



UNIVERSITI
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INDUSTRIAL TRAINING REPORT AT **ROYAL PERAK GOLF CLUB**

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EXECUTIVE SUMMARY

This internship report is written based on my internship journey for 6-months at Royal Perak Golf Club. In this report, it included my personal information, originations profile, and SWOT analysis. This report's observations, comprehension, and comments were based on the company's SWOT analysis. The PESTEL framework, which stands for Politics, Economic, Social, Technological, Environment, and Legal, was used to reference the SWOT analysis. The purpose of this report is to gauge how well students understand how to analyze a company's performance. This report analysis was done concerning the Royal Perak Golf Club Berhad in Ipoh, Perak, where I interned for 24 weeks beginning on March 1 and ending on August 15, 2023. The company's goal in performing the SWOT analysis was to better understand its entire performance and focus on areas that needed attention to achieve better management.

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PART 3: COMPANY PROFILE

3.1 COMPANY'S BACKGROUND



Figure 1 RPGC's Logo

ROYAL PERAK GOLF CLUB BERHAD (RPGC) is located at Jalan Sultan Azlan Shah or well-known as 'Tiger-Lane" (Appendix 1). It was founded in 1879 with the name of Ipoh Golf Club, with 9 holes golf course. By 1932, the membership had grown to such an extent that the nine-hole course became inadequate. For that case, 180 acres of secondary jungle, stretching from Tiger-Lane to Gunung Rapat were acquired from the State Government for the construction of an 18-hole golf course.

On November 10, 1968, the President of the Perak Turf Club Sports Club (PTCSC), the late Almarhum DYT M Raja Muda Perak, Raja Musa Ibni Almarhum Sultan Abdul Aziz, declared open the new \$500,000 clubhouse. This was the culmination of a farsighted and ambitious scheme by the PTC's dedicated Chairman, Dato Yeoh Cheang Lee, to create Ipoh a first-class sports complex that included facilities for squash, billiards, a six-lane fully air-conditioned bowling alley, and a spacious dining hall and kitchen (Royal Perak Golf Club, n.d.)

The royal status was granted to RPGC by The Royal Charter in 1979 with the consent of DYMM Sultan Perak, the Patron of the Club. In 2006, it was formed to establish a new club known as Royal Perak Golf Club. It was run by the State Secretary Incorporated (SSI) as a fully owned subsidiary until now. RPGC had the official opening of a new clubhouse by the Patron of RPGC, DYMM Sultan Perak, Sultan Azlan Muhibbuddin Shah Ibni Al-Marhum Sultan Yusuf Izzuddin Shah Ghafarullahu-lah.

3.2 VISION, MISSION, AND COMPANY VALUES

3.2.1 VISION

The Royal Perak Golf Club seeks to be known as a premier and most elite golf club. Also known as a member-based, family-friendly golf club with the finest quality golf course and facilities that offer a fun and challenging experience for golfers of all ages and skill levels.

3.2.2 MISSION

- To offer members & guests memorable golfing experiences
- To thoughtfully develop, manage, and present the golf course according to the finest expert guidance, standards, and practices and offer the best environment for golfing all year around.
- To deliver rewarding membership experience in keeping RPGC core values, while maintaining financial stability.
- To realize RPGC's vision while maintaining & promoting the strong heritage & traditions legacy in a fun, creative, and innovative way.

3.2.3 VALUES

- To operate in a financially sound, ethical, and transparent manner.
- To treat each other and employees with respect & dignity.
- To constantly strive to improve the quality of our services.
- To accept the responsibility to create an inclusive, friendly environment and encourage the participation of all members.

3.3 ORGANIZATIONAL STRUCTURE

The Management



Figure 2 The Management

ORGANIZATIONAL CHART



ROYAL PERAK GOLF CLUB

SALE & MARKETING DEPARTMENT

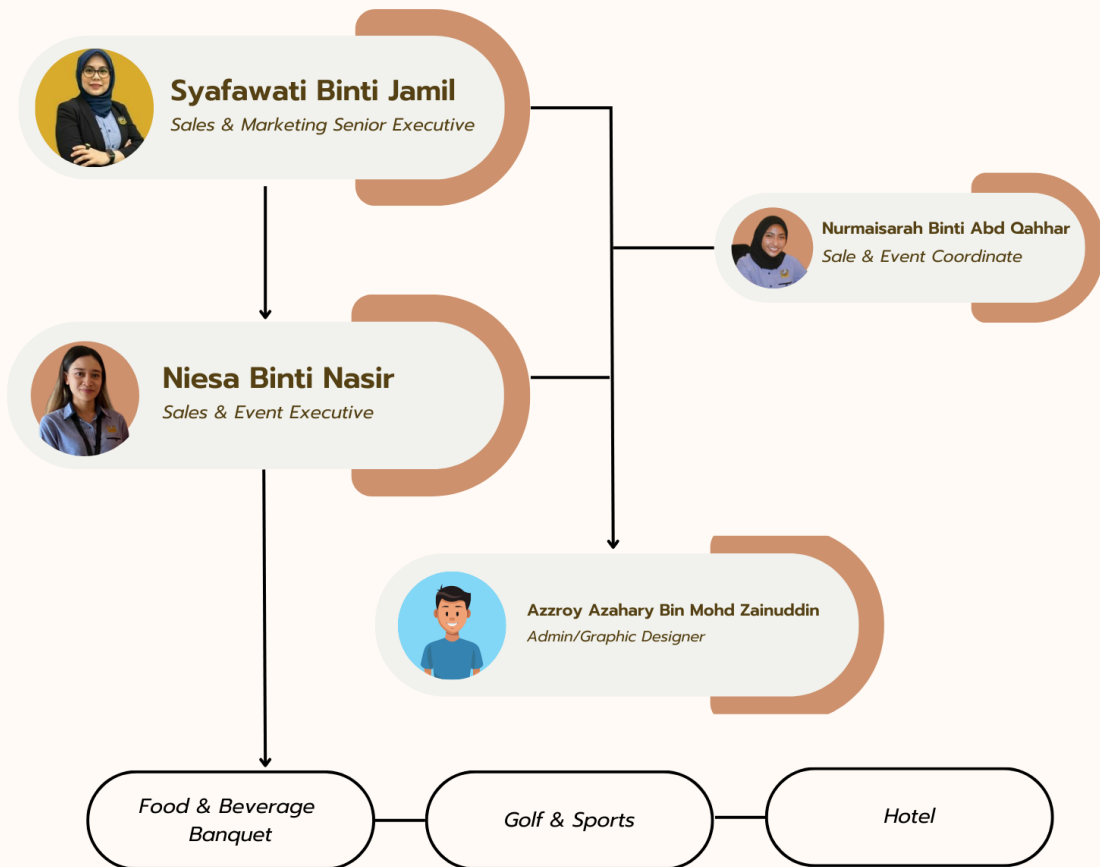


Figure 3 Sales & Marketing Department

ORGANIZATIONAL CHART

ROYAL PERAK GOLF CLUB

HUMAN RESOURCE DEPARTMENT



Figure 4 HR Department

3.4 PRODUCTS AND SERVICES

Table 1

RPGC's Products & Services Offered

Golf Facilities	Golf Driving Range	Designed for amateur & professional golfers to practice.
	Golf Course	Provides 9 holes & 18 holes layout
	Pro Shop	Provides high-quality golf items; clothing, golf sticks, accessories & etc
Sports Facilities		<ul style="list-style-type: none"> - Gymnasium - Swimming Pool - Snooker - Card Room - Games Room - Squash Courts - Tennis Court - Steam & Sauna - Children's Playground
Hotel	RPGC Garden Hotel	<ul style="list-style-type: none"> - 3-Star Hotel - 36 Services apartment rooms - Nearest to attraction spots in Ipoh, Perak
Venue Space	Jubilee Ballroom	Exclusive ballroom/hall for events such as wedding
	<ul style="list-style-type: none"> - Eagle's Nest - The Par 	Exclusive & Private rooms for events such as meetings, Hi-Tea, Lunch, Dinner & etc.
Food & Beverage		<ul style="list-style-type: none"> - The Fairway Restaurants - Green Bistro Café - Glass House - Tavern Bar Lounge

PART 4: TRAINING REFLECTION

4.1 SPECIFIC DATE, AND WORKING DAY & TIME

4.1.1 SPECIFIC DATE

1st March 2023 – 15th August 2023 to be remembered date for me as it is a beautiful journey of my internship on completing my degree life at Royal Perak Golf Club (RPGC). For me, these 6 months of internship allowed me to be more responsible, more independent, make my own precise decision and many more.

4.1.2 WORKING DAY & TIME

Working time at RPGC for each department is different. Some departments work in shifts but still, they have to complete 8 hours daily. There is also a department that works during office hours. Most of the department working hour is 8:30 am to 5:30 am such as Admin & Membership Department, Finance Department, IT Department, Golf Course Maintenance (GCM), and Sales & Marketing Department. While as an Intern student, my working hour daily from Monday to Friday is 8:30 am to 4:30 pm. I also need to work half a day every Saturday which is 8 am to 1 pm. My rest day is only one day which is on every Sunday.

Working Over Time (OT), internship students are not allocated to claim for their overtime working hours. But in RPGCs, if any intern student working overtime from their working hour, they can claim hours. Meaning that they can clock in late or clock out early or even can take the day off. That is only applicable if their hours are more than 8 hours.

4.2 DEPARTMENT, ROLES & RESPONSIBILITIES, ASSIGNMENTS & TASKS

4.2.1 DEPARTMENT

I was assigned by the management of RPGC to be in the Sales & Marketing Department and Human Resources Department. For the first three months which is from 1 March 2023 until 30 May 2023, I was fully in the Sales & Marketing Department.

For the other 3 months from Monday to Friday, I was in the Sales & Marketing Department. and Every Saturday I have to be in Human Resources Department to help HR Assistant.

4.2.2 ROLES & RESPONSIBILITIES

During 3 months period with Sales & Marketing Department, my roles and responsibility are to attend to the client with their inquiry to make any function or event such as Hi Tea, Dinner, Wedding, and more. Besides, I was also responsible for preparing the quotation for the customers. Prepare Event Order and distribute the EO to all department so that they are aware of any event or function that happen in the club. Next, I am also responsible to issues original receipts (OR) and Invoices for client and sales & Marketing functions records.

Next, when I am in the HR Department, my roles and responsibility are to check staff leave, staff medical records. I am also responsible to prepare an opening bank account, and staff contract letter if new employees are joining RPGC. Besides, at the end of the month, I am the one who is responsible to prepare the next month's staff punch cards. In HR Department, I'm doing more common work, and not too confidential work.

4.2.3 ASSIGNMENTS & TASK

My task whenever there is a function happening, I am the one who will be on floor duty to make sure that everything runs smoothly. For example, I was assigned by my supervisor to coordinate the Jabatan Pendidikan Negeri Perak function at Jubilee Ballroom for 200 pax. I am responsible to make sure all of the food was enough and all table get their food. Besides, I also have to make sure the Kitchen cooks and ready the food according to the functions' timing.

Next, in HR Department, I was assigned to do screening resumes for candidates that apply for jobs through Indeed. I also have to shortlist candidate that meets the criteria that HR senior executives need. Besides, I also was given the task to do a job interview with an HR Senior executive at HAAZA on the 20th of June 2023.

4.3 INTRINSIC AND EXTRINSIC BENEFITS

4.3.1 INTRINSIC BENEFITS

There is a lot of benefit that I have gained during my internship at RPGC. In terms of intrinsic benefits, it was more than what I thought when I started my internship. Not only I have improved my communication skills as I had to attend to staff and clients every day, but I also have improvised my decision-making skills too. For me, communication is very important in ensuring that all employees are comfortable with HR. Every single thing that happens in an organization HR needs to deal with it. Thus, if employees are not comfortable with how HR communicates, most likely will be a misunderstanding and miscommunication between HR and employees and any problems wouldn't be solved.

Besides, during my first 3 months, I was in the sale & event department, which means that I need to have very quick decision-making skills but still need to be careful with what decisions I made. Every decision I made is a risk and I have to take responsibility for every decision I make. Before this, when I had to make my own decision, I always seek for others' advice. But, when I entered this internship stage of life, I need to make a very quick and wise decision for my client. Customers always need to answer quickly when they started their negotiation to gain something. Thus, I have improved my decision-making skills in generating the quickest and wiser decisions.

Additionally, I also was able to upgrade my Microsoft Excel and Microsoft Words skills. This is because I have to make quotations, event orders, and internal breakdowns for all functions and events that I have secured in Excel. Not only that, in RPGC all employees' details and information including their public holiday, annual leave, emergency leave, and more are using Excel sheets. This is because it is easier for the HR assistant to take note of how many employees have holidays left. During my university life, I thought that using Excel was so difficult, but after being taught, it seems much easier because many formulas and functions can be used and created so that our work would become easier and faster.

4.3.2 EXTRINSIC BENEFITS

In terms of extrinsic benefits, I was given a monthly allowance of as much as RM300 per month. But, after all of my hard work during RPGC's Ramadan Buffet 2023, my allowance was increased to RM600 per month. The increment of my allowance was ordered and approved by the CEO of RPGC. Not only that, I also receive an incentive of RM300 in May 2023 for helping the F&B Team during RPGC Ramadan Buffet 2023. Besides, I always work extra hours but as an intern student, I cannot claim my OT hour because there is no allowance allocated for intern students. But the RPGC's management let me claim my hours in return for an OT claim. Which means that I can clock in late or clock out from work early.

PART 5: SWOT ANALYSIS.

A study of an organization's SWOT (Strengths, Weaknesses, Opportunities, and Threats) is a corporate strategy technique used to gauge how well an organization stacks up against its rivals. SWOT Analysis may be used on a personal level, outside of business, to assess a person's position concerning their rivals. (Teoli D, Sanvictores T, An J, 2022). Both internal and external factors are included in the SWOT analysis tool. While "opportunities" and "threats" are external, "strengths" and "weaknesses" are internal. It may be claimed that a SWOT analysis can look at both internal and external factors affecting any organization. As a result, although some of these elements will be in our control, others will be beyond our ability to influence.

I have identified a SWOT analysis during my internship at RPGC (Table 2). Even though, the management of RPGCs doesn't practice SWOT analysis directly. But they always talk about it indirectly. For example, when any problem occurs every Head of Department (HOD) will talk among themselves on how to solve the problem by seeing the SWOT of any issues.

Table 2

RPGC's SWOT Analysis

<p>STRENGTHS</p> <ul style="list-style-type: none"> • Customer Satisfaction • Workplace Diversity 	<p>WEAKNESSES</p> <ul style="list-style-type: none"> • Outdated Technology • High turnover rate
<p>OPPORTUNITIES</p> <ul style="list-style-type: none"> • Less Golf Courses in the local area (English Golf Union) (Environmental) • New customers from the online channel (Fern Fort University, n.d.) (Technological) 	<p>THREATS</p> <ul style="list-style-type: none"> • Better Competitors Offers (Engetou, 2017) (Social) • Ex-employees negative feedback (Marzullo, 2022) (Social)

(Mind Tools Content Team, n.d.)

PART 6: DISCUSSION & RECOMMENDATION

6.1 STRENGTHS

6.1.1 CUSTOMER SATISFACTION

According to Fitriani et al (2022), Customers are any individuals or buyers who frequently use the items or services they get from the business for their own needs. Customer and customer satisfaction are related, with the latter being described as feeling pleased or displeased after evaluating what has been accomplished or the extent to which the product was produced to cause happiness or dissatisfaction. Customers who are unsatisfied or dissatisfied with the product will be upset and will stop being loyal customers of the business that provides the goods or services.

Repeat customers are regarded as clients who are happy with RPGC's services, and we do have them. The Jubilee Ballroom may be rented by RPGC for important events including weddings, open houses, Excellent Service Awards, and more. As a result, we have happy clients from every industry who regularly book the Jubilee Ballroom at RPGC. For the government sector, for instance, we have PDRM, ATM, and Jabatan Pendidikan Negeri Perak. UEMS Edgenta, Maybank, and the insurance firm make up the private sector. Non-Governmental Organisations (NGOs) like Kelab Bakti Gunung Kledang, Persatuan Pink Champion Perak, and Persatuan Golf Negeri Perak are among our regular clients.

However, there is always a complaint from a client who is dissatisfied with the services provided by RPGC for every happy client. The Fairway is a coffee house that is part of RPGC. The Fairway sells ala carte menus as a service. There are times when they get a lot of orders, and there are also times when they get none. As a result, sometimes our staff couldn't handle the volume of orders on their own. As a result, the diner will have to wait a little longer than normal for their lunch. So, my recommendation is to maintain the standard of our products, which also applies to the cuisine served by RPGC. This is because it has been demonstrated that restaurants must maintain the quality of their goods to satisfy customers. (Syariful Mahsyar, 2020).

6.1.2 WORKPLACE DIVERSITY

According to Bagshaw (2004), The main reason for workforce diversity is to improve the number of equal opportunities in the workplace. The goal of the equal opportunity attitude is to prevent organizations from losing talent that may make them more effective and efficient while maximizing the differences in a diverse workforce. Additionally, we are aware that workplace diversity may foster fresh ideas and creativity, which promotes the appeal of the organization while also fostering the growth and development of the individual (Cletus, 2018).

Diversity in the workplace is frequently only heard in large organizations. not in RPGCs, though. RPGCs only employ 150 people, which is about normal for a business. However, the staff at RPGC is multi-ethnic and includes Malay, Chinese, and Indian workers. Our maid is a foreigner from Bangladesh. Additionally, RPGC's workforce is made up of a diverse range of ages. The youngest is 18 years old, while the oldest is 65. In addition, RPGC hires staff based on their credentials and experiences rather than their ethnicity and religion. Being in a multicultural setting makes me feel like I'm the happiest person in the world since I've had the chance to learn about other people's cultures and how their lifestyles differ depending on their race and religion.

My recommendation is to celebrate individual employee characteristics to strengthen this workplace diversity in RPGC. For instance, the management of RPGC may invite every employee to a gathering like a staff party where everyone could discuss their professional experiences, cultural and religious customs, and histories. This event may promote diversity and inclusion on a global scale. (Crawford, 2021)

6.2 WEAKNESSES

6.2.1 OUTDATED TECHNOLOGY

Everything is now digital in the year 2023. We are all aware that technology is today seen as essential in many facets of life. Even pre-schoolers increasingly use technology to teach themselves the alphabet. As working adults, we must utilize technology every day to interact with clients and staff. The phrase "speed-up society" originated as a result of how quickly daily life has been digitalized. Our days would be shorter under this way of life, with fewer breaks, more multitasking, and, obviously, tighter time limitations. ICT, or information and communication technology, accounts for the majority of it. We can complete chores and activities more swiftly and simply as a result. (Anamarija Cijan, 2019). The enhanced accessibility and openness of information have been one of the most important benefits of digitalization for organizations. This makes it possible for businesses to inform all employees more. Information will be exchanged inside the organization, even at the lowest level of the hierarchy. (Kuusisto, 2015)

RPGC does several tasks entirely by hand. We are aware that all restaurants today use the QR Code method to input orders directly to the kitchen, even roadside vendors. However, the F&B crew at RPGC is still processing handwritten orders. This will slow down the delivery of services and might damage RPGC's reputation. In reality, the HR department manages all employee data manually, including time attendance, leave requests, and performance/appraisal forms. Staff members must complete the leave application form when requesting time off. Only then may they submit their paperwork to the HR Department after receiving HOD approval. This may lengthen the time of leave approval.

Therefore, my recommendation is to modernize the ordering process by establishing a system where consumers may place their orders and the kitchen will receive them directly from customers. Additionally, I would advise RPGC to develop RPGC software so that workers may independently request leaves of absence wherever they were. This is due to an

improvement in staff productivity brought on by workplace technological advancements. Additionally, it reduces human mistakes and saves time. (Jawad Abbas, 2014)

6.2.2 HIGH TURNOVER RATE

Employee turnover is a major issue for a lot of businesses all around the world. The productivity and profitability of the company would suffer as a result. Increased personnel turnover raises the risk of losing a top performer. Employers place a high value on retaining valuable skilled workers since they are essential to the performance and success of an organization. As was previously said, employees leave their positions for several reasons. Because of excessive workloads and a lack of work-life balance, employees may feel underappreciated and unrecognized, nervous, and lose trust in their managers.(Walid Abdullah Al-Suraihi, 2021).

There are almost 50 of 150 turnover employees in 1 year at RPGC. Every month they will have at least 1 to 8 employees that resigned from their work in RPGC. This can cause a problem for the organization as the employees leave, and new employees will sign up for a position. If a new employee has 5 to 10 years of experience working in the same line as their work before. It wouldn't be a problem for them to adapt to the new environment. And if the new employee has no experience and zero basics it would be a problem for him or her to start their carrier as they have to prepare mentally and physically to adapt to the new environment.

In light of this, I believe that the RPGC management should invest in human resources. Employee well-being as well as profits and productivity will both increase as a result. This is because it will boost organizational performance. People and organizations will benefit as a consequence. Organizations are persuaded that measures should be made to retain, develop, and advance employees because of the high expense of employee turnover. As a result, it is even more crucial that employees develop effective communication and teamwork skills. (Walid Abdullah Al-Suraihi, 2021).

6.3 OPPORTUNITIES

6.3.1 FEWER GOLF COURSES IN THE LOCAL AREA

Fewer golf courses in the local area (English Golf Union) are equal to less competition in the same area. In Ipoh, there is only Royal Perak Golf Club and Meru Valley Golf Resort that offers golf courses. Meru Valley Golf Resort offers a 27-hole championship course which is divided into three distinctive nine-hole tracks, the Valley, Waterfall, and River (Meru Valley Resort, n.d.). While for RPGC, we only have an 18-hole course. (Royal Perak Golf Club, 2023).

In business, competition refers to a struggle between rival companies that offer comparable products or services. My recommendation is to keep improving RPGC's goods and services. This is because as long as we continue to enhance our goods and services, RPGC will have more chances to attract new clients and make a healthy profit. (Indeed Editorial Team, 2023)

6.3.2 NEW CUSTOMERS FROM THE ONLINE CHANNEL

Customers frequently contact RPGCs via their social media platforms, particularly through the Facebook page 'ROYAL PERAK GOLF CLUB'. The web platform is quite beneficial for generating income. Organizations without a social media presence will miss out on possibilities to increase their visibility and make money. The business may take advantage of this potential in the coming years by getting to know its customers better and meeting their wants. (Fern Fort University, n.d.).

Making interesting material is what I would advise in this situation. These days, they have a role just for producing material on social media. This is due to the need to interact with clients and the general public to ensure that they are aware of the organizations' presence. A successful strategy for luring new clients from online platforms is to provide content. This may apply to platforms like TikTok, IG Story, and IG Reels. The material being produced must

incorporate useful knowledge and insights about our goods and services with current trends. RPGCs may develop a devoted following of potential clients by continuously producing and distributing interesting content. (Sitewab , 2022)

6.4 THREATS

6.4.1 BETTER COMPETITORS OFFERS

Companies must have enough personnel, and they must closely monitor them through incentives and punishments to keep them motivated. (Engetou, 2017). A lack of staff or workers can cause an organization's performance to suffer. This is referred to as having insufficient manpower.

RPGC has a lack of benefits. The only benefits that are provided to employees are free parking, medical fees, and a yearly bonus only. Thus, other companies may offer employees better offers, compensations, and benefits that will make employees choose another company than RPGC. This will be a loss for a company as they will often lose experienced and talented employees.

Therefore, my advice in this area is to provide a comprehensive package of employee perks. This may help businesses bring in and keep top talent. This all-inclusive package ought to ensure that workers have access to the benefits they require to maintain their well-being, productivity, and engagement at work. The needs of the business and its employees, as well as any regulatory requirements, must be carefully considered. This will facilitate the creation of a package that meets the demands of the company's employees as well.

6.4.2 EX-EMPLOYEES NEGATIVE FEEDBACK

It was shown that 83% of job searchers will look up a firm's reviews before applying, and 55% of them will reject a company if they learn it has received bad reviews from former employees. It has been demonstrated that for a business to locate the best people, prior employees' feedback is equally important. (Jefferson Bank, n.d.).

As RPGC has a high turnover rate, the former employees who left with issues have a high potential and possibility to spread rumors about the company. Therefore, this will affect the company's reputation.

As a result, I suggest trying to erase the review while also learning from it. It could take some time and effort to work out a sophisticated answer. Contrarily, it's vital to find a solution. If you address the review and work towards a solution, your current employees will understand that their suggestions are valid. Be open and honest about how this incident has helped your organization grow. Describe how you always work to make your workplace a more desirable place to work. (Jefferson Bank, n.d.).

6.5 SWOT MATRIX

The SWOT matrix is a tool which helps in identifying a person or company's strengths, weaknesses, opportunities, and threats. In order to comprehend a firm's competitive advantages and determine areas for business improvement, it will also assist the company or organisations in conducting an honest appraisal of the company.

	<p><u>S: STRENGTHS</u></p> <p>S1: Customer Satisfaction S2: Workplace Diversity</p>	<p><u>W: WEAKNESSES</u></p> <p>W1: Outdated Technology W2: High Turnover Rate</p>
<p><u>O: OPPORTUNITY</u></p> <p>O1: Fewer golf courses in the local area O2: New customers from the online channel</p>	<p><u>SO STRATEGIES</u></p> <p>(S1, O2)</p> <ul style="list-style-type: none"> • Create a strong onboarding experience by leaving a memorable first impression towards new customers. This is because customers will likely to recall any of customer services hiccups towards their first experience on trying something new. 	<p><u>WO STRATEGIES</u></p> <p>(W1, O2)</p> <ul style="list-style-type: none"> • Digitized and upgrade all of the technology in the club so that customers from all over the world can easily use golf clubs products and services.
<p><u>T: THREATS</u></p> <p>T1: Better competitors offers T2: Ex-employees negative feedback</p>	<p><u>ST STRATEGIES</u></p> <p>(S1,T1)</p> <ul style="list-style-type: none"> • To retain customer services and better experience when using the products and services for better competition. 	<p><u>WT STRATEGIES</u></p> <p>(W2,T2)</p> <ul style="list-style-type: none"> • Arrange an exit interview with employee to know about employees concern

PART 7: CONCLUSION

In conclusion, SWOT analysis helps organizations to a big picture of the business that they run. These will help the organization to be better in the future, and to strive for improvement in every weakness's organization had. Besides, SWOT analysis helps organizations to get visibility on the company's current status, and understand and measure overall organization business performance.

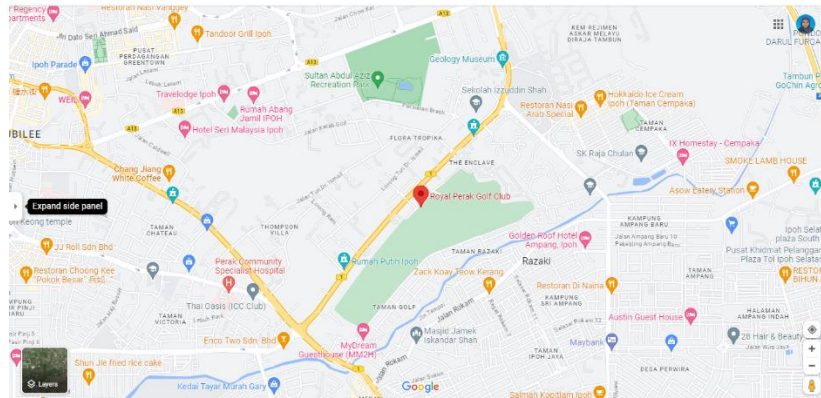
Overall, I am very satisfied and thankful to get the chance to complete my internship at Royal Perak Golf Club. There is a lot of input that I can get throughout these six months of my internship. Having these opportunities would be a blessing for me to learn how working life exactly is. And it is beyond my expectation that working is not just following our job scopes but also need always to be prepared if any cases happen and they might need your help while you are doing your job. Finally, there is one word that I learn during my internship and I kept it until now. Which is "don't be a good person, be the sincerest person. because good people are not necessarily sincere. and sincere people are certainly good people".

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APPENDICES



Appendix 1 Company's Location



Appendix 2 RPGC Tennis Court



Appendix 3 RPGC Squash Court



Appendix 4 RPGC Swimming Pool



Appendix 5 RPGC GYM



Appendix 6 The Par



Appendix 7 The Fairway



Appendix 8 Seminar Room



Appendix 9 Eagle's Room



Appendix 10 Jubilee Ballroom



Appendix 11 RPGC Ramadan Buffet 2023



Appendix 12 Persatuan Veteran ATM Meeting at The Par



Appendix 13 Meeting with JPN Perak



Appendix 14 JPN & CETREE Site Visit at RPGC Garden Hotel



Appendix 15 Gixxer Malaysia Lunch at Jubilee Ballroom



Appendix 16 RPGC Golf Aidilfitri 2023



Appendix 17 JPN Full Day Seminar



Appendix 18 Sale & F&B Dinner Treat



Appendix 19 PIC for Staff Party



Appendix 20 Chairman's Birthday Celebration at Little Elephant



Appendix 21 RPGC Sale Team



Appendix 22 Job Interview at HAAZA

Borang ini perlu dikemukakan kepada Bahagian HR 7 hari sebelum bercuti

ROYAL PERAK GOLF CLUB BERHAD
Borang Permohonan Cuti

Nama : _____ Tarikh Cuti : _____
 Jawatan : _____ Jumlah Hari : _____
 Bahagian : _____

Jenis Cuti

- Cuti Tahunan
- Cuti Kecemasan
- Cuti Ganti 'Pf'
- Cuti Ganti 'Off Day'
- Cuti Tanpa Gaji
- Cuti Bersalin
- Cuti Insan

Lain-lain/Catatan : _____

Tandatangan & Tarikh Permohonan : _____ Kelulusan Permohonan Cuti :
 Oleh Ketua Bahagian : _____

Untuk Kegunaan Bahagian Pentadbiran / Sumber Manusia

Rekod Cuti

- a) Baki Cuti Tahun Lepas : _____
- b) Kelayakan Cuti Tahun Ini : _____
- c) Jumlah Cuti Terkumpul : _____
- d) Cuti Telah Di ambil : _____
- e) Baki Cuti Terkini : _____
- f) Permohonan Baru : _____

Kelulusan Permohonan Cuti

Tandatangan : _____
 Nama : _____
 Jawatan : _____
 Tarikh : _____

Rekod Catatan HR
 (Tarikh diserahkan kepada HR)

Borang ini perlu dikemukakan kepada Bahagian HR 7 hari sebelum bercuti

Appendix 23 Leave Form

ROYAL PERAK GOLF CLUB BERHAD
REQUIREMENT FOR OVERTIME

NAME : _____ WORKING HOURS : _____
 STAFF ID : _____ AM SHIFT : _____
 DEPARTMENT : _____ PM SHIFT : _____
 OFF DAY : _____ SPLIT SHIFT : _____

NO	DATE	START WORK	FINISH WORK	OVER TIME		TOTAL HOURS	NATURE OF WORK	STAFF INITIAL	HOD INITIAL
				FROM	TO				
1									
2									
3									
4									
5									
6									
7									

REQUEST BY : _____ APPROVED BY : _____

HEAD OF DEPARTMENT : _____ MANAGEMENT : _____
 DATE : _____ DATE : _____

Appendix 24 Overtime Form








OUR ORIGINAL REPORT



Document Information

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W	URL: https://www.jefferson-bank.com/learning-center/how-do-negative-employee-reviews-affect-your-bu... Fetched: 2023-07-21 15:09:00	 1
W	URL: https://embapro.com/frontpage/swotcase/11567-golf-club Fetched: 2023-07-21 15:09:00	 1
W	URL: https://www.zenefits.com/workest/hr-headaches-what-to-do-when-a-former-employee-badmouthis-your... Fetched: 2023-07-21 15:09:00	 2

Entire Document

1

ii EXECUTIVE SUMMARY This internship report is written based on my internship journey for 6-months at Royal Perak Golf Club. In this report, it included my personal information, originations profile, and SWOT analysis. This report's observations, comprehension, and comments were based on the company's

70% **MATCHING BLOCK 1/25** **SA** OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ... (D158156967)

SWOT analysis. The PESTEL framework, which stands for Politics, Economic, Social, Technological, Environment, and Legal,

was used to reference the SWOT analysis. The purpose of this report is to gauge how well students understand how to analyze a company's performance. This report analysis was done concerning the Royal Perak Golf Club Berhad in Ipoh, Perak, where I interned for 24 weeks beginning on March 1 and ending on August 15, 2023. The company's goal in performing the SWOT analysis was to better understand its entire performance and focus on areas that needed attention to achieve better management.

iii

94% **MATCHING BLOCK 2/25** **SA** NUR FARAH DILLA BINTI NAZRUL NIZAM_2020477498 ... (D172135327)

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and Company Values 3 3.3 Organizational Structure 4-6 3.4 Products and Services 7

85% **MATCHING BLOCK 3/25** **SA** NUR FARAH DILLA BINTI NAZRUL NIZAM_REPORT (cor ... (D172223526)

Part 4: Training Reflections 4.1 Specific Date, Working Day, and Time 8 4.2 Department, Roles, Responsibilities, Assignments, Tasks 9-10 4.3 Gains: Intrinsic & Extrinsic Benefits 11-12 Part 5: SWOT Analysis 13 Part 6: Discussion & Recommendation 6.1 Strengths 14-15 6.2 Weakness 16-17 6.3 Opportunitites 18-19 6.4 Threats 19-20 6.5 SWOT Matrix 21

Part 7:

76% **MATCHING BLOCK 4/25** **SA** NUR FARAH DILLA BINTI NAZRUL NIZAM_2020477498 ... (D172135327)

Conclusion 22 References 23-24 Appendices 25-32 Ouriginal Report 33 iv ACKNOWLEDGMENT First and foremost, I would like to thank ALLAH

S.W.T. for blessing me with a healthy body and a healthy mind, which in turn indirectly helped me in completing my industrial training for 6 months. Without His guidance and approval, success would only be a dream that can never be achieved. I hope that the success given to me will bring closer to Him and aid me in the hereafter. Next, I would like to express my deepest gratitude to my HR Internship (HRM666) advisor, Dr. Shamshul Anaz Bin Kassim for all his help and guidance throughout the process of completing this internship. Having him as my lecturer engages me to do very well in this internship. He taught and gave me ideas on how to solve the problem and advised me in finding information and finishing the internship program. Besides, I would like to thank my supervisor and their team; Madam Syafawati, Miss Niesa, Ms. Thieva Malar, Miss Anis Syafiqah & Ms Suhana for their guidance and support during my internship program. Not to forget, my intern-mate Syida and Dayagan for their support and motivation to finish up our internship program even though they finish their internship earlier than me. F&B & Kitchen Team also I would like to express my gratitude to them for their cooperation during ongoing functions and ability to make functions or events run smoothly. Last, but not least, I am extremely grateful to my parents for their love, prayers, and support in my studies. Without their support, I might not be here today and couldn't finish my internship program on time. In addition, I would like to thank all my friends that help me, reminded me, and show their support and motivation to me. To be specific, I would like to thank Muhamad Hanafi Bin Zaini Kamal, Nur Syafiqah Binti Rohadi, Nur Farah Dilla Binti Nazrul Nizam, Muhammad Naa'im Bin Mohd Nasir, and Nurul Nabilah Binti Mohd Yusof.

1

100% **MATCHING BLOCK 5/25** **SA** NUR FARAH DILLA BINTI NAZRUL NIZAM_2020477498 ... (D172135327)

PART 2: STUDENT'S PROFILE 2.1 UPDATED RESUME 2 PART 3: COMPANY PROFILE 3.1 COMPANY'S BACKGROUND

ROYAL PERAK GOLF CLUB BERHAD (RPGC) is located at Jalan Sultan Azlan Shah or well-known as "Tiger-Lane" (Appendix 1).

100% MATCHING BLOCK 6/25 SA OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ... (D158156967)

It was founded in 1879 with the name of Ipoh Golf Club, with 9 holes golf course.

By 1932, the membership had grown to such an extent that the nine-hole course became inadequate. For that case, 180 acres of secondary jungle, stretching from Tiger-Lane to Gunung Rapat were acquired from the State Government for the construction of an 18-hole golf course. On November 10, 1968, the President of the Perak Turf Club Sports Club (PTCSC), the late Almarhum DYTMM Raja Muda Perak, Raja Musa Ibni Almarhum Sultan Abdul Aziz, declared open the new \$500,000 clubhouse. This was the culmination of a farsighted and ambitious scheme by the PTC's dedicated Chairman, Dato Yeoh Cheang Lee, to create Ipoh a first-class sports complex that included facilities for squash, billiards, a six-lane fully air- conditioned bowling alley, and a spacious dining hall and kitchen (Royal Perak Golf Club, n.d.)

100% MATCHING BLOCK 7/25 SA OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ... (D158156967)

The royal status was granted to RPGC by The Royal Charter in 1979

with the consent of DYMM Sultan Perak, the Patron of the Club.

83% MATCHING BLOCK 8/25 SA OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ... (D158156967)

In 2006, it was formed to establish a new club known as Royal Perak Golf Club. It was run by the State Secretary Incorporated (SSI) as a fully owned subsidiary until now.

RPGC had the official opening of a new clubhouse by the Patron of RPGC, DYMM Sultan Perak, Sultan Azlan Muhibbuddin Shah Ibni Al-Marhum Sultan Yusuf Izzuddin Shah Ghafarullahu-lah. Figure 1 RPGC's Logo
3.3.2 VISION, MISSION, AND COMPANY VALUES 3.2.1

98% MATCHING BLOCK 9/25 SA OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ... (D158156967)

VISION The Royal Perak Golf Club seeks to be known as a premier and most elite golf club. Also known as a member-based, family-friendly golf club with the finest quality golf course and facilities that offer a fun and challenging experience for golfers

of

97% MATCHING BLOCK 10/25 SA OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ... (D158156967)

all ages and skill levels. 3.2.2 MISSION • To offer members & guests memorable golfing experiences • To thoughtfully develop, manage, and present the golf course

according to

88% MATCHING BLOCK 11/25 SA OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ... (D158156967)

the finest expert guidance, standards, and practices and offer the best environment for golfing all year around. • To deliver rewarding membership experience in keeping RPGC core values, while maintaining financial stability. • To realize RPGC'

s

97% MATCHING BLOCK 12/25 SA OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ... (D158156967)

vision while maintaining & promoting the strong heritage & traditions legacy in a fun, creative, and innovative way. 3.2.3 VALUES • To operate in a financially sound, ethical, and transparent manner. • To treat each other and employees with respect & dignity. • To constantly strive to improve the quality of our services. •

To accept the responsibility to create an inclusive, friendly environment and encourage the participation of all members.

4 3.3 ORGANIZATIONAL STRUCTURE The Management Figure 2 The Management

5 SALES & MARKETING DEPARTMENT Figure 3 Sales & Marketing Department

6 HUMAN RESOURCES DEPARTMENT Figure 4 HR Department

7 3.4 PRODUCTS AND SERVICES Table 1 RPGC's

90%	MATCHING BLOCK 13/25	SA	OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ... (D158156967)
<p>Original Products & Services Offered Golf Facilities Golf Driving Range Designed for amateur & professional golfers to practice. Golf Course Provides 9 holes & 18 holes layout Pro Shop Provides high-quality golf items; clothing, golf sticks, accessories & etc</p>			

Sports Facilities -

63%	MATCHING BLOCK 14/25	SA	OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ... (D158156967)
<p>Gymnasium - Swimming Pool - Snooker - Card Room - Games Room - Squash Courts - Tennis Court - Steam & Sauna - Children's Playground Hotel RPGC Garden Hotel - 3-Star Hotel - 36 Services apartment rooms - Nearest to attraction spots in Ipoh, Perak</p>			

75%	MATCHING BLOCK 15/25	SA	OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ... (D158156967)
<p>Venue Space Jubilee Ballroom Exclusive ballroom/hall for events such as wedding - Eagle's Nest - The Par Exclusive & Private rooms for events such as meetings, Hi-Tea, Lunch,</p>			

Dinner & etc. Food & Beverage - The Fairway Restaurants - Green Bistro Café - Glass House - Tavern Bar Lounge

8 PART 4: TRAINING REFLECTION 4.1 SPECIFIC DATE, AND WORKING DAY & TIME 4.1.1 SPECIFIC DATE 1 st March 2023 – 15 th August 2023 to be remembered date for me as it is a beautiful journey of my internship on completing my degree life at Royal Perak Golf Club (RPGC). For me, these 6 months of internship allowed me to be more responsible, more independent, make my own precise decision and many more. 4.1.2 WORKING DAY & TIME Working time at RPGC for each department is different. Some departments work in shifts but still, they have to complete 8 hours daily. There is also a department that works during office hours. Most of the department working hour is 8:30 am to 5:30 am such as Admin & Membership Department, Finance Department, IT Department, Golf Course Maintenance (GCM), and Sales & Marketing Department. While as an Intern student, my working hour daily from Monday to Friday is 8:30 am to 4:30 pm. I also need to work half a day every Saturday which is 8 am to 1 pm. My rest day is only one day which is on every Sunday. Working Over Time (OT), internship students are not allocated to claim for their overtime working hours. But in RPGCs, if any intern student working overtime from their working hour, they can claim hours. Meaning that they can clock in late or clock out early or even can take the day off. That is only applicable if their hours are more than 8 hours.

9 4.2 DEPARTMENT, ROLES & RESPONSIBILITIES, ASSIGNMENTS & TASKS 4.2.1 DEPARTMENT I was assigned by the management of RPGC to be in the Sales & Marketing Department and Human Resources Department. For the first three months which is from 1 March 2023 until 30 May 2023, I was fully in the Sales & Marketing Department. For the other 3 months from Monday to Friday, I was in the Sales & Marketing Department. and Every Saturday I have to be in Human Resources Department to help HR Assistant. 4.2.2 ROLES & RESPONSIBILITIES During 3 months period with Sales & Marketing Department, my roles and responsibility are to attend to the client with their inquiry to make any function or event such as Hi Tea, Dinner, Wedding, and more. Besides, I was also responsible for preparing the quotation for the customers. Prepare Event Order and distribute the EO to all department so that they are aware of any event or function that happen in the club. Next, I am also responsible to issues original receipts (OR) and Invoices for client and sales & Marketing functions records. Next, when I am in the HR Department, my roles and responsibility are to check staff leave, staff medical records. I am also responsible to prepare an opening bank account, and staff contract letter if new employees are joining RPGC. Besides, at the end of the month, I am the one who is responsible to prepare the next month's staff punch cards. In HR Department, I'm doing more common work, and not too confidential work.

10 4.2.3 ASSIGNMENTS & TASK My task whenever there is a function happening, I am the one who will be on floor duty to make sure that everything runs smoothly. For example, I was assigned by my supervisor to coordinate the Jabatan Pendidikan Negeri Perak function at Jubilee Ballroom for 200 pax. I am responsible to make sure all of the food was enough and all table get their food. Besides, I also have to make sure the Kitchen cooks and ready the food according to the functions' timing. Next, in HR Department, I was assigned to do screening resumes for candidates that apply for jobs through Indeed. I also have to shortlist candidate that meets the criteria that HR senior executives need. Besides, I also was given the task to do a job interview with an HR Senior executive at HAAZA on the 20 th of June 2023.

11 4.3 INTRINSIC AND EXTRINSIC BENEFITS 4.3.1 INTRINSIC BENEFITS There is a lot of benefit that I have gained during my internship at RPGC. In terms of intrinsic benefits, it was more than what I thought when I started my internship. Not only I have improved my communication skills as I had to attend to staff and clients every day, but I also have improvised my decision-making skills too. For me, communication is very important in ensuring that all employees are comfortable with HR. Every single thing that happens in an organization HR needs to deal with it. Thus, if employees are not comfortable with how HR communicates, most likely will be a misunderstanding and miscommunication between HR and employees and any problems wouldn't be solved. Besides, during my first 3 months, I was in the sale & event department, which means that I need to have very quick decision-making skills but still need to be careful with what decisions I made. Every decision I made is a risk and I have to take responsibility for every decision I make. Before this, when I had to make my own decision, I always seek for others' advice. But, when I entered this internship stage of life, I need to make a very quick and wise decision for my client. Customers always need to answer quickly when they started their negotiation to gain something. Thus, I have improved my decision-making skills in generating the quickest and wiser decisions. Additionally, I also was able to upgrade my Microsoft Excel and Microsoft Words skills. This is because I have to make quotations, event orders, and internal breakdowns for all functions and events that I have secured in Excel. Not only that, in RPGC all employees' details and information including their public holiday, annual leave, emergency leave, and more are using Excel sheets. This is because it is easier for the HR assistant to take note of how many employees have holidays left. During my university life, I thought that using Excel was so difficult, but after being taught, it seems much easier because many formulas and functions can be used and created so that our work would become easier and faster.

12 4.3.2 EXTRINSIC BENEFITS In terms of extrinsic benefits, I was given a monthly allowance of as much as RM300 per month. But, after all of my hard work during RPGC's Ramadan Buffet 2023, my allowance was increased to RM600 per month. The increment of my allowance was ordered and approved by the CEO of RPGC. Not only that, I also receive an incentive of RM300 in May 2023 for helping the F&B Team during RPGC Ramadan Buffet 2023. Besides, I always work extra hours but as an intern student, I cannot claim my OT hour because there is no allowance allocated for intern students. But the RPGC's management let me claim my hours in return for an OT claim. Which means that I can clock in late or clock out from work early.

13 PART 5: SWOT ANALYSIS. A study of an organization's SWOT (Strengths, Weaknesses, Opportunities, and Threats) is a corporate strategy technique used to gauge how well an organization stacks up against its rivals. SWOT Analysis may be used on a personal level, outside of business, to assess a person's position concerning their rivals. (Teoli D, Sanvictores T, An J, 2022). Both internal and external factors are included in the SWOT analysis tool. While "opportunities" and "threats" are external, "strengths" and "weaknesses" are internal. It may be claimed that a SWOT analysis can look at both internal and external factors affecting any organization. As a result, although some of these elements will be in our control, others will be beyond our ability to influence. I have identified a SWOT analysis during my internship at RPGC (Table 2). Even though, the management of RPGCs doesn't practice SWOT analysis directly. But they always talk about it indirectly. For example, when any problem occurs every Head of Department (HOD) will talk among themselves on how to solve the problem by seeing the SWOT of any issues. Table 2 RPGC's SWOT Analysis STRENGTHS • Customer Satisfaction • Workplace Diversity WEAKNESSES • Outdated Technology • High turnover rate OPPORTUNITIES • Less Golf Courses in the local area (English Golf Union) (Environmental) • New customers from the online channel (Fern Fort University, n.d.) (Technological) THREATS • Better Competitors Offers (Engetou, 2017) (Social) • Ex-employees negative feedback (Marzullo, 2022) (Social) (Mind Tools Content Team, n.d.)

14 PART 6: DISCUSSION & RECOMMENDATION 6.1 STRENGTHS 6.1.1 CUSTOMER SATISFACTION According to Fitriani et al (2022), Customers are any individuals or buyers who frequently use the items or services they get from the business for their own needs. Customer and customer satisfaction are related, with the latter being described as feeling pleased or displeased after evaluating what has been accomplished or the extent to which the product was produced to cause happiness or dissatisfaction. Customers who are unsatisfied or dissatisfied with the product will be upset and will stop being loyal customers of the business that provides the goods or services. Repeat customers are regarded as clients who are happy with RPGC's services, and we do have them. The Jubilee Ballroom may be rented by RPGC for important events including weddings, open houses, Excellent Service Awards, and more. As a result, we have happy clients from every industry who regularly book the Jubilee Ballroom at RPGC. For the government sector, for instance, we have PDRM, ATM, and Jabatan Pendidikan Negeri Perak. UEMS Edgenta, Maybank, and the insurance firm make up the private sector. Non- Governmental Organisations (NGOs) like Kelab Bakti Gunung Kledang, Persatuan Pink Champion Perak, and Persatuan Golf Negeri Perak are among our regular clients. However, there is always a complaint from a client who is dissatisfied with the services provided by RPGC for every happy client. The Fairway is a coffee house that is part of RPGC. The Fairway sells ala carte menus as a service. There are times when they get a lot of orders, and there are also times when they get none. As a result, sometimes our staff couldn't handle the volume of orders on their own. As a result, the diner will have to wait a little longer than normal for their lunch. So, my recommendation is to maintain the standard of our products, which also applies to the cuisine served by RPGC. This is because it has been demonstrated that restaurants must maintain the quality of their goods to satisfy customers. (Syariful Mahsyar, 2020).

15 6.1.2 WORKPLACE DIVERSITY According to Bagshaw (2004), The main reason for workforce diversity is to improve the number of equal opportunities in the workplace. The goal of the equal opportunity attitude is to prevent organizations from losing talent that may make them more effective and efficient while maximizing the differences in a diverse workforce. Additionally, we are aware that workplace diversity may foster fresh ideas and creativity, which promotes the appeal of the organization while also fostering the growth and development of the individual (Cletus, 2018). Diversity in the workplace is frequently only heard in large organizations. not in RPGCs, though. RPGCs only employ 150 people, which is about normal for a business. However, the staff at RPGC is multi-ethnic and includes Malay, Chinese, and Indian workers. Our maid is a foreigner from Bangladesh. Additionally, RPGC's workforce is made up of a diverse range of ages. The youngest is 18 years old, while the oldest is 65. In addition, RPGC hires staff based on their credentials and experiences rather than their ethnicity and religion. Being in a multicultural setting makes me feel like I'm the happiest person in the world since I've had the chance to learn about other people's cultures and how their lifestyles differ depending on their race and religion. My recommendation is to celebrate individual employee characteristics to strengthen this workplace diversity in RPGC. For instance, the management of RPGC may invite every employee to a gathering like a staff party where everyone could discuss their professional experiences, cultural and religious customs, and histories. This event may promote diversity and inclusion on a global scale. (Crawford, 2021)

16 6.2 WEAKNESSES 6.2.1 OUTDATED TECHNOLOGY Everything is now digital in the year 2023. We are all aware that technology is today seen as essential in many facets of life. Even pre-schoolers increasingly use technology to teach themselves the alphabet. As working adults, we must utilize technology every day to interact with clients and staff. The phrase "speed-up society" originated as a result of how quickly daily life has been digitalized. Our days would be shorter under this way of life, with fewer breaks, more multitasking, and, obviously, tighter time limitations. ICT, or information and communication technology, accounts for the majority of it. We can complete chores and activities more swiftly and simply as a result. (Anamarija Cijan, 2019). The enhanced accessibility and openness of information have been one of the most important benefits of digitalization for organizations. This makes it possible for businesses to inform all employees more. Information will be exchanged inside the organization, even at the lowest level of the hierarchy. (Kuusisto, 2015) RPGC does several tasks entirely by hand. We are aware that all restaurants today use the QR Code method to input orders directly to the kitchen, even roadside vendors. However, the F&B crew at RPGC is still processing handwritten orders. This will slow down the delivery of services and might damage RPGC's reputation. In reality, the HR department manages all employee data manually, including time attendance, leave requests, and performance/appraisal forms. Staff members must complete the leave application form when requesting time off. Only then may they submit their paperwork to the HR Department after receiving HOD approval. This may lengthen the time of leave approval. Therefore, my recommendation is to modernize the ordering process by establishing a system where consumers may place their orders and the kitchen will receive them directly from customers. Additionally, I would advise RPGC to develop RPGC software so that workers may independently request leaves of absence wherever they were. This is due to an

17 improvement in staff productivity brought on by workplace technological advancements. Additionally, it reduces human mistakes and saves time. (Jawad Abbas, 2014) 6.2.2 HIGH TURNOVER RATE Employee turnover is a major issue for a lot of businesses all around the world. The productivity and profitability of the company would suffer as a result. Increased personnel turnover raises the risk of losing a top performer. Employers place a high value on retaining valuable skilled workers since they are essential to the performance and success of an organization. As was previously said, employees leave their positions for several reasons. Because of excessive workloads and a lack of work-life balance, employees may feel underappreciated and unrecognized, nervous, and lose trust in their managers. (Walid Abdullah Al-Suraihi, 2021). There are

100%

MATCHING BLOCK 16/25

SA

OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ...
(D158156967)

almost 50 of 150 turnover employees in 1 year at RPGC. Every month they will have

at least 1 to 8 employees that resigned from their work in RPGC. This can cause a problem for the organization as the employees leave, and new employees will sign up for a position. If a new employee has 5 to 10 years of experience working in the same line as their work before. It wouldn't be a problem for them to adapt to the new environment. And if the new employee has no experience and zero basics it would be a problem for him or her to start their career as they have to prepare mentally and physically to adapt to the new environment. In light of this, I believe that the RPGC management should invest in human resources. Employee well-being as well as profits and productivity will both increase as a result. This is because it will boost organizational performance. People and organizations will benefit as a consequence. Organizations are persuaded that measures should be made to retain, develop, and advance employees because of the high expense of employee turnover. As a result, it is even more crucial that employees develop effective communication and teamwork skills. (Walid Abdullah Al-Suraihi, 2021).

18 6.3 OPPORTUNITIES 6.3.1 FEWER GOLF COURSES IN THE LOCAL AREA Fewer golf courses in the local area (English Golf Union) are equal to less competition in the same area. In Ipoh, there is only Royal Perak Golf Club and Meru Valley Golf Resort that offers golf courses.

60%

MATCHING BLOCK 17/25

W

Meru Valley Golf Resort offers a 27-hole championship course which is divided into three distinctive nine-hole tracks, the Valley, Waterfall, and River (

Meru Valley Resort, n.d.). While for RPGC, we only have an 18-hole course. (Royal Perak Golf Club, 2023). In business, competition refers to a struggle between rival companies that offer comparable products or services. My recommendation is to keep improving RPGC's goods and services. This is because as long as we continue to enhance our goods and services, RPGC will have more chances to attract new clients and make a healthy profit. (Indeed Editorial Team, 2023) 6.3.2 NEW CUSTOMERS FROM THE ONLINE CHANNEL Customers frequently contact RPGCs via their social media platforms, particularly through the Facebook page 'ROYAL PERAK GOLF CLUB'. The web platform is quite beneficial for generating income. Organizations without a social media presence will miss out on possibilities to increase their visibility and make money. The business may take advantage of this potential in the coming years by getting to know its customers better and meeting their wants. (Fern Fort University, n.d.). Making interesting material is what I would advise in this situation. These days, they have a role just for producing material on social media. This is due to the need to interact with clients and the general public to ensure that they are aware of the organizations' presence. A successful strategy for luring new clients from online platforms is to provide content. This may apply to platforms like TikTok, IG Story, and IG Reels. The material being produced must

19 incorporate useful knowledge and insights about our goods and services with current trends. RPGCs may develop a devoted following of potential clients by continuously producing and distributing interesting content. (Sitewab , 2022) 6.4 THREATS 6.4.1 BETTER COMPETITORS OFFERS Companies must have enough personnel, and they must closely monitor them through incentives and punishments to keep them motivated. (Engetou, 2017). A lack of staff or workers can cause an organization's performance to suffer. This is referred to as having insufficient manpower. RPGC has a lack of benefits. The only benefits that are provided to employees are free parking, medical fees, and a

63%	MATCHING BLOCK 18/25	SA	OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ... (D158156967)
yearly bonus only. Thus, other companies may offer employees better offers, compensations, and benefits that will make employees			

choose another company than RPGC.

96%	MATCHING BLOCK 19/25	SA	OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ... (D158156967)
This will be a loss for a company as they will often lose experienced and talented			

employees. Therefore, my advice in this area is to provide a comprehensive package of employee perks. This may help businesses bring in and keep top talent. This all-inclusive package ought to ensure that workers have access to the benefits they require to maintain their well-being, productivity, and engagement at work. The needs of the business and its employees, as well as any regulatory requirements, must be carefully considered. This will facilitate the creation of a package that meets the demands of the company's employees as well.

20 6.4.2 EX-EMPLOYEES NEGATIVE FEEDBACK It was shown that 83% of job searchers will look up a firm's reviews before applying, and 55% of them will reject a company if they learn it has received bad reviews from former employees. It has been demonstrated that for a business to locate the best people, prior employees' feedback is equally important. (Jefferson Bank, n.d.).

100%	MATCHING BLOCK 20/25	SA	OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ... (D158156967)
As RPGC has a high turnover rate, the former employees who left with issues have a high			

potential and

80%	MATCHING BLOCK 21/25	SA	OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ... (D158156967)
possibility to spread rumors about the company. Therefore, this will affect the company'			

s reputation. As a result, I suggest trying to erase the review while also learning from it. It could take some time and effort to work out a sophisticated answer. Contrarily, it's vital to find a solution. If you address

68%	MATCHING BLOCK 22/25	W	
the review and work towards a solution, your current employees will understand that their suggestions are valid. Be open			

and honest about how this incident has helped your organization grow. Describe how you always work to make your workplace a more desirable place to work. (Jefferson Bank, n.d.).

21 6.5 SWOT MATRIX The SWOT matrix is a tool which helps in identifying a person or company's strengths, weaknesses, opportunities, and threats. In order to comprehend a firm's competitive advantages and determine areas for business improvement, it will also assist the company or organisations in conducting an honest appraisal of the company. S: STRENGTHS S1: Customer Satisfaction S2: Workplace Diversity W: WEAKNESSES W1: Outdated Technology W2: High Turnover Rate O: OPPORTUNITY O1: Fewer golf courses in the local area O2: New customers from the online channel SO STRATEGIES (S1, O2) • Create a strong onboarding experience by leaving a memorable first impression towards new customers. This is because customers will likely to recall any of customer services hiccups towards their first experience on trying something new. WO STRATEGIES (W1, O2) • Digitized and upgrade all of the technology in the club so that customers from all over the world can easily use golf clubs products and services. T: THREATS T1: Better competitors offers T2: Ex-employees negative feedback ST STRATEGIES (S1,T1) • To retain customer services and better experience when using the products and services for better competition. WT STRATEGIES (W2,T2) • Arrange an exit interview with employee to know about employees concern

22 PART 7: CONCLUSION In conclusion, SWOT analysis helps organizations to a big picture of the business that they run. These will help the organization to be better in the future, and to strive for improvement in every weakness's organization had. Besides, SWOT analysis helps organizations to get visibility on the company's current status, and understand and measure overall organization business performance. Overall, I am very satisfied and thankful to get the chance to complete my internship at Royal Perak Golf Club. There is a lot of input that I can get throughout these six months of my internship. Having these opportunities would be a blessing for me to learn how working life exactly is. And it is beyond my expectation that working is not just following our job scopes but also need always to be prepared if any cases happen and they might need your help while you are doing your job. Finally, there is one word that I learn during my internship and I kept it until now. Which is "don't be a good person, be the sincerest person, because good people are not necessarily sincere, and sincere people are certainly good people".

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MATCHING BLOCK 23/25

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100%

MATCHING BLOCK 24/25

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100%

MATCHING BLOCK 25/25

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25 APPENDICES Appendix 1 Company's Location Appendix 2 RPGC Tennis Court Appendix 3 RPGC Squash Court

26 Appendix 4 RPGC Swimming Pool Appendix 5 RPGC GYM Appendix 6 The Par

27 Appendix 7 The Fairway Appendix 8 Seminar Room Appendix 9 Eagle's Room

28 Appendix 10 Jubilee Ballroom Appendix 11 RPGC Ramadan Buffet 2023 Appendix 12 Persatuan Veteran ATM Meeting at The Par

29 Appendix 13 Meeting with JPN Perak Appendix 14 JPN & CETREE Site Visit at RPGC Garden Hotel Appendix 15 Gixer Malaysia Lunch at Jubilee Ballroom

30 Appendix 16 RPGC Golf Ailfitri 2023 Appendix 17 JPN Full Day Seminar Appendix 18 Sale & F&B Dinner Treat

31 Appendix 19 PIC for Staff Party Appendix 20 Chairman's Birthday Celebration at Little Elephant Appendix 21 RPGC Sale Team

32 Appendix 22 Job Interview at HAAZA Appendix 23 Leave Form Appendix 24 Overtime Form

Hit and source - focused comparison, Side by Side

Submitted text As student entered the text in the submitted document.

Matching text As the text appears in the source.

1/25	SUBMITTED TEXT	16 WORDS	70% MATCHING TEXT	16 WORDS
	SWOT analysis. The PESTEL framework, which stands for Politics, Economic, Social, Technological, Environment, and Legal,		SWOT analysis were referred to the PESTEL framework which consists of Politics, Economic, Social, Technological, Environment, and Legal.	
	SA OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ANIS SYAFIQAH BT MALEK (2020992881).pdf (D158156967)			

2/25	SUBMITTED TEXT	78 WORDS	94% MATCHING TEXT	78 WORDS
	TABLE OF CONTENT Part 1: Preliminary Page Executive Summary i Table of Content ii Acknowledgment iii Part 2: Student's Profile 2.1 Updated Resume 1 Part 3: Company Profile 3.1 Company's Background 2 3.2 Vision, Mission, 3-4 3.2 Vision, Mission 5 3.3		TABLE OF CONTENT Part 1: Preliminary Page Executive Summary.....i Table of Content.....ii Acknowledgement.....iii Part 2: Student's Profile 2.1 Updated Resume.....1-2 Part 3: Company Profile 3.1 Company's Background.....3-4 3.2 Vision, Mission.....5 3.3	
	SA NUR FARAH DILLA BINTI NAZRUL NIZAM_2020477498 (INDUSTRIAL REPORT) (1)-1-24.pdf (D172135327)			

3/25	SUBMITTED TEXT	158 WORDS	85% MATCHING TEXT	158 WORDS
	Part 4: Training Reflections 4.1 Specific Date, Working Day, and Time 8 4.2 Department, Roles, Responsibilities, Assignments, Tasks 9-10 4.3 Gains: Intrinsic & Extrinsic Benefits 11-12 Part 5: SWOT Analysis 13 Part 6: Discussion & Recommendation 6.1 Strengths 14-15 6.2 Weakness 16-17 6.3 Opportunities 18-19 6.4 Threats 19-20 6.5 SWOT Matrix 21		Part 4: Training Reflection 4.1 Specific Date, Working Day, and Time.....12 4.2 Department, Roles, Responsibilities, Assignments, Tasks.....13-14 4.3 Gains: Intrinsic & Extrinsic Benefits.....15 Part 5: SWOT Analysis.....16 Part 6: Discussion & Recommendation 6.1 Strengths.....17 6.2 Weaknesses.....17-19 6.3 Opportunities.....19-20 6.4 Threats.....20-21 6.5 SWOT Matrix.....22	
	SA NUR FARAH DILLA BINTI NAZRUL NIZAM_REPORT (correction).pdf (D172223526)			

4/25	SUBMITTED TEXT	32 WORDS	76% MATCHING TEXT	32 WORDS
Original <small>by Turnitin</small>	Conclusion.....	22	Conclusion.....	20
	References.....	23-24	References.....	21
	Appendices.....	25-32	Appendices.....	22-24 Ouriginal Report
	Ouriginal Report	33 iv	ACKNOWLEDGEMENT Bismillahirrahmanirrahim, First and foremost, I would like to thank Allah	
	ACKNOWLEDGMENT First and foremost, I would like to thank ALLAH			
SA	NUR FARAH DILLA BINTI NAZRUL NIZAM_2020477498 (INDUSTRIAL REPORT) (1)-1-24.pdf (D172135327)			
5/25	SUBMITTED TEXT	27 WORDS	100% MATCHING TEXT	27 WORDS
	PART 2: STUDENT'S PROFILE 2.1 UPDATED RESUME 2 PART 3: COMPANY PROFILE 3.1 COMPANY'S BACKGROUND		Part 2: Student's Profile 2.1 Updated Resume.....	
		1-2 Part 3: Company Profile 3.1 Company's Background.....	
		3-4 3.2	
SA	NUR FARAH DILLA BINTI NAZRUL NIZAM_2020477498 (INDUSTRIAL REPORT) (1)-1-24.pdf (D172135327)			
6/25	SUBMITTED TEXT	18 WORDS	100% MATCHING TEXT	18 WORDS
	It was founded in 1879 with the name of Ipoh Golf Club, with 9 holes golf course.		It was founded in 1879 with the name of Ipoh Golf Club, with 9 holes golf course.	
SA	OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ANIS SYAFIQAH BT MALEK (2020992881).pdf (D158156967)			
7/25	SUBMITTED TEXT	14 WORDS	100% MATCHING TEXT	14 WORDS
	The royal status was granted to RPGC by The Royal Charter in 1979		The royal status was granted to RPGC by The Royal Charter in 1979.	
SA	OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ANIS SYAFIQAH BT MALEK (2020992881).pdf (D158156967)			
8/25	SUBMITTED TEXT	33 WORDS	83% MATCHING TEXT	33 WORDS
	In 2006, it was formed to establish a new club known as Royal Perak Golf Club. It was run by the State Secretary Incorporated (SSI) as a fully owned subsidiary until now.		In 2006, it was formed to established new club and known as Royal Perak Golf Club. It was run by State Secretary Incorporated (SSI) as a fully owned subsidiary until now.	
SA	OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ANIS SYAFIQAH BT MALEK (2020992881).pdf (D158156967)			

9/25	SUBMITTED TEXT	45 WORDS	98% MATCHING TEXT	45 WORDS
<p>VISION The Royal Perak Golf Club seeks to be known as a premier and most elite golf club. Also known as a member-based, family-friendly golf club with the finest quality golf course and facilities that offer a fun and challenging experience for golfers</p>		<p>vision The Royal Perak Golf Club seeks to be known as a premier and most elite golf club. Also known as a member-based, family-friendly golf club with the finest quality of golf course and facilities that offer a fun and challenging experience for golfers</p>		
<p>SA OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ANIS SYAFIQAH BT MALEK (2020992881).pdf (D158156967)</p>				
10/25	SUBMITTED TEXT	28 WORDS	97% MATCHING TEXT	28 WORDS
<p>all ages and skill levels. 3.2.2 MISSION • To offer members & guests memorable golfing experiences • To thoughtfully develop, manage, and present the golf course</p>		<p>all ages and skill levels. mission To offer members & guests a memorable golfing experiences To thoughtfully develop, manage, and present the golf course</p>		
<p>SA OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ANIS SYAFIQAH BT MALEK (2020992881).pdf (D158156967)</p>				
11/25	SUBMITTED TEXT	36 WORDS	88% MATCHING TEXT	36 WORDS
<p>the finest expert guidance, standards, and practices and offer the best environment for golfing all year around. • To deliver rewarding membership experience in keeping RPGC core values, while maintaining financial stability. • To realize RPGC'</p>		<p>the finest expert guidance, standards and practices along with offering the best environment for golfing in all year around. To deliver rewarding membership experience in keeping RPGC core values, while maintaining financial stability. To realize RPGC</p>		
<p>SA OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ANIS SYAFIQAH BT MALEK (2020992881).pdf (D158156967)</p>				
12/25	SUBMITTED TEXT	56 WORDS	97% MATCHING TEXT	56 WORDS
<p>vision while maintaining & promoting the strong heritage & traditions legacy in a fun, creative, and innovative way. 3.2.3 VALUES • To operate in a financially sound, ethical, and transparent manner. • To treat each other and employees with respect & dignity. • To constantly strive to improve the quality of our services. •</p>		<p>vision while maintaining & promoting the strong heritage & traditions legacy in a fun, creative and innovative way. core values To operate in a financially sound, ethical, and transparent manner To treat each other and employees with respect and dignity. To constantly strive to improve the quality of our services.</p>		
<p>SA OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ANIS SYAFIQAH BT MALEK (2020992881).pdf (D158156967)</p>				
13/25	SUBMITTED TEXT	39 WORDS	90% MATCHING TEXT	39 WORDS
<p>Products & Services Offered Golf Facilities Golf Driving Range Designed for amateur & professional golfers to practice. Golf Course Provides 9 holes & 18 holes layout Pro Shop Provides high-quality golf items; clothing, golf sticks, accessories & etc</p>		<p>products & services GOLF FACILITIES 1. GOLF DRIVING RANGE Designed for amatuer & professional golfers to practice. 2. GOLF COURSE Provides 9 holes & 18 holes layout. 3. PRO SHOP Provides high quality golf items; clothing, golf sticks, accessories, etc. 6 1.</p>		
<p>SA OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ANIS SYAFIQAH BT MALEK (2020992881).pdf (D158156967)</p>				

14/25	SUBMITTED TEXT	46 WORDS	63% MATCHING TEXT	46 WORDS
	Gymnasium - Swimming Pool - Snooker - Card Room - Games Room - Squash Courts - Tennis Court - Steam & Sauna - Children's Playground Hotel RPGC Garden Hotel - 3-Star Hotel - 36 Services apartment rooms - Nearest to attraction spots in Ipoh, Perak		Gymnasium Swimming Pool Snookers Card Room Games Room Squash Courts Tennis Courts Steam & Sauna Children's Playground SPORTS FACILITIES HOTEL 3-Star Hotel Have 36 hotel rooms. Nearest to attraction spot in Ipoh, Perak:	
	SA	OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ANIS SYAFIQAH BT MALEK (2020992881).pdf (D158156967)		
15/25	SUBMITTED TEXT	29 WORDS	75% MATCHING TEXT	29 WORDS
	Venue Space Jubilee Ballroom Exclusive ballroom/hall for events such as wedding - Eagle's Nest - The Par Exclusive & Private rooms for events such as meetings, Hi-Tea, Lunch,		venue space 1. RPGC JUBILEE BALLROOM Exclusive ballroom/hall for events such as wedding. 2. Eagle Nest & The Par Rooms Exclusive & private rooms for events such as meetings, hi-tea, lunch,	
	SA	OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ANIS SYAFIQAH BT MALEK (2020992881).pdf (D158156967)		
16/25	SUBMITTED TEXT	17 WORDS	100% MATCHING TEXT	17 WORDS
	almost 50 of 150 turnover employees in 1 year at RPGC. Every month they will have		Almost 50 of 150 turnover employees in 1 year at RPGC. Every month they will have	
	SA	OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ANIS SYAFIQAH BT MALEK (2020992881).pdf (D158156967)		
17/25	SUBMITTED TEXT	23 WORDS	60% MATCHING TEXT	23 WORDS
	Meru Valley Golf Resort offers a 27-hole championship course which is divided into three distinctive nine-hole tracks, the Valley, Waterfall, and River (Meru Valley Golf Course is a 27-hole championship course divided in to three distinctive nine hole tracks, the Valley, Waterfall and River.	
	W	https://meruvalley.com.my/golf/		
18/25	SUBMITTED TEXT	19 WORDS	63% MATCHING TEXT	19 WORDS
	yearly bonus only. Thus, other companies may offer employees better offers, compensations, and benefits that will make employees		yearly bonus & food allowances only. Thus, other company may offer the employees better compensation and benefits that will make the employees	
	SA	OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ANIS SYAFIQAH BT MALEK (2020992881).pdf (D158156967)		
19/25	SUBMITTED TEXT	17 WORDS	96% MATCHING TEXT	17 WORDS
	This will be a loss for a company as they will often lose experienced and talented		This will be a loss for a company as they will often lose an experienced and talented	
	SA	OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ANIS SYAFIQAH BT MALEK (2020992881).pdf (D158156967)		

20/25	SUBMITTED TEXT	18 WORDS	100% MATCHING TEXT	18 WORDS
As RPGC has a high turnover rate, the former employees who left with issues have a high		As RPGC has a high turnover rate, the former employees who left with issues have a high		
SA OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ANIS SYAFIQAH BT MALEK (2020992881).pdf (D158156967)				
21/25	SUBMITTED TEXT	13 WORDS	80% MATCHING TEXT	13 WORDS
possibility to spread rumors about the company. Therefore, this will affect the company'		possibility to spread rumors about the company. Therefore, it will and can affect the company		
SA OURIGINAL LI REPORT ROYAL PERAK GOLF CLUB_NUR ANIS SYAFIQAH BT MALEK (2020992881).pdf (D158156967)				
22/25	SUBMITTED TEXT	20 WORDS	68% MATCHING TEXT	20 WORDS
the review and work towards a solution, your current employees will understand that their suggestions are valid. Be open		the review and working toward a solution, your current employees will know that their opinions are valid. Be open		
W https://www.jefferson-bank.com/learning-center/how-do-negative-employee-reviews-affect-your-business/				
23/25	SUBMITTED TEXT	14 WORDS	100% MATCHING TEXT	14 WORDS
Great Wall Golf & Country Club SWOT Analysis & Matrix / MBA Resources.		Great Wall Golf & Country Club SWOT Analysis & Matrix / MBA Resources •		
W https://embapro.com/frontpage/swotcase/11567-golf-club				
24/25	SUBMITTED TEXT	12 WORDS	100% MATCHING TEXT	12 WORDS
HR Headaches: What to Do When a Former Employee Badmouths Your		HR Headaches: What to Do When a Former Employee Badmouths Your		
W https://www.zenefits.com/workest/hr-headaches-what-to-do-when-a-former-employee-badmouthis-your-or-...				
25/25	SUBMITTED TEXT	2 WORDS	100% MATCHING TEXT	2 WORDS
https://www.zenefits.com/workest/hr-headaches-what-to-do-when-a-former-employee-badmouthis-your-organization/		https://www.zenefits.com/workest/hr-headaches-what-to-do-when-a-former-employee-badmouthis-your-organization/		
W https://www.zenefits.com/workest/hr-headaches-what-to-do-when-a-former-employee-badmouthis-your-or-...				

