human progress has been fueled by technological development. Innovation has continuously moved society forward, changing the way people live, work, and interact, from the invention of the wheel to the internet. In order to understand how these developments will affect our society, economy, and the very nature of humanity as we enter a new era where groundbreaking discoveries are becoming a part of our daily lives, it is critical to examine the effects of these discoveries. Thi Lan Anh Vu (2019) states that human resource and employment structures have undergone significant transformation as a result of each industrial revolution.

The skillful workers of Pericon Systems Sdn Bhd has been the biggest support system of the company itself. With the knowledge that they have gained throughout the years, they hold a big potential to grow bigger in the industry. Innovating and transforming industries around the world, mechanical engineering has been at the forefront of technological development. Mechanical engineers have harnessed the power of technology to design and develop cutting-edge solutions that have transformed the modern world, building on a solid basis in physics, mathematics, and materials science. This skill and workforce had them to produce conveying products that requires a lot of focus and details. Each department that works in their own field carries their work perfectly which resulted in clients trust towards the company. Considering the increased societal usage of the abundance of information systems and the technical evolution that we are seeing at various levels, the provision of digital services is considered as a growing trend at the corporate level (Ribeiro et al., 2021).

My suggestion is, Pericon System Sdn Bhd needs to start implementing working on implementing technological advancement in general. For example, the use of robotics and automation sounds like a good advantage for them in order to produce better quality products. Robotics and automation systems have benefited greatly from the work of mechanical engineers. Due to their increased productivity, increased efficiency, and increased safety, these technologies have completely changed various sectors. Robots are used in manufacturing processes to do repetitive, dangerous, or precise jobs that are beyond human capacity. Automation has reduced for human labour, improved product quality, and helped firms save money overall. With the use of

robotics and automations, it will not only be beneficial to the company, but also to the workers as well.

5.3.3 Market Expansion

Any business wishing to grow and succeed over the long term must first expand its market. In the fast-paced business environment of today, businesses must always look for new ways to expand their consumer bases and seize unexplored opportunities. Market expansion should be approached strategically, taking into account elements including consumer demand, rivalry, the legal and political climate, and the resources at hand. It necessitates careful planning, investment, and a solid comprehension of the new markets and the particular difficulties they present. Increased market share, more sales, and improved brand recognition can all result from a successful market expansion.

In Pericon System Sdn Bhd, one of the opportunities in expanding their market products is by going on e-commerce. They have been producing high quality products yet are not recognizable as their ways of strategies are limited. In order to do that, the first step is, they must carry out in-depth market investigation and analysis. This entails locating possible markets, comprehending customer requirements and preferences, and gauging the degree of rivalry.

Businesses can efficiently design their offers and put themselves in a successful position in the new market by acquiring insightful information on the target demographics, economic conditions, and cultural variables. On top of that, diversification of products and services might also be a great idea in expanding their market segment. The product or service portfolio expansion can make a big difference in the market's potential growth. Businesses can appeal to a wider spectrum of clients and meet a variety of requirements by providing complementary or altogether new items. However, launching new products should be done intelligently, taking into account demand in the target market and alignment with the company's key skills.

5.4 Threats

Threats are outside forces that put a person or organization at danger or present difficulties. These may include rivalry, economic downturns, shifting rules, rising technology that upend established company models, unfavorable publicity, or any other elements that may jeopardize their performance or prospects. Threats can take many different forms, such as pressure from the competition, shifts in the market's dynamics, regulatory or legal restrictions, economic downturns, technological developments that disrupt current business models, political unrest, natural disasters, and other elements that could impair an organization's operations or competitive position.

5.4.1 Emerging Competition

As for Pericon Systems Sdn Bhd, the most obvious threat for this company is their competitors. To build a company that offers conveying products, there are also many mechanical engineering companies that offer such products and related materials. A conveyor system is a typical type of mechanical handling equipment that transports things from one place to another. Conveyors are particularly helpful in situations when large or bulky materials need to be transported. Conveyor systems are highly common in the material handling and packaging industries because they enable speedy and effective transportation for a variety of goods.

My suggestion to Pericon Systems Sdn Bhd is that they need to start coming up with several strategies to strengthen their business in this field. First of all, develop lasting connections with your current clients. Put a high priority on client retention by introducing loyalty programmes, exclusive deals, and individualized communications. Customers who are happy with the product or service are more likely to recommend the company to others, provide favorable reviews, and stay loyal in the face of incoming competition. Not only that, it is crucial to emphasize the offerings' value proposition. Indicate how clients can save money, enjoy convenience or gain access to extra features by picking the company's goods or services. They also need to make sure that their pricing is reasonable, keeping in mind things like market trends, rivals' prices, and client expectation.

6.0 CONCLUSION

In conclusion, internships are becoming an essential component of the educational and professional environment, providing students and young professionals with unrivalled chances to get practical experience in the sectors they are interested in. These temporary placements serve as a link between theoretical knowledge and real-world application, giving participants beneficial skills, perspectives, and networking opportunities. Some benefits that I have gained throughout my 24 weeks of internship periods are self-discovery and self-growth.

Being a student that studies Office Systems Management surely gives me the real life experience in handling the tasks that was given. I have spent most of my time doing office works such as monitoring the attendance of employees, data entries of invoices in AutoCount application, and even reconstructing the company's website and giving it a new look. These knowledge that I have gained somehow hone my skills to prepare for the upcoming real working life. On top of that, meeting new people has been the biggest blessing of this internship program. Having to learn on how to communicate and interact with people surely gives me an opportunity to grow as a person and becoming a better person. I have also enhanced my time management abilities by scheduling my daily chores in advance and adjusting as necessary throughout the day.

Therefore, I am grateful to be given this opportunity to go through this internship period and experience the real work-life alongside gaining new knowledge and passions. To be work at Pericon System Sdn Bhd is definitely an opportunity for me to boost my personal quality of being an employee.

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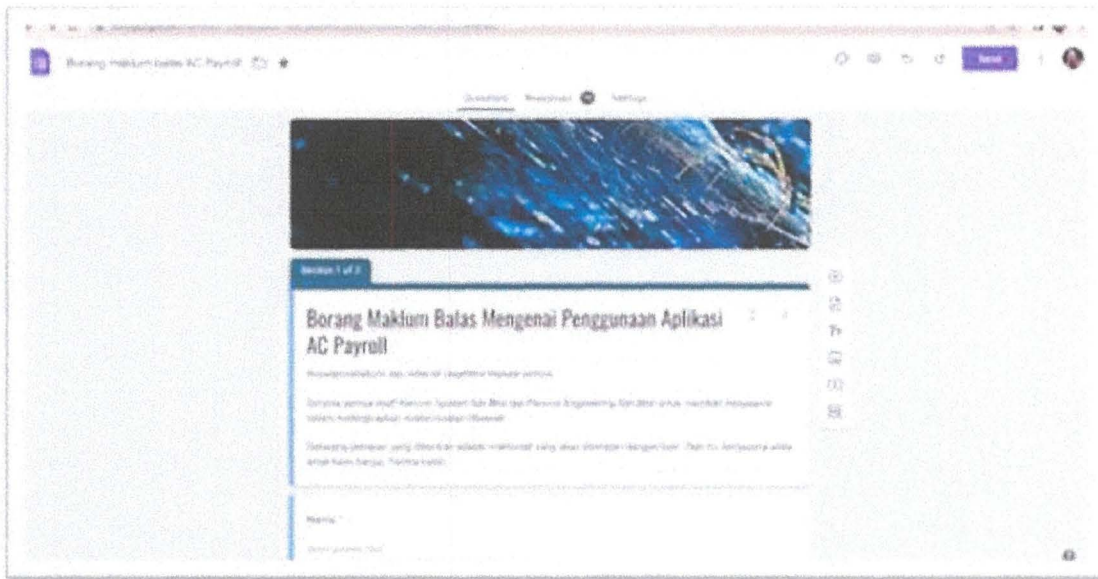
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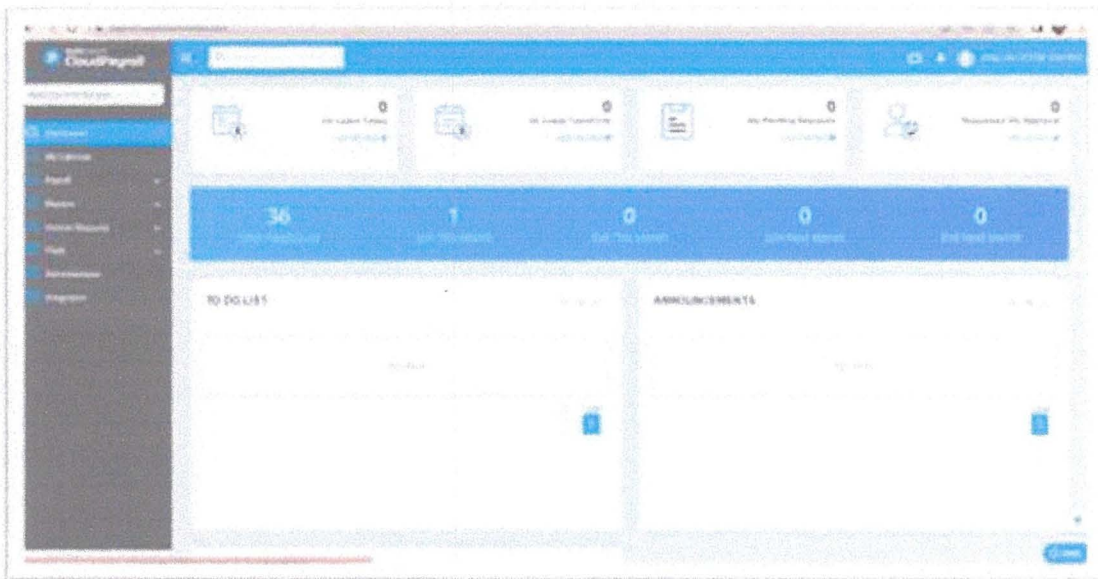
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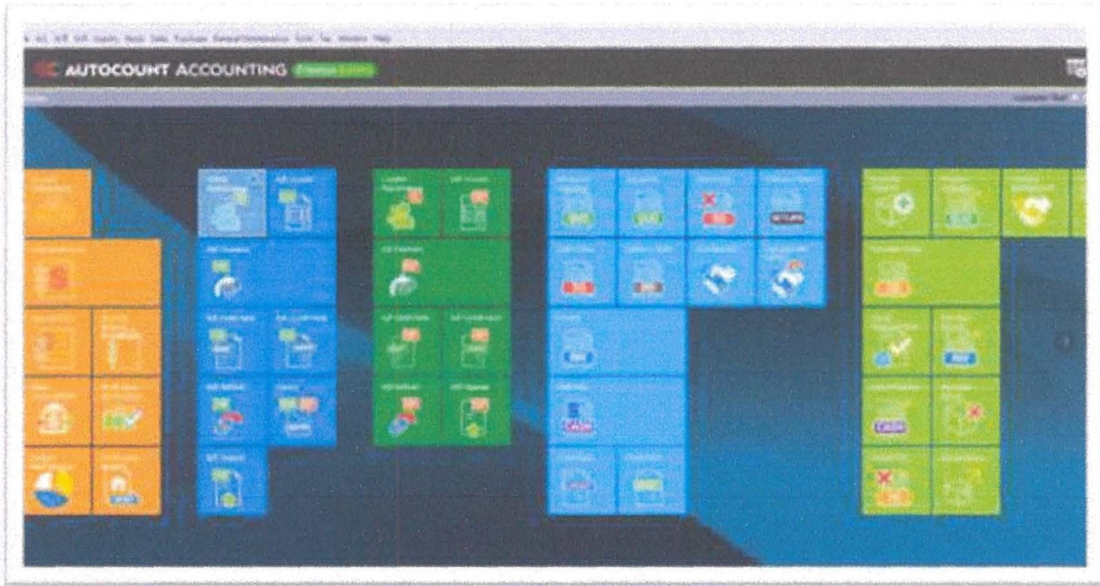
APPENDICES



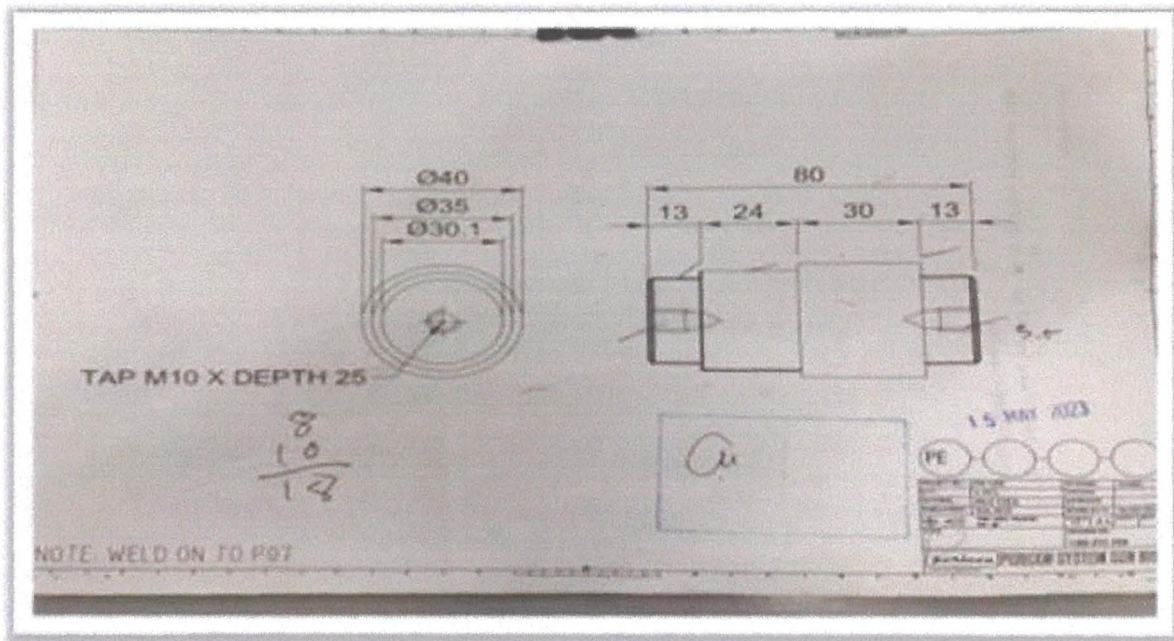
Google survey on the employee's feedback



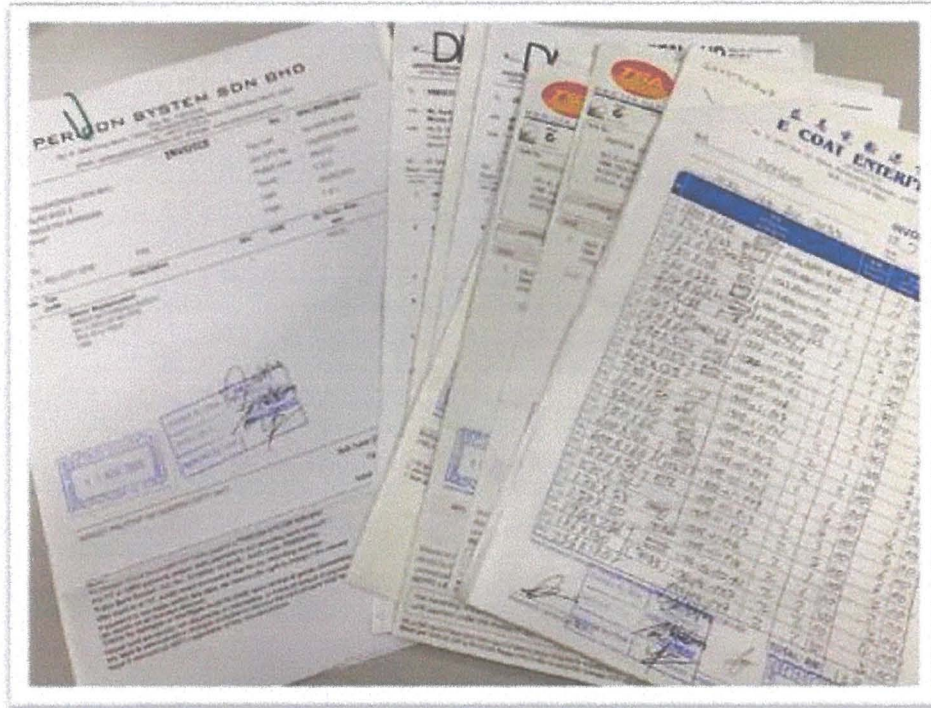
The new system of attendance



AutoCount Accounting for invoices and purchases



Example on the drawing. Information was extracted to issue an invoice



Example of invoices



Key-in data for transportation