



UNIVERSITI  
TEKNOLOGI  
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Fakulti  
Pengurusan  
dan Perniagaan



**INDUSTRIAL TRAINING REPORT  
AT MUTIARA FURNITURE SDN BHD**

1 MARCH – 15 AUGUST 2023

**MOHAMAD AKMAL HAMIZAN BIN ABDUL RAZAK**

**2020872866**

**BA 232 (OFFICE SYSTEM MANAGEMENT)**

COMPANY'S LOGO



## **EXECUTIVE SUMMARY**

On 1<sup>st</sup> March 2023, I started my industrial training as company clerk at Mutiara Furniture Sdn Bhd. I did my internship in this company for 6 months and only assigned in office department as a clerk. I find this company can be beneficial for me because its facilities with great location where I can gain experiences to study more about this industry. I have ended my internship on 15<sup>th</sup> August successfully. Even though I was there as a trainee, that is not an excuse for a student not to work as areal staff in the office. We are given this opportunity to study more about how the real office environment work and its process in handling and manage office system management. As a trainee, there will have a lot of challenges to work with other people that we have never working with before so it is important to know how to handle problems in any situation and work under pressure. This company may be beneficial for me because from my observation, there is a lot of potential for this company to grow up and expand their business in this industry, so there will be a lot of chances for me to learn more and to boost the company sales and income. Moreover, I will also explain regarding my portfolio, detail of this company, all the training and experiences that I have gain, all SWOT analysis that I have observed in this company and all-important points and elaboration will be explain more in this report. At the last part of this report, I will discuss and suggest few recommendations to improve weaknesses in this company and I will end this repost with summarizing all of this report in conclusion.

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## **ACKNOWLEDGEMENT**

Firstly, thankful and grateful to Allah the Most Almighty for His permission, we as a business management student be able to complete this internship report successfully. Grateful to Him because give to us the facilities and chances in various aspect such a healthy, ideas to complete this report even it is seemed look a merely project, but it is needed more spend of time and ideas to search information.

Secondly, thank you to both of my parents and siblings because of their guidance, support, and strength to move on and step forward in this course. Form them, we get a value of responsibility in ourselves to keep struggle to complete this report. Thank you to them to give us the helped in various aspect such as ideas, financial, and strength to make us more dedicate to complete this report successfully.

Besides that, thank you to our beloved lecturer in this subject Madam Erratul Shela lhak (MGT666) to give and teach us about this topic and show method how to complete this internship report with specific learning for university resources centre. From her explanation in the teaching session through google meet, it gives is a a lot of progression in this topic all the subtopic in this subject. Without the support and guidance, we are unable to complete this report based on our limited information and knowledge on how to work in real industry and how to write a proper and excellent report.

Moreover, thank you to all adorable student BA232 6B for teach and share the knowledge with us since this subject and try to give cooperation in teaching and learning session. From the way communication in class, we can take the advantages and the benefit to change the opinion and information while the classes session with lecturer. Thank you to willing help me to more understand regarding this internship report.

Last but not least, I want to thank me, I wanna thank me for believing in me, I wanna thank me for doing all this hard work, I wanna thank me for having no days off, I wanna thank me for never quitting, I wanna thank me for always being a giver at all times.

## STUDENT'S PROFILE



### MOHD AKMAL HAMIZAN

ADMIN CUM HUMAN  
RESOURCE



#### PROFILE

I am currently searching for career opportunity related to my knowledge with office working hours. I believe I am fast learner with guidance and ready to upgrade myself to work on the current job I am applying.

#### SKILLS

Video Editing



Problem Solving



Microsoft Excel, Words and Powerpoint



Leadership



#### WORK EXPERIENCE

##### CASHIER / SERVICE CREW

*kentucky Fried Chicken*

SEPT 2022- NOW

- Responsibility as a Cashier.
- Backup other departments such as Cook and Drive-Thru.
- Part time on Mid Semester Break while study.

##### FACTORY PRODUCTION OPERATOR

*Allied Sdn Bhd*

DEC 2019- OCT 2020

- Making a part of component by machines production and packing it by follow the work in progress (WIP) guidelines.
- Record daily activities of the machines and quantity outcome of the product for per hour.
- Manage to do more quantity than the target for each day, with a good quality of product or Finish Goods (FG).

##### SALES ADVISOR

*Mydin Mutiara Rini*

DEC 2017- MAY 2018

- Worked on marketing campaigns for brands.
- Handled multiple digital accounts.

#### EDUCATION HISTORY

##### BACHELOR DEGREE IN OFFICE

SYSTEM MANAGEMENT

OCT 2020-NOW

*UiTM Bandaraya Melaka*

- Undergraduate in Office System Management.
- Gained extensive training and successfully accomplished all courses for Office System Management.
- Almost finishing my internship placement end on Mid August.

##### SPM & STPM

JAN 2017- DEC 2019

*SMK MUTIARA RINI*

- SPM I 3A 3B 3C
- STPM I PNGK 3.25
- President's of Form 6 Student.

FIGURE 1: CURRENT RESUME

## **COMPANY'S PROFILE**

**COMPANY NAME:** MUTIARA FURNITURE

**COMPANY LOGO:**



**LOCATION:** NO. 2, JALAN JASA 27, TAMAN MUTIARA RINI, 81300, SKUDAI, JOHOR.

**OPERATION HOUR:** SATURDAY- THURSDAY (8:00 AM – 5:30 PM)

FRIDAY (OFFDAY)

**MISSION:**

- Produce quality products, unique & able to satisfy the tastes of all customers. The company will also ensure that the level of achievement of the company's performance will continue to move forward in line with other giant companies in Malaysia.

**VISSION:**

- Mutiara Furniture sets a vision to become a well-known Bumiputera Company in throughout Malaysia in the production of quality cabinet, furniture and interior renovation products the world.

**OBJECTIVE AND GOALS:**

- Perform quality work.
- Maintain & acquire good relationships with potential customers or suppliers to improve the quality of work.
- Good relationship & communication with customers & suppliers.
- Ensure good planning before implementation first.
- Ensure good communication & supervision on site to improve customer satisfaction.

**BACKGROUND OF ESTABLISHMENT:**

Mutiara Furniture was established in 2004 which has a management team and experienced staff who are efficient, skilled and have their own qualifications. Mutiara Furniture (MF) is a fully Bumiputera-owned company with a reputation unique and has created a name throughout Johor in the field of furniture manufacturing and interior renovation.

**ORGANIZATIONAL / DEPARTMENT CHART:**

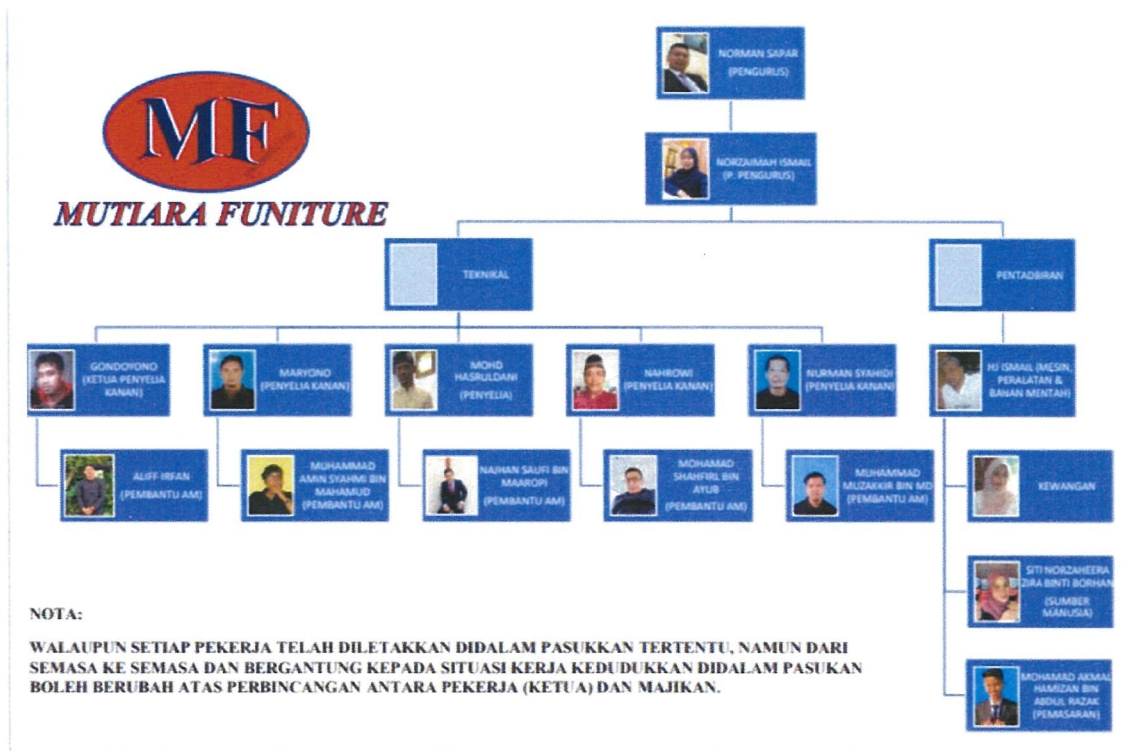


FIGURE 2: COMPANY ORGANIZATIONAL CHART

**PRODUCT / SERVICE OFFERED**

Current developments demand the company to expand further business wing and create a name throughout the state in Malaysia in addition to diversifying business activities in the field of supply, manufacturing, and consulting in the field of furniture, interior decoration, and woodwork.

In addition, Mutiara Furniture always emphasizes the aspects of quality, creativity, and development of the knowledge of its employees to ensure the products and services offered is of good quality and at a reasonable price.

## **TRAINING REFLECTION**

### **1. DURATION:**

My industrial training period set by the university is for 6 months, from March 1 to August 15, 2023.

### **2. SPECIFIC DEPARTMENTS YOU HAVE BEEN ASSIGNED TO:**

At first, the supervisor has put me as an Assistant Admin in Administration Department of the company for the first 2 months. After knowing almost most things regarding how an Admin working and gain knowledge and experiences in this department, I have been transferred to the other department which is Marketing Department for the 3<sup>rd</sup> and 4<sup>th</sup> month of my internship for 2 months. The last 2 months I have been assigned to work in Human Resources department.

### **3. ROLES, RESPONSIBILITIES, TASK AND ASSIGNMENT GIVEN TO I:**

As a clerk, I am responsible for a select few primary duties, such as updating and maintaining the files and documents. I am also responsible for preparing outgoing mail, such as envelopes and packages, as well as sorting and distributing incoming mails. In addition, it is necessary and crucial for me to answer the phone in my capacity as a clerk to take messages or divert calls to the right colleagues. Use computers and office equipment including photocopier, printer and other devices to create spreadsheets and other types of documents. Basic bookkeeping duties and the issuance of checks and invoices are the responsibilities of a clerk. Record discussions in minutes and take notes. Moreover, I must help with organizing and running the office.



#### **4. BENEFITS THAT I RECEIVED AND GAINED:**

After almost finishing my internship at this company, there are a lot of benefits that I have gained provided by the company. For example, the company agree to give an allowance worth RM780 per month. Besides that, I also allowed to claim any money that I have used for work and company purposes such as purchasing items and supplies using my own money first or petrol parking if I have assigned to go for a course or briefing or events at other places. Besides that, based on my observation, this company also provide accommodation to their staff and their hostel is near to the office places. However, I do not want to stay at hostel because of my home is also near to the office which only takes 10 minutes to arrive at the office.

On the other hand, for knowledge and technical skills aspects, I have learned a lot regarding office related work especially learning and knowing few government agencies related to workers that I never knowing yet before such as Ministry of Finance, Immigration Department, CIDB, Majlis Bandaraya Iskandar Puteri (MBIP) and new system to update staff details such as Permohonan Lanjutan Pas Lawatan Kerja Sementara (e-PLKS) system. Other than that, I also learn regarding Puspakom system to update and renew company transportation licensing or Department of Transportation (JPJ) to renew company vehicles roadtax and insurance.

Knowledge and skills related to my personal development is I learn to be a multitask workers which is I am able to do few works or task at one time and it has taught me to work in pressure and be punctual in completing my work. Besides that, task that has assigned by group has taught me to be a flexible team worker which I must attend and involve in a group discussion at random time meanwhile I have my own responsibilities and work to be finish. Regarding office staff and workshop staff, I learn on how have a good communication between us especially when workshop staff request something or any items to me such as raw materials or some tools. It also improves a lot for my interpersonal skills and my confidence level.

## SWOT ANALYSIS

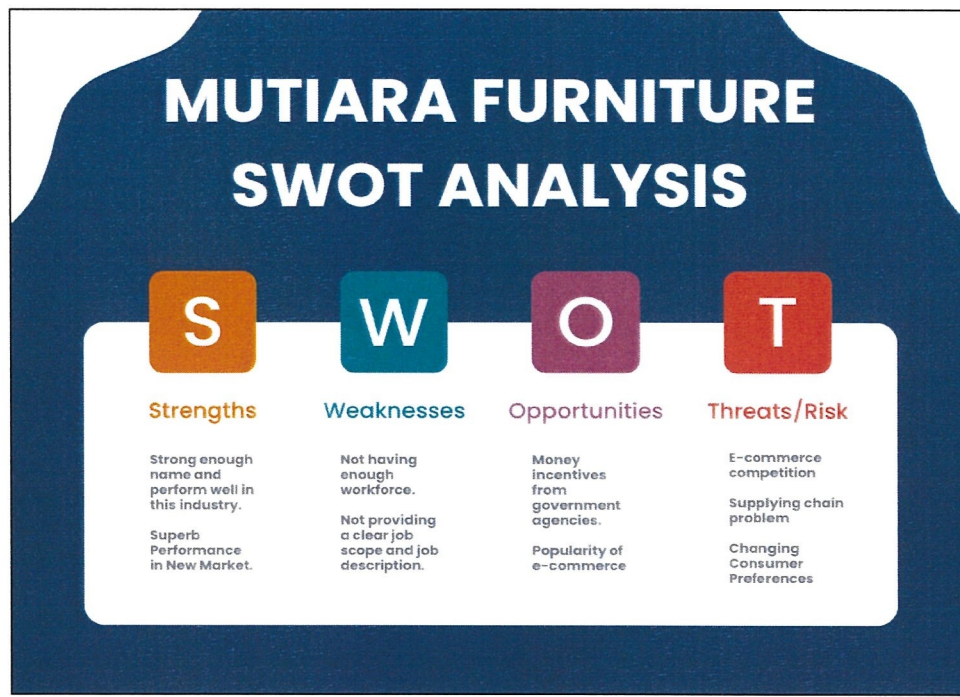


FIGURE 3: SWOT ANALYSIS

### 1. STRENGTH

A resource or capacity that an organization can use wisely to accomplish its goals is considered a strength. Based on my observation, Mutiara Furniture has built a strong enough name and perform well in this industry. So that, Mutiara Furniture can easily get a job or a big project from customer or any private or government agencies. Due to high levels of consumer satisfaction, it has happened. With the help of its devoted customer relationship management team, Mutiara Furniture has been able to increase both its brand equity and customer satisfaction among its current and prospective consumers.

Next, Mutiara Furniture has superb performance in new markets. Mutiara Furniture has developed expertise in breaking into new markets and succeeding there. The company's expansion not only in furniture industry only, Mutiara Furniture also has a knowledge and expertise in doing other jobs specializations such as wiring, painting and repairing has helped it develop new revenue streams and spread the risk of the economic cycle in the markets it serves. It was made possible by a highly competent staff and effective training and learning initiatives. The personnel at Mutiara Furniture are highly skilled and driven to succeed in new markets as a result of the significant resources the company invests in employee training and development.

## 2. WEAKNESS

Weaknesses are all the tasks that a corporation performs poorly. A company's SWOT weaknesses may prohibit it from attaining its goals and objectives. Based on my observation and assessment, Mutiara Furniture's weaknesses is not having enough workforce. It is happened because of company want to cut cost of employee salary, so they only hire few employees to do all project. It makes the employees feel exhausted and tired because not having enough rest time. Sometimes, if the due date of a project is around the corner, all employees is compulsory to overtime until late night just to complete the work that does not finish yet.

Other weaknesses that I have observed is Mutiara Furniture not providing a clear job scope and job description to their employees. It makes all employees feel unclear regarding their main job. Employee stress can be a result of unclear or contradictory roles at work. Poor role definition results from a lack of clarity in a worker's goals, primary tasks, what their coworkers expect of them, and the full scope of their job's duties. Making sure that there are precise job descriptions in place with clearly not stated work objectives is a smart place to start. According to Gerhart, & Wright (2020), job descriptions and specifications are fundamental to all areas of human resource management, almost any HRM textbook includes an early chapter about jobs, job analysis, and workflow. Everyone is aware of their exact responsibilities and roles thanks to well defined roles and obligations. An effective team's members understand their roles and how they contribute to the broader objective. These people are more focused on getting the job done than they are on wasting time and energy debating who should perform "that task." Along with having jobs that are clearly defined, it's critical that staff are informed of their specific responsibilities in a way that makes them feel comfortable carrying them out. It is crucial to provide clear and succinct explanations of positions and the tasks that go along with them. However, these descriptions are useless if they are not made readily available to employees and supported by useful information like organization charts, personal work plans, and diagrams.

### 3. OPPORTUNITY

Opportunities in a SWOT analysis include the company's current strengths and weaknesses as well as any outside actions that will improve its competitive position. Windows of opportunity or chances for positive things to happen are called opportunities. They often arise from outside-of-an-organization occurrences and necessitate taking into account probable future events. Based on my observation, Mutiara Furniture has a big opportunity in this industry because there are government agencies that will always monitor every company's progress or project that have been done by the company. For example, CIDB (Construction Industry Development Board) and MTIB (Malaysian Timber Industry Board) are the responsible agency to monitor Mutiara Furniture company progress and help the industry from financial aspects, development, and new technology aspects. MTIB can give money incentives loans for the new joiner in this industry to expand their business. Other than that, MTIB also lends woodworking machines to the entrepreneur. According to Zheng and Zhang (2021), tax incentives are post-incentive, and enterprises can obtain tax saving income only after they achieve the policy standards of the government, so tax incentives are uncertain to a certain extent. Moreover, according to Mlster and Alfonso (2021), there have been a lot of literature on how government subsidies affect innovation performance, and there are three main conclusions. First, government subsidies have a significant positive effect on enterprise innovation.

Next, the furniture manufacturing sector offers both firms and individuals a variety of opportunities. The secret to success in this sector is to deliver goods or services that meet a particular market need. Here are a few prospective career options in this sector which is custom furniture. In the furniture production sector, custom furniture can be a fantastic opportunity. The popularity of e-commerce has increased consumer desire in one-of-a-kind, personalized goods that express their distinct tastes and styles. Manufacturers can capitalize on this trend by offering customers the option to design a piece of furniture that is customized to their individual requirements. Manufacturers need to have a full understanding of materials, design, and production methods to create unique products that correspond to the demands of their clients. Despite its challenges, custom furniture manufacturing can be a profitable choice for manufacturers looking to stand out in a competitive market and meet consumers' growing need for distinctive, individualized products. This will optimize the profits on their investments. According to Wongkitrungrueng and Assarut (2020), the existing literature on livestreaming commerce has explored the antecedents facilitating customer engagement and purchase decisions from the perspective of customers, platforms, and streamers.

#### 4. THREAT

Threats include anything that can negatively affect a business from the outside. Based on my observation in this company, the first threat I identified is regarding eCommerce Competition. E-commerce competition is a major problem for the furniture manufacturing industry because of online retailers' ongoing market share gains and customers' shifting purchasing patterns. As more consumers buy furniture online, traditional brick-and-mortar retailers and manufacturers must adapt to remain competitive. One way furniture makers can compete with online retailers is by investing in their online presence and e-commerce skills. This could involve developing a user-friendly and mobile-responsive website, offering online product personalization, and implementing a successful online marketing campaign to boost traffic and sales.

The next threat is supplying chain problem. It is regarding the raw material to make a finish good furniture. In the furniture manufacturing sector, supply chain disruption is a serious problem because it can cause delays, higher prices, and production problems. The COVID-19 pandemic brought to light the weakness of international supply networks, especially in sectors that significantly rely on imports and exports. Diversifying their suppliers and making investments in local sourcing are two strategies furniture manufacturers can use to deal with supply chain instability. By working with a range of suppliers in different nations, manufacturers can reduce the risk of disruption from any one source or region.

Besides that, Mutiara Furniture also facing another threat which is Changing Consumer Preferences. One of the major dangers to the furniture manufacturing sector is shifting consumer tastes, as customers are increasingly looking for products that cater to their unique wants and interests. Furthermore, consumer tastes and preferences can alter quickly, making it challenging for manufacturers to follow evolving trends. However, manufacturers such as Mutiara Furniture still must follow the current trend to stay relevant in the industry.

## **DISCUSSION AND RECOMMENDATION**

To solve all SWOT analysis above, Mutiara Furniture needs to find a good ideas and solution to solve problems and here are the recommendations on how to solve each of the problems. Firstly, regarding strong enough name (strong brand/ brand equity/ well-known) and perform well in this industry. Even though Mutiara Furniture already has a big name and popular in this industry, Mutiara Furniture still need to be careful with other newcomer in this industry and together with the existing company as they are competitors to Mutiara Furniture. Mutiara Furniture always need to improve their skills, knowledge and follow trends in this industry from time to time to always win in customer's heart and be the number one or top furniture company in this industry. According to Madden et al. (2020), found that strong brands create value for shareholders by yielding higher returns with lower risk. In a more recent study, according to Crass, Czarnitzki, and Toole (2019), confirmed that brand equity has a long-term impact on firm performance.

The second one is regarding Superb Performance in New Market. So far, Mutiara Furniture were one of the top furniture companies because of the product and services that Mutiara Furniture produce and served is a high-quality furniture product because Mutiara Furniture always use a branded raw material to get a finished good furniture. Mutiara Furniture has mastered the art of entering untapped areas and dominating them. The company's growth has helped to provide new sources of income and lower the risk associated with economic cycles in the areas it serves. To maintain a superb performance in new market, Mutiara Furniture must build a strong team. According to Kim et al., (2022), effective teamwork benefits organizations in several ways: enhancing team members' efficacy, performance, and job-related fulfilment, reducing turnover intention, and promoting customer satisfaction. Developing a market development strategy demands collaboration. The team member in charge of developing the strategy should ideally have a cross-functional position, have solid connections with executives or top management, and be sufficiently knowledgeable about every aspect of the company. It can be difficult to win over the leadership team, but it's necessary for success in spreading the idea throughout the organization.

For weaknesses, not having enough workforce. Downsizing is one of the most frequent reasons for staffing issues. A company may downsize for a variety of reasons, such as decreased sales or an excessively large budget. Downsizing that is well-planned can help to avoid workforce shortages, but it can occasionally leave organizations with too much work and insufficient resources. In addition, there aren't enough competent applicants. There are occasions when there are not enough candidates who are qualified for the position, which causes the hiring process to take longer than usual. Team members can be required to assume the duties of the vacant position as a result. The possible strategy to prevent

from not having enough workforce is hire temporary staff. According to Daruich et al. (2018), evaluate policies in Italy that relax temporary contract restrictions and find that these policies increase temporary work, but not overall employment, precisely because separation rates increase. Depending on the company budget, it may be possible to hire temporary workers to assist at the office and workshop when there is a staffing shortage. Investigate options for temporary staffing to see whether this decision is best for the company. For specialist jobs like furniture finishing, upholstery, and woodworking, a skilled worker is needed. Lack of skilled labour can result in production delays, decreased product quality, and higher expenses.

Next weaknesses are not providing a clear job scope and job description. Basic information about the work is contained in the job scope and job descriptions, which can be used to market a specific post and attract talent. It contains details on the position's title, location, requirements for reporting to and from employees, job summary, nature and goals of the position, tasks, and duties that must be carried out, working conditions, tools, and equipment that a potential employee will use, as well as any dangers that may exist. According to Gerhart & Wright (2020), job descriptions and specifications are fundamental to all areas of human resource management, almost any HRM textbook includes an early chapter about jobs, job analysis, and workflow. A job description's main objective is to gather details about a specific post so that it can be advertised. It helps in finding, concentrating on, employing, and choosing the best applicant for each open post. It is done to determine what needs to be provided for a certain job. It makes it obvious what employees employed for that position must do. It provides recruiting managers with an accurate image of the type of candidate each department or division need to carry out a specific duty or job.

The opportunity that Mutiara Furniture have based on the SWOT analysis is money incentives from government agencies. All these incentives have as their goals and objectives raising the level of productivity in the manufacturing industry. In addition, to improve the manufacturing sector's economic contribution and to boost innovative capacity and capability, as seen in global innovation rankings. According to Wang et al., (2022), the existing forms of government subsidies mainly include financial subsidies and tax incentives. According to Zheng and Zhang (2021), tax incentives are post-incentive, and enterprises can obtain tax saving income only after they achieve the policy standards of the government, so tax incentives are uncertain to a certain extent. The manufacturing sector's need for more highly skilled personnel is one of the final objectives. Mutiara Furniture should be grateful because the company deserved to get the incentives from government to expand their business in the future. A team excursion or a night out can occasionally be paid for with incentives provided by government organizations. Although it's important to recognize individual accomplishments, your salesmen still work as a team. Consider establishing team-wide objectives and rewarding your team's accomplishments with a shared incentive. It can be a "daycation" to a nearby location. By scheduling a day of leisure at a posh resort or hotel, you may make team building even more memorable.

Canoeing or kayaking are alternatives. Together, adventurous agents can enjoy the thrilling pleasure of exploring the waters. A mystery meal will follow. By keeping the restaurant's location, a secret until it's almost time for dinner, you may celebrate team victories with a unique twist. It can aid in increasing workers' motivation in doing work.

Next opportunity in the SWOT analysis is popularity of E-Commerce. E-commerce, often known as electronic commerce, is the exchange of goods, services, money, and data over an electronic network, most often the internet. Examples of B2B transactions include business-to-business, business-to-consumer, consumer-to-consumer, and cross-industry transactions. The use of e-commerce has many advantages. Low cost is one of them. The fact that launching an online store is substantially less expensive than opening a physical one is one important benefit of e-commerce. You are not required to outfit your business, pay rent, or have a large workforce. Campaigns for marketing and advertising are affordable. According to Nerlove and Arrow (2020), advertising can also change consumer tastes and preferences that will last for long time. The internet gateway is also highly automated and mechanized, which helps save money. The lack of a middleman, which results in significant cost savings, is one of the main advantages of online business. Since the platform creates a direct contact between the customer and the provider, it can create a successful supply chain. Additionally, it might raise profit margin. An internet store is relatively affordable to start and maintain compared to traditional retailers.

The first threats are E-Commerce Competition. Due to the presence of millions of businesses, there is a lot of competition in the eCommerce sector. Additionally, some large corporations, like IKEA, have a huge market share, making it difficult for smaller firms to compete. E-commerce platforms bring in much-needed transparency in pricing. With the ability to compare prices across various brands and online stores, customers are getting the upper hand. This has forced furniture sellers to remain competitive, offering better quality and pricing, thus benefitting the end consumer. E-commerce platforms are making it easier to shop for sustainable furniture, from recycled materials to FSC-certified wood products. According to Guo et al. (2022), the existing studies on B2C livestreaming eCommerce report that the live streamers' competencies such as product knowledge and communication skills are particularly important in attracting large viewership and livestreaming sales. This conscious consumption is not just good for the planet, but it also adds a sense of responsibility and satisfaction to the shopping experience. The e-commerce wave is revolutionising furniture industry, offering convenience, variety, competitive pricing, and sustainability to the discerning customer. To compete with online retailers, manufacturers should boost their online presence and e-commerce expertise, work with online vendors and marketplaces, focus on product innovation and distinction, and develop hybrid business models that combine online and offline sales channels. With all of this reason, it shows that eCommerce was a big threat to a small company which they need to compete with the big company which also sell their product in the eCommerce platform.



Supplying chain problem are one of the treats listed in the SWOT analysis above. Over time, as the number of suppliers has shrunk, so has the bargaining power of the suppliers. This suggests that input costs may increase for Mutiara Furniture. Market volatility is the main cause of supply chain risks. Supply chain management is at risk from a number of factors, including shifting consumer demand, trade disputes, shortages of raw materials, climate change, tighter environmental rules, economic uncertainty and policy changes, industrial unrest, and others. One of the strategies to solve this supplying chain problem is Form Relationships with More Suppliers. According to Um and Oh (2020), close supplier relationships result in a variety of benefits including higher levels of supplier satisfaction and performance, increased productivity and competitiveness, decreased lead times, improved product quality and service, and greater cost reductions. The moment has come to consider alternatives, even if only temporarily, if current suppliers are just unable to satisfy the needs of the business. Suppliers are used to building new relationships and may be receptive to being flexible with contracts and terms if the firm does not necessarily want to make permanent changes because these issues are widespread across industries. Find suppliers who can reliably provide what Mutiara Furniture need.

Lastly, the threat is Changing Consumer Preferences. Customers would have their preferences, needs, and even mannerism. It is the responsibility of a company to keep pace with all the expectations of customers. The first strategy to solve changing consumer preferences is to comprehend who your consumers are, what they want, and how they behave to adapt to shifting consumer preferences and behaviours. You can gather and evaluate customer data using a variety of techniques, including surveys, interviews, focus groups, online reviews, social media monitoring, and analytics tools. Understanding your clients will help you divide them into distinct categories based on their tastes, behaviours, and psychographics, and then customize your goods and services to suit each group. According to Park et al., (2020), online reviews are regarded as a promising source for hotels' managers to understand customers' requirements. Many techniques, including brainstorming, prototyping, feedback loops, and experimentation, can be used to develop and test new ideas.

## **CONCLUSION**

Finally, I am very grateful for finishing my internship training at Mutiara Furniture for 6 months. Furthermore, this internship has taught me a lot of new knowledge and experiences that I may apply in my future work in the future. I already explain in detail regarding all requirement that the university needs such as student's profile, company's profile, training reflection, SWOT analysis and discussion and recommendation in this report. I also attach a lot of pictures that I have done during my internship at Mutiara Furniture. Regarding my vision, I would like to be an expert person in whatever work industry that related with Office System Management. I would see myself in higher position such as a company manager in the next five years.

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**APPENDICES**



**FIGURE 4: ATTENDING SAFETY AND HEALTH COURSES FOR CONTRACTORS**



**FIGURE 5: AWARDED SAFETY AND HEALTH APPRECIATION CERTIFICATE**

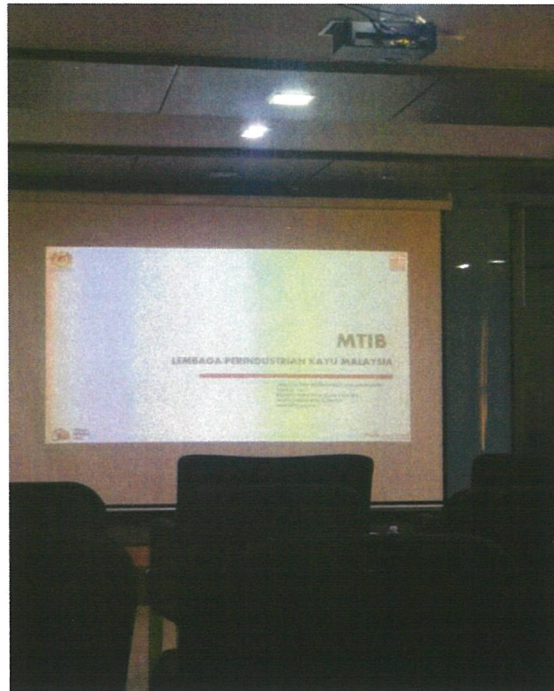


FIGURE 6: ATTENDING MTIB SEMINAR AT BATU PAHAT



FIGURE 7: REPAIRING TOILET MIRROR CABINET



FIGURE 8: ATTENDING A MEETING AT SULTAN ISMAIL SCHOOL



FIGURE 9: SUPPLY AND INSTALL OFFICE PARTITION AT UTM



FIGURE 10: SUPPLY AND INSTALL OFFICE PARTITION AT SW CORP AT MASAI, JOHOR.

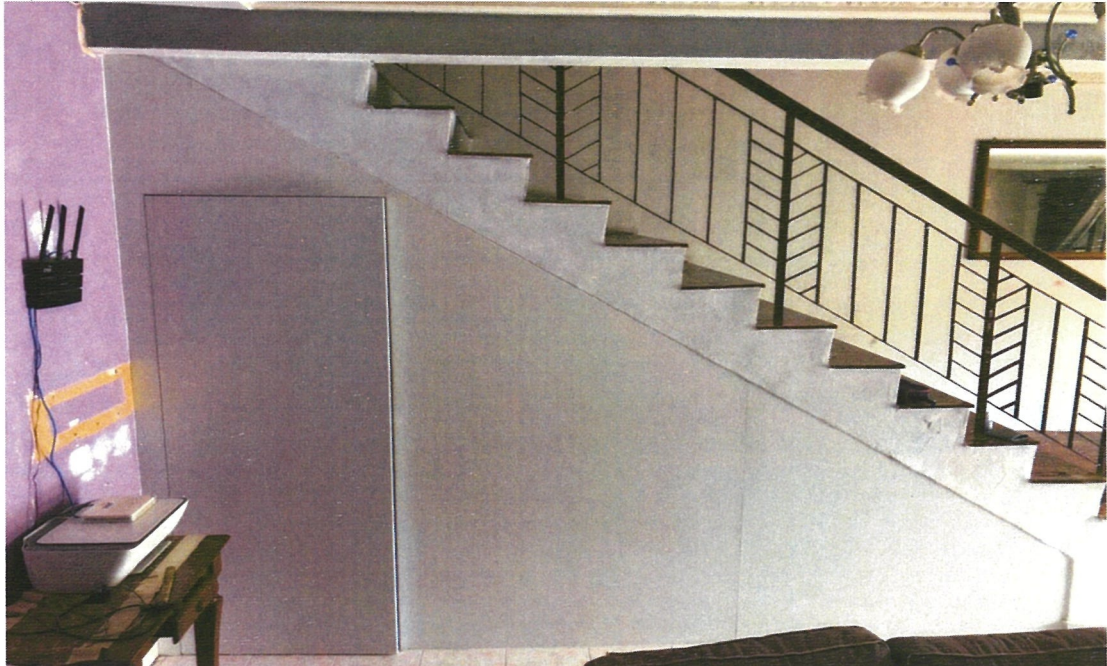


FIGURE 11: INSTALLATION DOOR UNDER THE STAIRS



FIGURE 12: REPAIR KITCHEN CABINET



FIGURE 13: REPAIR TOILET CABINET



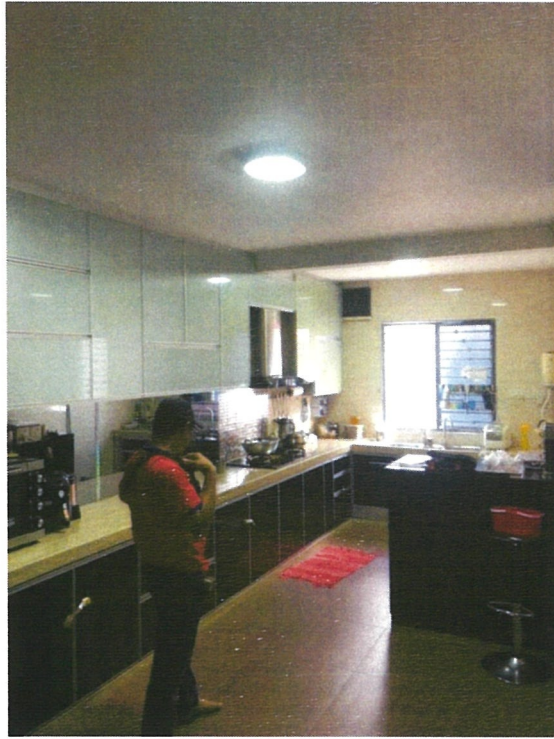


FIGURE 14: REPAIR KITCHEN CABINET

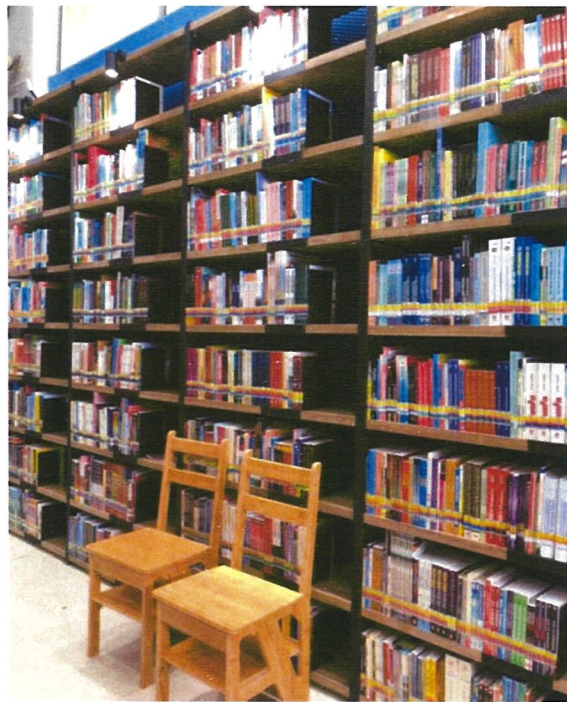


FIGURE 15: INSTALLATION BOOKCASE AT LIBRARY



FIGURE 16: ATTENDING DEKO WORKSHOP EVENT



FIGURE 17: MAKING A POSTER FOR TUISYEN PROGRAMME

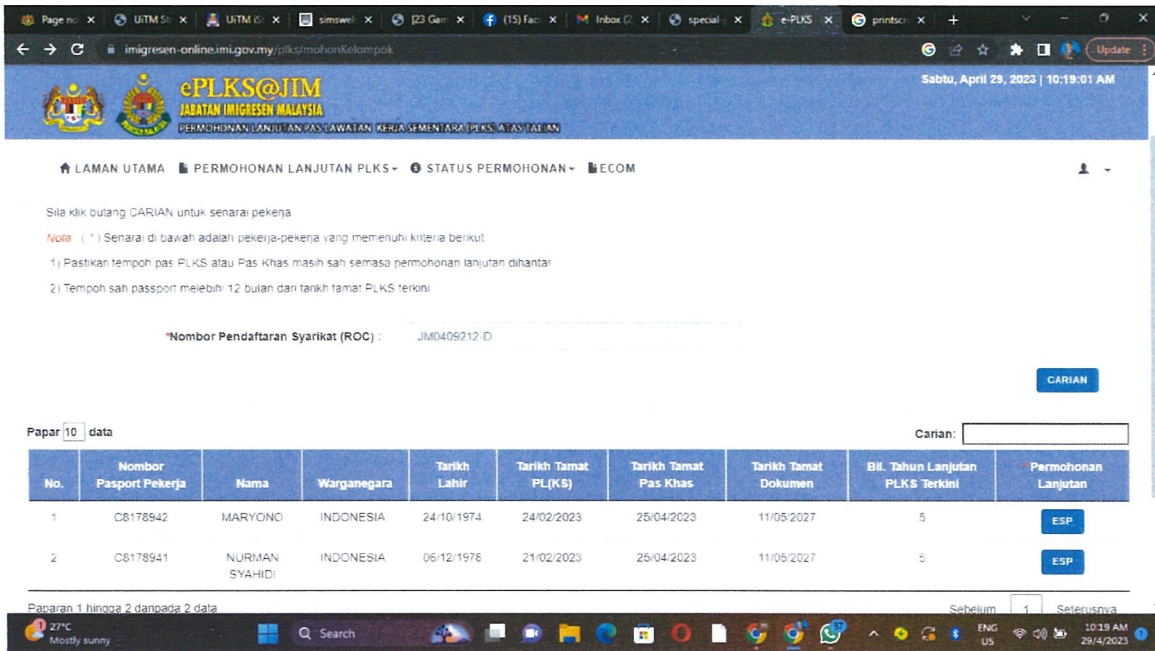


FIGURE 18: MUTIARA FURNITURE E-PLKS WEBSITE TO RENEW FOREIGN WORKERS PERMIT

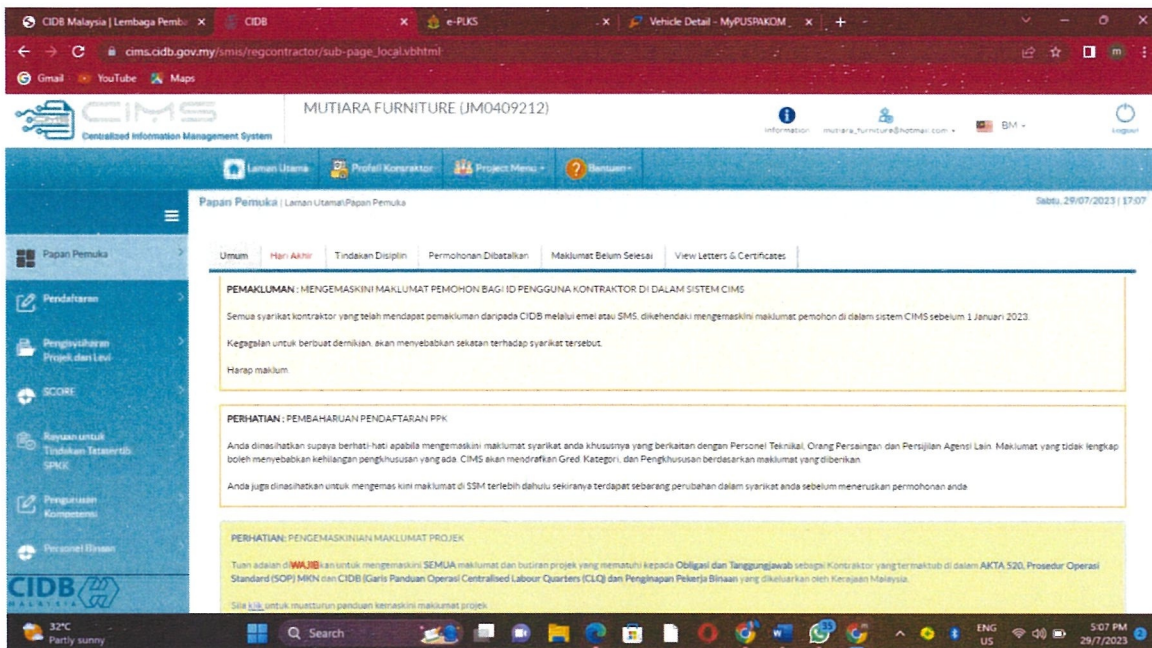


FIGURE 19: CIMS/CIDB WEBSITE FOR MUTIARA FURNITURE

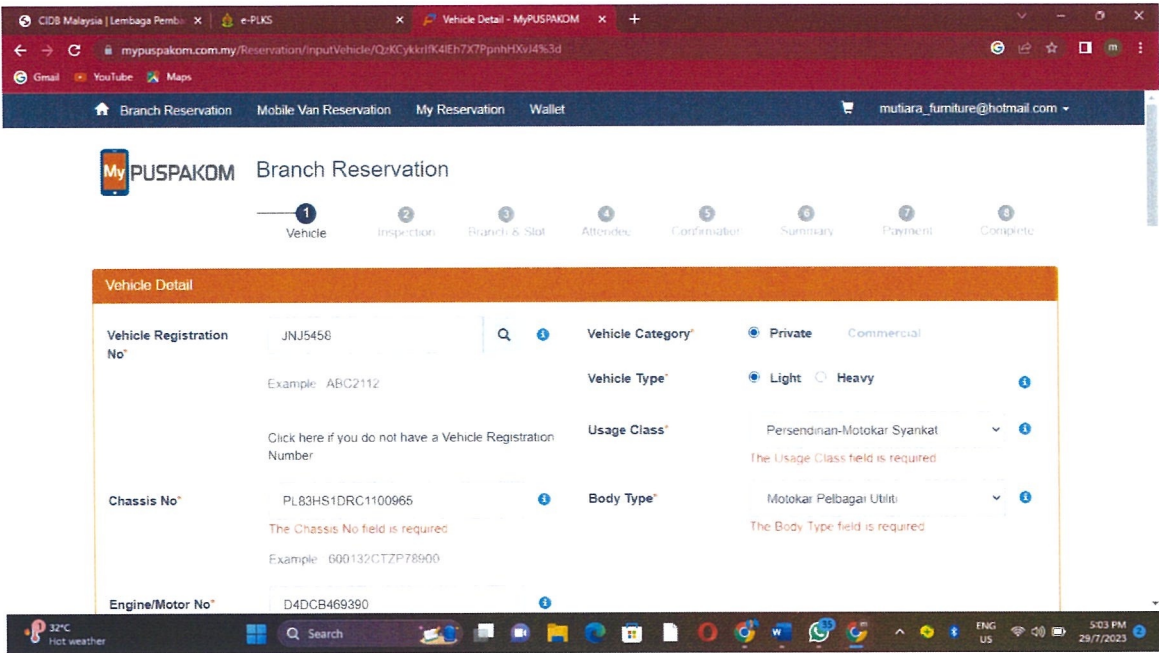


FIGURE 20: PUSPAKOM WEBSITE FOR RENEWING VEHICLE INSPECTION

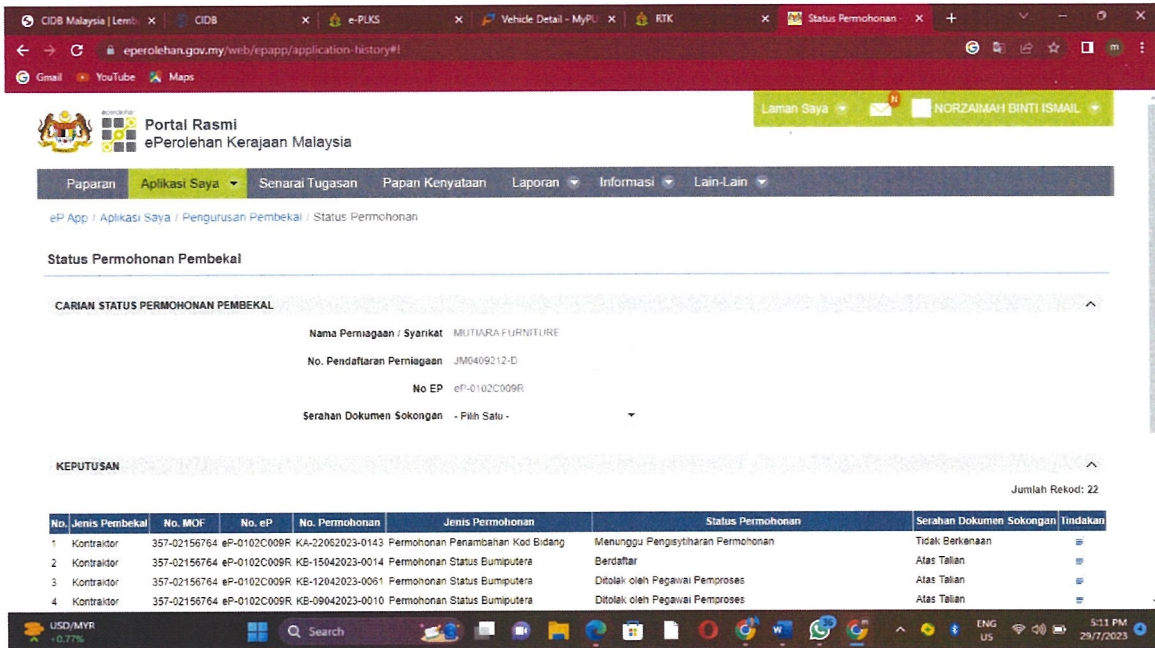


FIGURE 21: E-PEROLEHAN WEBSITE TO BID FOR A PROJECT/ TENDER

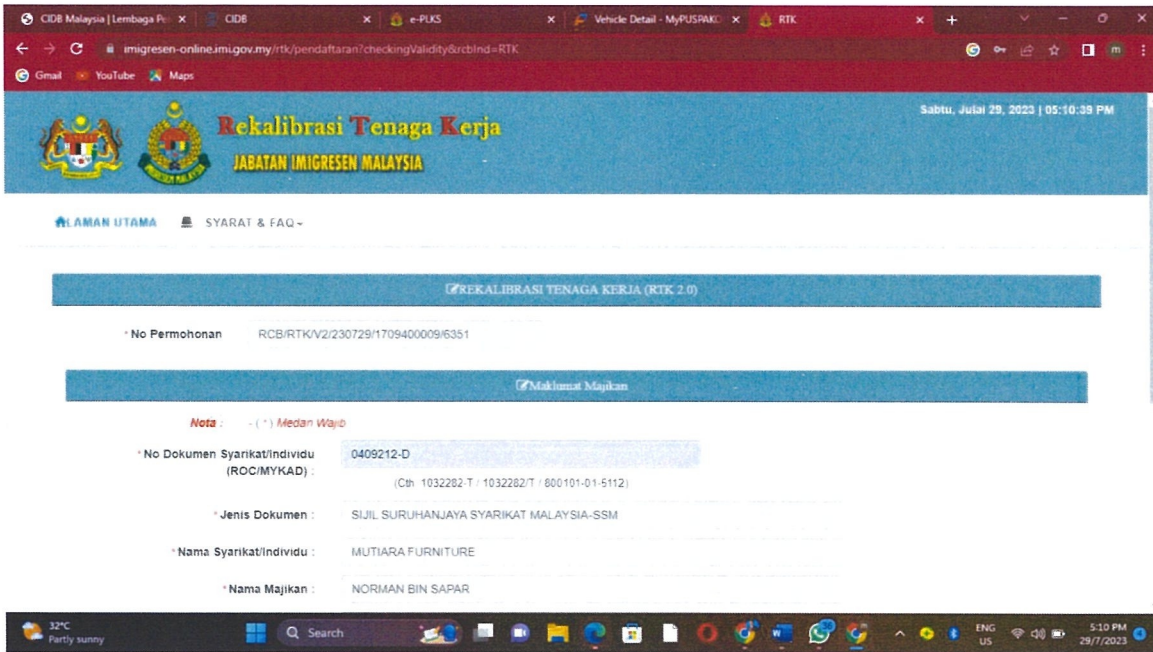


FIGURE 22: RTK WEBSITE FOR RENEWING FOREIGN WORKERS PERMIT

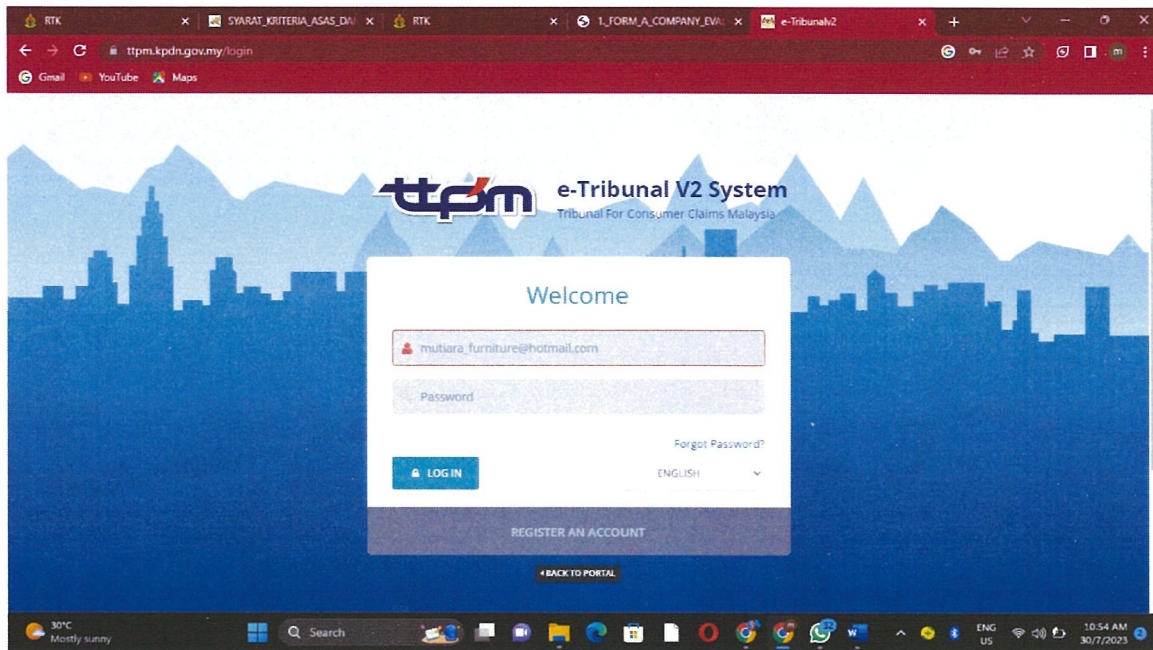


FIGURE 23: E-TRIBUNAL SYSTEM FOR CONSUMER CLAIMS

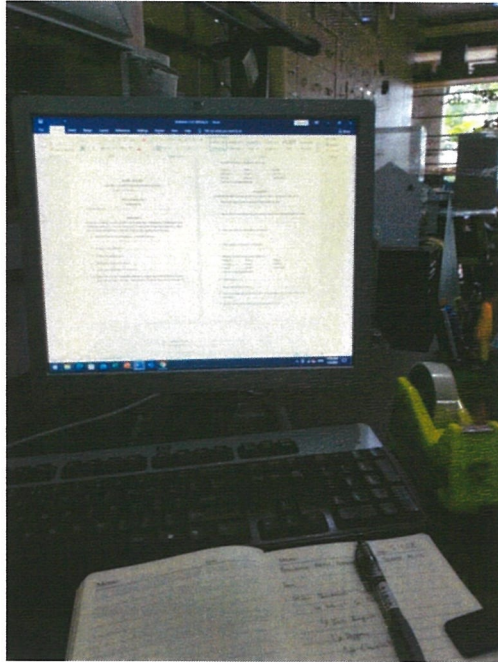


FIGURE 24: RETYPING A FORM



FIGURE 25: DISCUSSION WITH SUPERVISOR



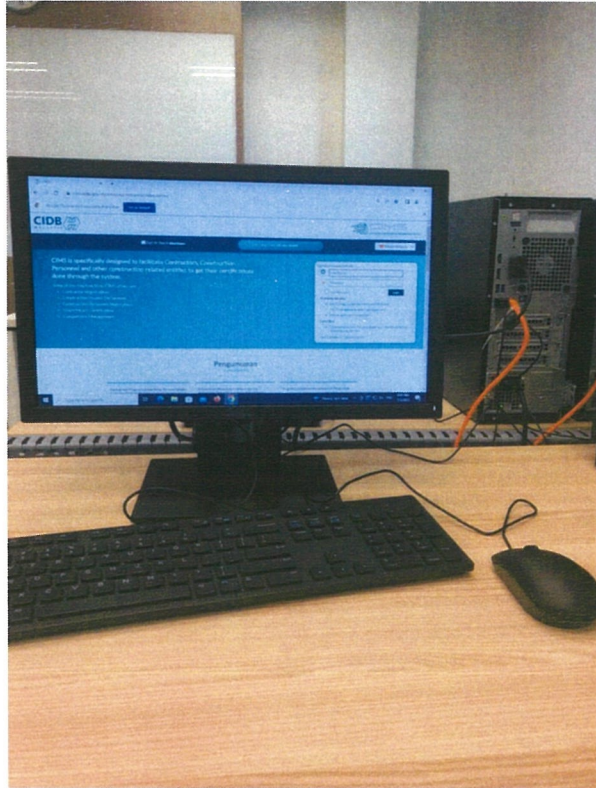


FIGURE 28: TEST CIDB

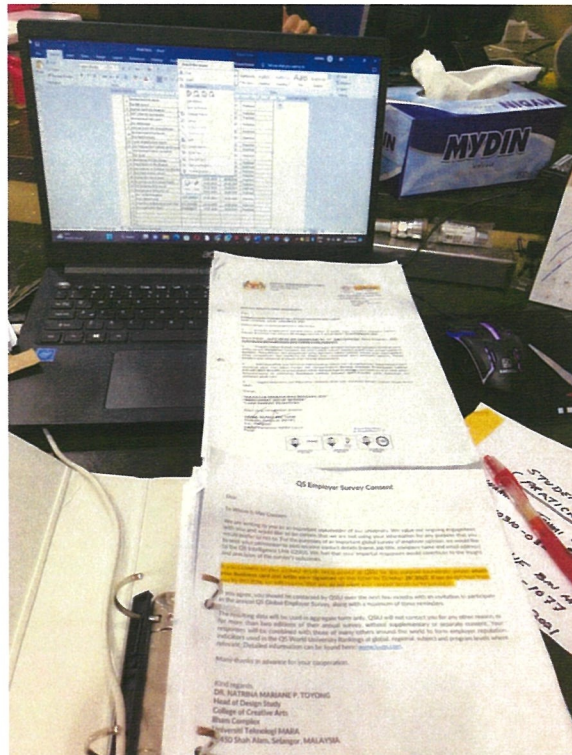


FIGURE 29: DOCUMENTATION OF PREVIOUS PRACTICAL STUDENT IN THIS COMPANY



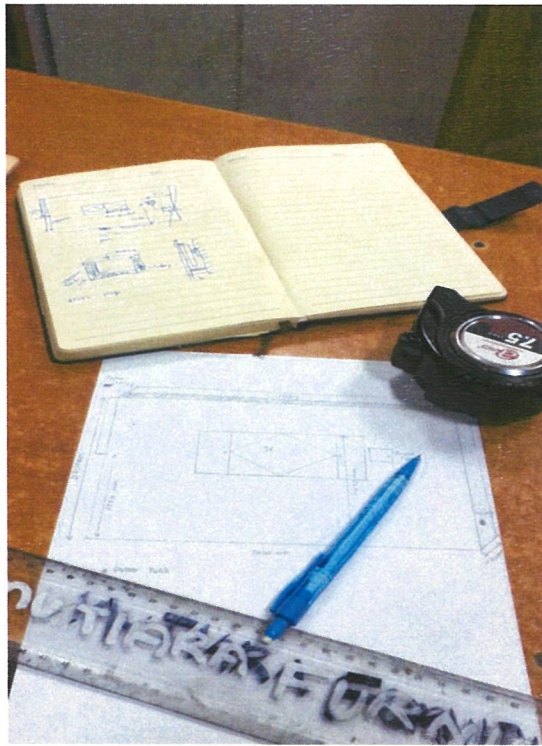


FIGURE 30: MAKING A DRAWING FOR A BACKDROP PROJECT