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vitally[®]
Significance of Quality

CAMPUS BANDARAYA MELAKA, MELAKA
FACULTY BUSINESS AND MANAGEMENT
BACHELOR OF BUSINESS ADMINISTRATION (HONORS) HUMAN RESOURCE
MANAGEMENT
HRM 666
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CLASS: BA243 6D
INTERNSHIP FINAL REPORT AT VITALLY SDN. BHD

PREPARED BY:

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1.0 EXECUTIVE SUMMARY

At Vitally Sdn. Bhd, I completed a six-month industrial training programme that began with a wealth of information and an unforgettable experience for me. This final internship report details my required industrial training, during which Vitally Sdn Bhd provided me with numerous opportunities to learn about the actual duties of an HR Officer in the workplace.

Vitally Sdn Bhd is a leading manufacturer and supplier of Aluminium Home Products. Aluminium is the primary product used at Vitally. The aluminium home products produced by Vitally are strong, fashionable, and modern, with a design that reflects current trends and complements contemporary home and office architecture.

The products are made of high-quality materials and are therefore high-quality goods. Additionally, the product is also environmentally beneficial. Vitally produced a wide range of goods, including doors, kitchen cabinets, shower enclosures, and others. Because of their high quality product, the business growth successfully from 1993.

More information about the company, particularly in my area of industrial training, is included in this report. The study is being conducted at Vitally Sdn Bhd which is located in Muar, Johor. Later in this study, we will be able to identify the background of the company.

I've been given the position of industrial trainee at the Human Resource and Admin Department for the first six months of my internship. Through my experience, I gained a lot of knowledge, particularly in regards to specific tasks involving foreign workers.

2.0 ACKNOWLEDGEMENT

Sincerely thanks to everyone who provided me with the opportunity to finish this report and who has supported any and all of my creative ideas. My sincere gratitude goes out to Madam Nurul Aida Harun, the project advisor for my industrial project, who made it possible for me to organise my project, especially in writing this report.

In addition, I would like to show my gratitude to the team at Vitaly Sdn Bhd (VSB) for their major role in allowing me to learn while I am completing my internship here using all the available resources to complete the final report. Not to mention, I want to express my sincere gratitude to my team department for having me and helping me learn new skills so I could advance in my career. My profound thanks also go out to my supervisor, who provided me with opportunities and mentorship throughout my six-month internship.

Also, I'm grateful for my cherished family and friends who have given me continuous encouragement and have always been there for me. They provided me with the best guidance for making decisions and greatly aided in my decision-making. Without their assistance, I would be unable to complete my chores while balancing practical training. My primary source of support during my internship has been my family. I appreciate all your encouragement, and I am confident that I can work hard to achieve success.

In closing, I want to express my sincere gratitude to everyone who has supported me throughout this arduous process of finishing my internship. I'm grateful.

3.0 STUDENT'S PROFILE

NUR HAMIZAH BINTI NORAZMI
Bachelor of Business Administration (Hons.) Human Resource Management
Muar, Johor



EXPERIENCE

March 2023 — **Vitality Sdn. Bhd.**

Present

Intern (*Assistant, HR & Admin*)

- Maintains accurate and up-to-date human resource files, records, and documentation.
- Edit and post job posting through Facebook.
- Email company job application form to candidate.
- Arrange schedule for interview.
- Call and confirm time, date, and location with candidate before interview.
- Prepare and photocopy candidate document before interview session.
- Prepare and label file with some document for new local worker.
- Gather and scan data of employees and trainees into physical files and computers.
- Prepare employment contract for foreign workers.
- Prepare and arrange payslip according to company before passing to foreign worker.
- Do renewal insurance and permit for foreign worker through Malaysia Electronic Government Services Berhad (MYEG).
- Purchase Medical Examination Health Screening for foreign workers through Foreign Workers' Medical Examination Screening System (FOMEMA) website.
- Update the new passport number of a foreign worker on the Fomema website.
- Call clinic to book an appointment for foreign worker's medical checkup.
- Check medical result for foreign worker after Fomema.
- Apply Check Out Memo (eCOM) for foreign worker visit pass through Pas Lawatan Kerja Sementara (e-PLKS) website.
- Apply and claim grant in Human Resource Development Fund (HRDF) website.
- Check approval letter from HRDF website and print out.
- Photocopy foreign worker passport and special pass for Social Security Organization (SOCSO) registration for new foreign worker.
- Photocopy permit and passport for SOCSO update.
- Laminate passport and permit foreign worker and pass to foreign.
- Purchase flight ticket for foreign worker and print out invoice with boarding pass.
- Prepared flight ticket, vaccination certificate, eCom, boarding pass and passport before foreign worker back to hometown.
- Key into foreign worker data in Excel file.
- Prepared LHDN Borang BE 2022 for foreign workers who end contract.
- Fill in new foreign worker information in Form PA 1/13 "Report of Employment of Foreign Employee" section before sending it to the Department of Labour. Include with passport, special pass, and insurance documents.

		<ul style="list-style-type: none"> • Prepare Form PA 2/13 'Laporan Penamatan Pekerja Asing' for termination of service of foreign employees before send to Department of Labour. • Purchase Foreign Worker Health Protection Scheme (SPIKPA) insurance. • Calculate Salesman claim every month and key in into Excel File. • Print out and calculate Shell invoice every month. • Open and double check medical sheet. • Prepared for renewal passport. Email quotation and courier to update at Imegresen.
July 2023	–	Rfc (Muar, Johor)
October 2023		Cashier & Barista
		<ul style="list-style-type: none"> • Collecting payments and returning balance of money to customer. • Using registers, scanners, e-wallet and credit/debit acrd terminals to collect money. • Providing information, promotion and prices. • Helping in keeping the workspace environment safe and clean. • Make sure food come within the time.
Jun 2021	–	Speedmart99 (Bandar Baru Bangi, Selangor)
September 2021		Cashier
		<ul style="list-style-type: none"> • Processing and recording customer order. • Make sure all order is promptly delivered to customers. • Provide a positive customer experience with fair, friendly and courteous services. • Resolve customer issues.
Jan 2018	–	Astaka Shopping Centre (Muar, Johor)
December 2019		Promoter, Part time
		<ul style="list-style-type: none"> • Meeting daily target & submit sales report. • Engage good interaction with customers. • Answering customer question and provide information about product.

EDUCATION			
March 2021	—	Bachelor of Business Administration (Hons.) Human Resource Management, Universiti Teknologi MARA (UiTM)	Bandaraya Melaka
Present		<u>Current CGPA:</u> 3.54/4.00 <u>Dean's List:</u> 3 semesters <u>MUET:</u> Band 3	
(Expected to graduate in Aug 2023)			
June 2018	— Feb 2021	Diploma in Business Studies, Universiti Teknologi MARA (UiTM)	Segamat, Johor
		<u>CGPA:</u> 3.67/4.00 <u>Dean's List:</u> all semesters	
2017		Sijil Pelajaran Malaysia, SMK Tun Perak	Muar, Johor
		Sport Science	

AWARDS & SCHOLARSHIPS

Aug 2022	Virtual-Melaka International Intellectual Exposition (V-MIIEX) 2022 Received a certificate for V-MIIEX 2022 where our team made a Performance Appraisal Formula in Excel File.
Jan 2022	Virtual Talent Talk Battle 2022 (VATTLE 2022) SERIES 22. Received certificate of Participation entitled Develop or Acquire Talent.
July 2021	Tertiary Education Sponsorship Programme (TESP) MARA Granted a scholarship from Majlis Amanah Rakyat to pursue my undergraduate studies.
Feb 2021	Vice Chancellor Award, UiTM Cawangan Johor Kampus Segamat Awarded for achieving dean list for all semesters during the diploma.

EXTRA CO-CURRICULUM ACTIVITIES

Jan 2023	<ul style="list-style-type: none"> • Invitations Bureau for a webinar program, “Malaysia Labour Law Reform” where the talk focuses on the good and bad from Industrial Relations Perspective.
Jan 2023	<ul style="list-style-type: none"> • Registration Bureau for a webinar program, “Changing the Culture: Modern & Hybrid Workplace” where the talk mainly focuses on the advantages and disadvantages.
Jan 2022	<ul style="list-style-type: none"> • Bureau of Food for a program, “Pembangunan Insan Pelajar” at SK (P) Durian Daun. Where the programme mainly focuses on various activities with students.
Oct 2022 – March 2022	<ul style="list-style-type: none"> • Secretariat of The College Representative (UiTM Bandaraya Melaka). Involved as a Entrepreneurship Bureau where focus on help to run a programme and seeking new directions and ways to improve and grow the money.
Nov 2021	<ul style="list-style-type: none"> • Involved as a Special Duty Task Bureau in handling and create certificates for participant for U Market Contest in UiTM Bandaraya Melaka.
2020 – 2021	<ul style="list-style-type: none"> • Part of College Representative in UiTM Segamat. Participate as Internal Relation Bureau which focus on create good relation & communicate with internal organization. • Participate in Storytelling Competition in UiTM Segamat. Won as the best woman actress. • Participated as Dormitory Representative Committee in secondary school. Involved as Bereu of food which focus more on manage students before, during and after event. Make sure everything good and being prepared.
Jun 2017 – Sep 2017 2016	

SKILLS	Microsoft Word	Advanced	Microsoft Excel	Advance	Adobe Animate	Beginner
	Microsoft PowerPoint	Advanced	Adobe Photoshop	Intermediate	Adobe Premiere Pro	Beginner
	Teamwork		Time Management			
LANGUAGES	Malay	Native speaker	English	Highly proficient		

REFERENCES**Cik Borhan Bin Ahmad Tarmizi**

Manager of Speedmart99
0-2G & 0-3G (Ground Floor),
Jalan Villa Tropika 1, Jln Villa Tropika,
43000 Kajang, Selangor.

Puan Afzan Nor Binti Taib

Academic Advisor/ Senior Lecturer
Faculty of Business Management
Universiti Teknologi MARA (UiTM)
Cawangan
Melaka, Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah, 75350 Melaka

4.0 COMPANY PROFILE

4.1 Company Name, Logo, Location & Operation Hour



For my industrial training, I chose Vitality Sdn Bhd. The company is located at Lot 3119, Batu 3, Jalan Salleh, Bukit Treh 84000 Muar, Johor. I chose a company that manufactures Aluminium Home Products. Vitality use a 5.5-day workweek.

Day	Working Hour
Monday - Friday	8.30 am – 5.45 pm
Saturday	8.30 am – 12.15 pm

4.2 Vision, Mission, Objective & Goal

Vision

Vitality Sdn Bhd vision is to be the leading aluminium home products manufacturer and supplier in Malaysia with the Vitality brand strongly presented in the international market.

Mission

At Vitality, their mission is to continue to expand our business with environmental friendly aluminium home products, by frequently identifying business opportunities locally and internationally.

Goals

At Vitality, they believe that a positive and healthy working relationship coupled with teamwork as well as opportunities to grow and improve are key to a successful business. Therefore, they constantly strive to create a safe as well as a conducive learning and working environment where all employees enjoy working in.

They are certain that all these will help to develop and enhance employees' sense of responsibility, as well as motivating them to pursue personal excellence. Hence for them to also grow together with the Company, so that they can all work towards achieving the Company's ultimate goal.

“Building a Strong Corporate Brand and Image Whilst Pursuing Personal Excellence In Life”

4.3 History Establishment of Vitally Sdn Bhd

Since its founding in 1993, Vitally Sdn Bhd has been a prominent manufacturer and supplier of artistic Eco Art Panel and aluminium home products. Our corporate headquarters are in Muar, Johor, Malaysia. Their primary line of work was trading in construction materials. As their firm grew, they came to realise that there was a sizable market for sustainable and environmentally friendly aluminium products like furniture and doors.

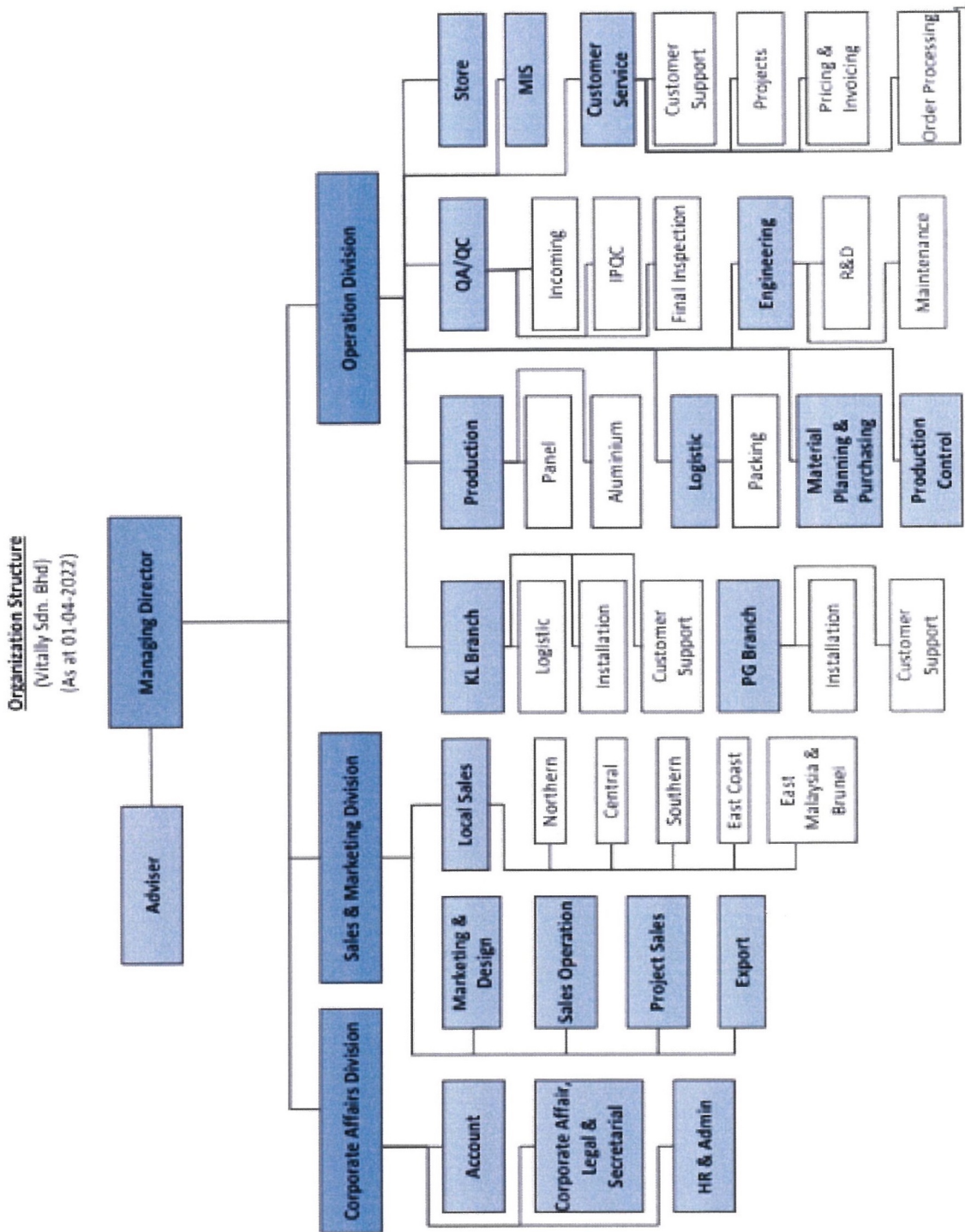
The company then began concentrating on manufacturing and supplying aluminium home products in 2003. Vitally Industries Sdn Bhd was established in 2012 to enter upstream into the manufacturing of eco-friendly composite panel, or more commonly known as Aluminium Composite Panel (ACP), in order to further reinforce the company's competitive advantages.

The company currently employs more than 200 people, who are dispersed across our headquarters, manufacturing, and branches in Puchong, Selangor, and Bukit Mertajam, Penang. The items go through strict quality inspection and testing with SIRIM to make sure they are safe and of the highest quality. The products were created with the newest design trends in mind in addition to being environmentally friendly.

The products are easily found in many high-end commercial and residential properties to international resorts and hotels across the nation as the demand for environmentally friendly aluminium home products, such as aluminium furniture and aluminium doors, rises, especially in the property development industry.

We recently increased our export market to neighbouring countries thanks to our active involvement in reliable local and worldwide trade exhibitions and fairs, and we plan to keep expanding our company's local and global markets.

4.4 Organizational Structure of Vitally Sdn Bhd



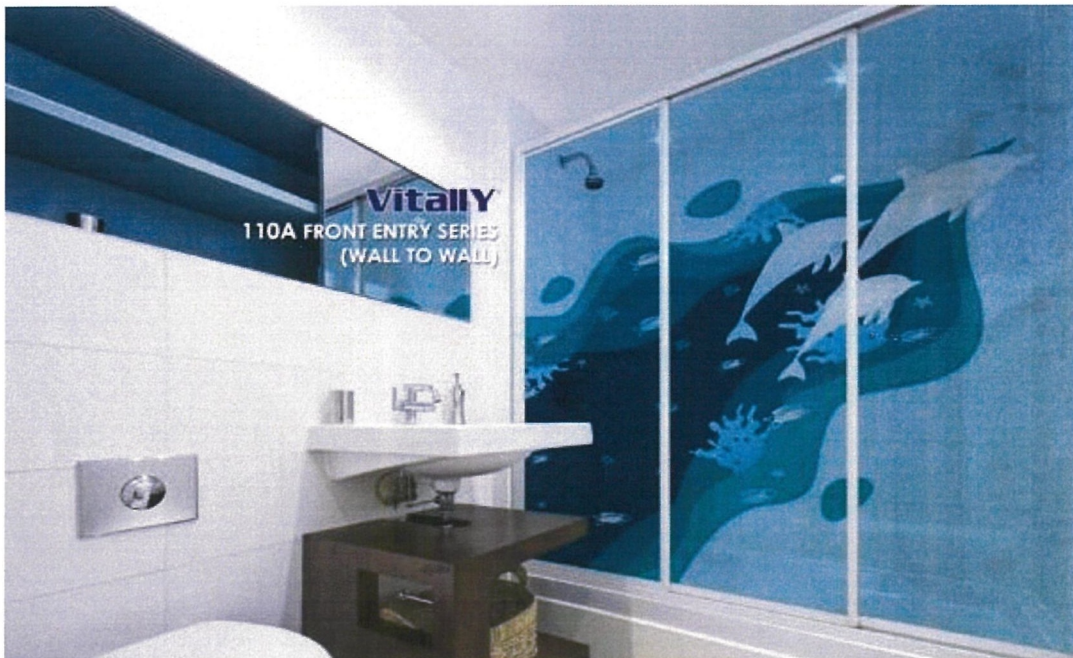
4.5 Products and Services

1. Aluminium Doors (Bi-Fold Doors)



Bi-Fold King Air

2. Aluminium Shower Enclosures



3) Aluminium Cabinet Front Set & Drawer



Aluminium Cabinet Sliding Unit

a) Lamina Glass



5.0 TRAINING REFLECTION

I started working with Vitally Sdn Bhd on March 1 and will be there till August 15, 2023. I felt motivated to acquire a lot through my encounters with new people and the application of my academic knowledge to my work ethics as contributions to the company due to the demanding nature of my industrial trainee role. I am extremely grateful to be an UiTM member who has had the opportunity to study as much as I have at Vitally Sdn Bhd.

5.1 Specific Department

I have been given the responsibility of helping the company's administrative and human resource departments throughout my internship. I benefit a lot from my employment because it has given me a lot of exposure to the human resources industry. They offered me a permanent job as a Human Resource & Administrative Assistant.

In the course of the six-month voyage, I learned a lot. Everything they said about working in human resources was extremely helpful to me. Additionally, vitally employs international workers in the production department. As a result, I gained more knowledge on how to manage foreign workers from the time they come to Vitally until their last day of work. Purchases like those of Fomema, insurance, renewal permit through Malaysia Electronic Government Services Berhad (MYEG), clinic appointment scheduling, job contracts, and others. Since communication is a component of my career, I also learned about it.

Even though it was difficult for me to take up and grasp concepts more quickly, I'm delighted that I was still able to pick things up and contribute to my job's success. At first, it was much more difficult than I had anticipated, but I'm grateful my teammates were always there to provide a hand and explain more about my task so that I could complete it effectively. Normally, I would make notes for each stage of the process and take a few hours to complete my task. I was able to manage my tasks even though I needed to meet new people constantly because of my ambivert personality. For instance, I must provide the employee with our evaluation form and pass to hem to fill it.

5.2 Roles and Responsibility

I was assigned to learn and help the administrative team and human resource team. I still have a lot to learn, especially local workers and international labour. In addition, I learn how to create documents for new candidates and foreigners. Making sure that all documents are filed properly, stored properly, and helping the department as needed. Other than that, the tasks I need to complete are the same ones I mentioned earlier.

5.3 Benefits

As an intern with them, I received a monthly allowance of RM 1000. My office is only a 5 to 10-minute drive from where I'm staying. Additionally, the location of my internship was close to my home. I am very appreciative of my internship allowance because it allows me to pay for food, fuel, and manage to make a saving every month. Also, they provided me with their own space work, a desktop, free wifi, pantry, and surau.

6.0 SWOT ANALYSIS

Strength

1. High Quality Products

As previously noted, Vitally Sdn Bhd has been making a name for itself since 1993 and continues to expand its product line daily. We can see right away that their ability to take orders every day is a result of the high quality of their product. In addition to utilising high-quality materials, as stated on their website, they also utilise very environmentally friendly items. Many of their clients are still committed supporters of their business. Most consumers would say that the doors they make are of excellent quality. Fact that, in June 2009, Vitally Sdn Bhd was certified by UKAS with the Quality Management System requirements ISO 9001:2008. In addition, vitally also provide their dealers, contractors, and developers with quality assurance as their products had been tested by International Recognized Standards or known as PSB corporation. This is an assurance that our Bi-Fold King & Normal Bi-Fold are designed to be strong and durable for long term usage. During the endurance test, the doors are subjected to 100,000 cycles of opening and closing operation at a rate of 5 to 6 cycles per minute. All the doors' components, especially the suspended roller remains intact, and no visual damage was observed after the test. Other than that, vitally also receive '21st Century the Prestigious Product Quality Award' by Asia Excellence Entrepreneur Federation (AEEF)

2. Variety Existing of Product and Design.

Customers at Vitally have a variety of design options to pick from. Not only that, many customers choose the design and product they desire from our catalogue, but most of our designs are now trend-following. As I've already mentioned, vitally is a manufacturer of doors, kitchen cabinets, and shower enclosures. The product and existing design that they use have a variety of advantages that could help customers to find the most suitable one for their house. One of the examples is, shower enclosure. At Vitally there are 3 type of shower enclosure that they provide. If our customers currently have very compact spaces for their bathroom, our sales staff could provide them with Corner Entry Series Shower Enclosure. Why? It is because this design is suitable for compact space. Using corners cleverly helps to open valuable floor space. It also comes with 2 sliding doors that allow for maximum accessibility. For customers who have big space for their bathroom they also can choose other designs such as front entry series and conventional series (L-shaped). Due to the variety of design existing, many customers are being loyal with Vitally.

Weakness

1. Ineffective social media presence online.

Even though the Vitally brand has been quite a long time in the manufacturing industry they also have their weaknesses. One of their weaknesses is they have poor online presence in social media. They do have social media, but not as many of the popular apps that people use today. use Facebook and their own website as a vital part of their customer outreach strategy. It's nice that they choose Facebook as one of their methods of brand promotion because most of their target market is an older demographic that uses Facebook. However, there are already several social media platforms that Vitally may use to sell their product. TikTok is an illustration.

2. Outdated technology.

Every business now heavily relies on technology due to the progress of technology. Vitally, in my opinion, has the potential to introduce some fresh ideas. For instance, they could switch from physical to online presentations. Vitally, for instance, may design a site where employees can apply for annual leave online. Currently, employees must physically submit their annual forms, which takes a lot of time. For us to be notified, the employee must wait for their executive to sign the form before submitting it to Human Resource Officer. By doing this, it gains a lot of time. In addition, if the form is not placed in the proper location, it may also vanish. In my opinion, vitally must start developing additional online tools so that employees can submit their annual leave requests online. This saves a tonne of time when implied.

Recommendation:

As I mentioned before, I think Vitally could enlarge their market by making videos and posting them on TikTok and instagram. According to Mouse (2018), the statistic shows that there are 4 million users of TikTok in Malaysia. The users of TikTok nowadays come from all ages so by promoting Vitally products on TikTok it can make it easy for them to gain new customers. According to Gartner, by 2025, a stunning 95% or more of new digital workloads would be assigned to cloud native platforms, up from the 30% seen in 2021. A company needs to upgrade to new technology to stay competitive, which is one of the reasons. A company can stay current with market trends by upgrading to new technologies. For example, many consumers now prefer doing business online. Companies without a strong online presence risk losing a sizable chunk of their market share to rivals who do.

Opportunity

1. Active Social Media User

In 2023, there are 78.5% of active users in social media. The year 2022 has the highest social media usage, with 91.7% of people being active. We can see that more than 70% of Malaysian consumers use social media in their daily lives. Looking at the %, Vitally Sdn Bhd had a significant possibility to grow its clientele and boost earnings. We can see that; more people are using social media regularly. Because of the increasing data, it could be one of the big opportunities for Vitally Sdn Bhd to develop their business. Vitally can grow their company by expanding their social media presence. As far as i know, Vitally Facebook account is live. However, there are some social media that were not active. Consider TikTok.

2. Current population in Malaysia.

According to Ministry of Economy Department of Statistics Malaysia Official Report, the current population estimates in 2022 is 32.7 million. The annual population growth rate is 0.2%. Because of this, we can see that there are lots of opportunities to attract new clients. Analyzing these populations may present one of the chances for Vitally Sdn Bhd to boost sales. Vitally Sdn Bhd has the option to concentrate more on offline platforms in addition to online ones. They may, for instance, continue growth their business in an international country.

Recommendation:

Being engaged on social media would aid in becoming well known and occasionally boosting their earnings. Many generations may be influenced because Malaysia has the most active social media users. For instance, these generations may be influenced by marketing or excessive posting. In addition, they can advertise their company by filming their goods and uploading the video on TikTok. Nowadays, marketing a firm is simple. One of the things they could create is Live on Tiktok videos. Additionally, Vitally Sdn Bhd might work with influencers to entice more customers to make purchases. It's crucial to have a speaker who can effectively advertise products. It's because having someone knowledgeable and skilled to sell your goods will entice many buyers to give them a shot.

Threats

1. Aggressive competition.

By looking at the current situation, there was huge competition between door maker and kitchen cabinet. For example, Reliance Home and DoortoDoor brand. These brands also come with a variety of designs and products. Due to many brands that produce the same products, it could attract customers to others brand. Furthermore, when it comes to purchasing items, price is an important factor. Every business must properly assign pricing for each product because it may encounter customers who are price sensitive. Also, the quality of the product was very important for some generations. Some people can spend higher price of some products for themselves, but company should give a high quality of the products that they buy.

2. Difficult to find local workers.

Finding local workers who want to work in the manufacturing industry was quite hard. In fact, Malaysian Employers Federation (MEF) Executive Director Datuk Shamsuddin Bardan claimed that hiring legal foreign workers has never been inexpensive because the associated costs of hiring them are significantly more than those of hiring locals. Employers won't have to spend money on hiring foreign labour if they hire locals. Employers tried their best to recruit locals, although they were unsuccessful in doing so in industries including plantations, agriculture, construction, and some aspects of manufacturing. This is the reason why Vitally chose to export foreign worker to work with them. Also, locals are not interested in working in the physically demanding aspects of the sector. They are also too picky about work options and believe that having more education will translate into better jobs (Zaki et al., 2022). The study by Zaki (2022), found that 40% of the 200,000 daily commuters from Malaysia to Singapore were working in mid- to low-skilled jobs, mostly motivated by high earnings, supports this claim.

Recommendation:

According to K (2023), after the product is manufactured, pricing plays a crucial role in decision-making. The product's price determines its future, the product's acceptance by customers, and the product's return and profitability. It is an instrument for rivalry. Vitally should be cautious when setting price and quality of the products because they face a lot of competition with others brand. It can cause them to lose customers and result in a low profit margin. Second, in order to attract local workers, a business could give an attractive salary and benefits to local workers. The 2022 Randstad Employer Brand Research Survey results in Malaysia were released today by Randstad, a leader in global HR solutions. More than 2,500 Malaysians participated in the online poll, which was conducted in January 2022. It demonstrates that the most significant employee value proposition Malaysian respondents search for in an ideal employer is "attractive salary and benefits," which received 74% of the vote.

7.0 CONCLUSION

To sum up my report, working at Vitally Sdn Bhd has helped me better grasp how important a company's success is. As I finish my duty, I still need to work much harder and get much better. Here, I work in a wonderful setting with a terrific group of supportive coworkers who encourage me to succeed in my internship experience.

Without the experience I gained during my internship at Vitally, I might not have much to offer. For me, it has been a wonderful trip filled with learning. I am pleased with myself that I am finishing my industrial training programme with a business that has been around for a while. Also, a big thank you to University Teknologi Mara (UiTM) Bandaraya Melaka for offering us students the ability to grow professionally and prepare for future employment.

8.0 REFERENCES

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9.0 APPENDICES



Do some works using desktop.



Photocopy documents



Attend Emergency Response Team (ERT) Training and Activities with Jabatan Bomba Muar