

# FACULTY OF BUSINESS AND MANAGEMENT BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCES MANAGEMENT (BA243)

#### HRM666 HUMAN RESOURCE INTERNSHIP

#### **INTERNSHIP REPORT TITLE:**

HUMAN RESOURCES MANAGEMENT IN MINE SITE PRIMA WARISAN VENTURE SDN BHD

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**SUBMISSION DATE:** 

TO ADVISOR: 21 JULY 2023

TO INTERNSHIP COORDINATOR: 15 AUGUST 2023

#### **EXECUTIVE SUMMARY**

In accordance with the laws of the Companies Act 1965, Prima Warisan Venture Sdn Bhd (PWV) was established as a private limited company in Malaysia on April 1, 2015. Prima Warisan Venture Sdn. Bhd. is the second largest company in the gold mining business in the state of Kelantan. This company is committed to expanding the company's gold production and mining portfolio. Prima Warisan Venture Sdn. Bhd. formed a joint venture with Kelstone Sdn Bhd in the year 2017 to carry out gold exploration operations in the Mukim Sokor, which is situated in Kelantan. Mukim Sokor Tanah Merah can be found in the state of Kelantan in Malaysia. The Kelantan State Government has granted a lease on the property so that gold mining and processing operations can be carried out there.

It was an amazing experience for me to have the chance to complete my internship opportunity in this company because this industry is not a sector that many people have the chance to learn more about or become involved in. During the period working as an intern for this company, which lasted for a total of twenty-four weeks, a report was prepared that described the operations of the company and was based on the insights and knowledge I gained during that time. A position that I held as a Human Resource Intern, in addition to being the only staff member in the Human Resource Department at this mine site, provided me with a wealth of new information and experience regarding how to handle employee issues. My educational background at the university proved to be quite helpful to me as I was carrying out the responsibilities and duties associated with this position. From these findings and insights, a SWOT analysis was put together. The SWOT analysis was being addressed as an approach to present this company with the most helpful recommendations possible for improved performance.

# **TABLE OF CONTENT**

CONTENT	PAGE
1.0 PRELIMINARY PAGES	
EXECUTIVE SUMMARY	i
TABLE OF CONTENT	ii
ACKNOWLEDGEMENT	iii
2.0 STUDENT PROFILE	
2.1 UPDATED CURRICULUM VITAE	1
3.0 COMPANY PROFILE	
3.1 PWV COMPANY PROFILE	3
3.2 BUSINESS BACKGROUND	4
3.3 VISION AND MISSION	4
3.4 OBJECTIVE AND GOALS	5
3.5 ORGANIZATIONAL STRUCTURE	6
4.0 TRAINING REFLECTION	
4.1 DURATION; INTERNSHIP PERIOD, SPECIFIC DATE,	6
WORKING DAYS AND TIME	
4.2 TRAINING DETAILS; DEPARTMENT, ROLES,	6
RESPONSIBILITIES, ASSIGNMENTS, TASKS	
4.3 INTRINSIC AND EXTRINSIC BENEFIT GAINED	8
5.0 SWOT ANALYSIS	
5.1 STRENGTHS	9
5.2 WEAKNESSES	11
5.3 OPPORTUNITIES	12
5.4 THREATS	14
6.0 DISCUSSION AND RECOMMENDATION	16
7.0 CONCLUSION	18
8.0 REFERENCES	19
9.0 APPENDICES	21

#### 3.0 COMPANY PROFILE

#### 3.1 PRIMA WARISAN VENTURE SDN BHD COMPANY PROFILE



Company Name : Prima Warisan Venture Sdn. Bhd.

Company Address : Lot 1788, Sokor Taku, Jajahan Tanah Merah, 17500 Tanah

Merah, Kelantan

Industry : Multinational Company

Business Sector : Gold Mining

Founded by : Mr. Chua Peng Kian

Date Established : 1 April 2015

Business Nature : Partnership business, owned by Bumiputera and

non-Bumiputera

Company Branches : Tanah Merah, Kelantan (HQ)

Sokor Mine Site, Tanah Merah, Kelantan

Kota Bharu, Kelantan

Pelabuhan Klang, Selangor

Number of Employees : 33 Staffs, 40 Contract Worker, 10 Expatriates

On April 1, 2015, in Kota Bharu, Kelantan, a partnership called Prima Warisan Venture Sdn. Bhd. (PWVSB) was formed as a joint venture in the mining industry in Kelantan. It is controlled by both Bumiputera and non-Bumiputera investors. PWVSB's headquarters are located in China and Kuala Lumpur, Malaysia. This mining operation and relationship with PWVSB has involved both technical and financial firms.

#### **3.2 BUSINESS BACKGROUND**

Mining system design, building, and installation are Prima Warisan Venture Sdn. Bhd.'s specialty. The company's primary focus is on mining operations that involve the extraction of gold and the manufacture of gold bars. While getting a significant cash infusion and substantial investment to carry out the inaugural mining activities in Kelantan, it has the capacity and necessary resources to initiate the operation.

Mining operations have previously been carried out by PWVSB personnel via its corporate partners and colleagues. In addition to its current operations as a mineral mining operator, PWVSB intends to expand into other areas, such as the agricultural business, the real estate industry, and the administration and management of associated projects. Through its joint ventures with other mining businesses, the company has acquired the necessary knowledge, competence, and skills to mine in a number of different locations.

#### 3.3 VISION AND MISSION

#### VISION OF PWVSB

Our vision is set to become one of the leading mining companies in Malaysia and provide the best value-added product and services to our clients. To deliver high-quality products up to international standards.

#### MISSION OF PWVSB

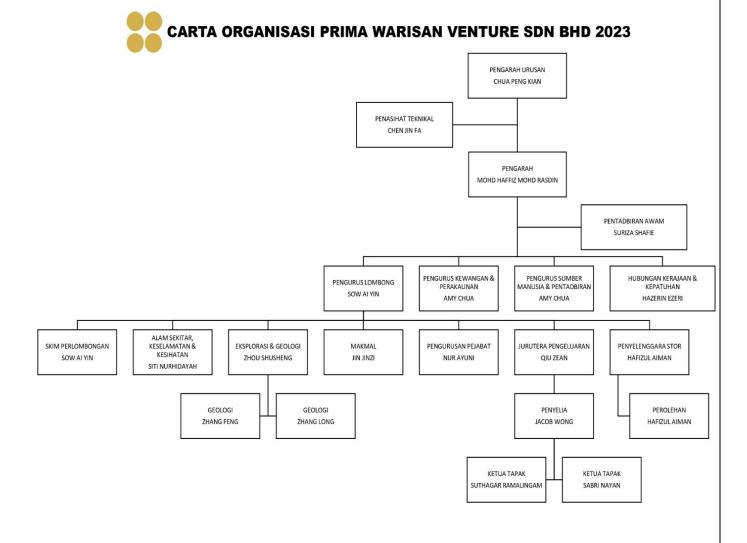
- To maximize total shareholders' return by sustainably finding, socially responsible, environmentally friendly businesses, developing, mining, and processing natural resources.
- To create value at every stage of our company's vertically integrated operation, starting from the min of raw materials right through to processing high-quality gold ore.
- To create leadership in value creation, we seek people around the world for a wide range of projects in construction, energy, transportation, and machinery to process our gold ore.
- 4. To develop and grow continually by taking advantage of the opportunities presented by current economic conditions.

#### 3.4 OBJECTIVE

#### **OBJECTIVE**

- 1. To maintain costs in the lowest quartile globally. To continue to maintain our preeminent position in safety, environment, and quality control management in the respective industry sectors.
- 2. To contribute to the development of the communities we operate in or influence our business activities.

#### 3.5 ORGANIZATIONAL STRUCTURE



#### 4.0 TRAINING REFLECTION

# 4.1 DURATION; INTERNSHIP PERIOD, WORKING DAYS AND TIME

#### INTERNSHIP PERIOD

The duration of the internship is 24 weeks, spanning from March 1 to August 15, 2023.

#### **WORKING DAYS**

This company obliges the employees to work six days per week and provides them with four days off in order to comply with their work schedule, as stated in the offer letter. However, the company allows each employee the freedom to choose and decide on their own rest day because the four rest days are flexible and can be used at any time during the month.

#### **WORKING HOURS**

The working hours of this company are from 8:00 a.m. to 5:00 p.m. The lunch break is scheduled for one hour, from 1:00 p.m. to 2:00 p.m.

# 4.2 TRAINING DETAILS; DEPARTMENT, ROLES, RESPONSIBILITIES, ASSIGNMENTS, TASKS

Human Resources
Human Resources Intern
Attendance
Responsible for employee's daily attendance.
Managing employees leave forms and leave.
Contacting absent employee regarding the absence.
Management
Issuing warning letter to the employee that involved in
misconduct.
Handling employee matter regarding paternity leave.

	Become HR person and representative for employees
	for consultation.
	Employee Welfare
	Handling monthly 5GB internet connection.
	Making sure hostel and meals provided enough for
	every employee.
	Canteen management.
	Administration
	Assist with documentation for new employees.
	Preparing documentation for Expatriate Services
	Division (ESD).
	Writing invitation and sponsor letter to other party.
	Performing ad-hoc and administration tasks.
	Recruitment
	Contacting and answering any inquiries from interview
	candidates.
	Arranging interview date and time.
	Participating in the interview session as an interviewer.
In-house Training	Training
	Water Collection and Sampling
	3R Rehabilitation (Hydroseeding)
Task	Program Director and Emcee
	First Aid Training by JPAM (Collaboration between
	Human Resources Department and Environment and
	Health Department)
	Eid Fitr and Labor Day Event Celebration

#### 4.3 INTRINSIC AND EXTRINSIC BENEFIT GAINED

During the course of this internship, I was able to acquire a lot of valuable skills and experiences. One benefit is the opportunity of discovering more about the gold mining industry. The mining industry is not open to everyone, and those who do get in have to go through a strict admissions process. Having the opportunity to stay at the mine site and be introduced to new information, particularly that which is specifically relevant to the mining process, such as geological exploration, mining operation and production, and safety and health's Standard Operating Procedure (SOP), are incredibly valuable experiences ever.

Additionally, I was able to successfully obtain recognition from this company. Upon finishing my time as an intern at this organization, I received an opportunity from the Director of the company to become a permanent employee of the company after the internship was complete. He provided me with two options, one of which was to work at the mine site, and the other was to work at the headquarters in Tanah Merah. Because of my many skills and the outstanding job that I have done before, he is confident that I will be a valuable asset to this organization in the role of Human Resources employee.

Aside from that, my ability to communicate is improving each and every day. Due to the fact that I am both an employee and an intern in the Human Resources department, it is essential for me to keep active and open paths of communication with the other employees. It is important for me to set up a meeting with the management team and act as a spokesperson for the concerns of the employees. As the person in charge of filling vacancies in this company with new employees, it is also my responsibility to interact with a diverse range of people. Gaining the ability to converse with a wide variety of people and interacting with new individuals has helped me become more confident.

As an allowance for my internship with the company, I receive a monthly payment of one thousand ringgit (RM 1000). They also make sure I have a comfortable place to stay at the site hostel while I'm there working. Because of this perk, I do not have to make the two-hour round-trip commute from my house to my place of work, which saves me a great deal of time and energy. In addition to that, the company provides all of the employees here meals for free, a total of three meals a day for each employee. Last but not least, as an employee, I am eligible for one of the welfare benefits, which is a free monthly Wi-Fi connection of up to 5 GB in size.

#### **5.0 SWOT ANALYSIS**

The abbreviation "SWOT" refers to "Strengths, Weaknesses, Opportunities, and Threats." A company's internal and external factors that could present opportunities or threats can be evaluated using a methodology called a "SWOT analysis." The Opportunities and Threats section investigates the industry rivalry as well as other external factors, whereas the Strengths and Weaknesses section addresses the internal functions of the company that is being studied (White, J., 2022).

STRENGTHS	WEAKNESSES
Multilingual Employees	Communication Problem
2. Sustainability	Low Employee Performance
3. Diversity	3. Limited Internet Access
Opportunities	Threats
Technology Advancement	Increased Inflation Rates
<ol> <li>Technology Advancement</li> <li>Geographical Advantage</li> </ol>	<ol> <li>Increased Inflation Rates</li> <li>Gold Rates</li> </ol>

#### **5.1 STRENGTHS**

#### 1. Multilingual Employees

The ability of a global workforce to effectively communicate is greatly impacted by the presence of a variety of languages spoken within the group (Tenzer & Pudelko, 2020). The same applies to this company. Employees of Prima Warisan Venture Sdn. Bhd. are able to communicate effectively in multiple languages as a result of their various cultural and national origins, which include Malaysia, China, Bangladesh, and Myanmar.

Here, the Malaysian Chinese workers that are employed here are trilingual, with the ability to communicate in Malay, English, and Chinese. Some of the Malay employees are bilingual or multilingual. They can speak English, Chinese, Korean, and Japanese, among others. Another Malaysian local employee that is fluent in multiple languages is Malaysian Indian, who is able to communicate in Tamil, Malay, English, and Chinese. In addition to their local languages, the employees from Bangladesh and Myanmar are able to also communicate in Malay and English. Because they possess these abilities, the majority of employees are able to interact effectively and work together without causing too many problems.

#### 2. Sustainability

The practices of 3R have been integrated into Prima Warisan Venture Sdn. Bhd.'s day-to-day operations. The acronym "3R" stands for recycle, reduce, and reuse. The "3 R's" play a significant part in the effort to rescue the environment by doing things like minimizing the quantity of rubbish dumped in natural areas (Fahad, & Fahad., 2020).

For the first "R", which is Reuse, all employees receive a water bottle and a food container that can be reused by the hospitality of the company, which promotes sustainability. They can use them to properly keep their meals and drinks, in addition to being able to keep them for a lengthy period of time. In order to establish a second "R", which is Reduce, this particular business has adopted the practice of storing all of its paperwork online. They usually print double-sided when they have to make hard copies of the documents. This allows this company to reduce its reliance on paper. Lastly, the third "R", which is Recycle. The business has finally come up with an innovative approach to recycling by transforming old materials into something new. For instance, a new rack and cabinet can be created by reusing plywood and steel from an existing one.

### 3. Diversity

Hiring a wide range of individuals from different generations, sexes, races, orientations, nationalities, and educational backgrounds is a key part of building a diverse and open work environment (Stahl, A., 2021).

The employees that work here come from a variety of different countries, including Malaysia, China, Bangladesh, Indonesia, and Myanmar. When people come from different cultural and linguistic backgrounds, they inevitably speak different languages. Despite their diverse backgrounds, they are not forced to feel uncomfortable or dismissed by anyone here. Employees at this mine site are having a great time getting to know one another while learning new languages and cultural practices from one another. One of the most significant advantages that come from having diverse people in a community is the wide variety of perspectives and ideas that may be addressed. Employees from a variety of walks of life and with a wide range of talents and perspectives bring fresh perspectives and ideas to the table when diversity is promoted in the workplace.

#### **5.2 WEAKNESSES**

#### 1. Language Barrier Problem

According to the study of communication theory, language barriers are any aspect of linguistic behavior that leads to misunderstanding or a complete misinterpretation of meaning when communicating. Communication difficulties arise due to the broad scope of linguistic differences (Admin., 2022).

The communication process is very challenging due to the China expatriate and new foreign employees. This is because the China expatriate only can speak Chinese and do not really can speak or understand English. Sometimes, it is very difficult to work with them because the other employee could not really express their opinion and explanation since the other employee could not speak in Chinese and the expatriate cannot understand language other than Chinese. Same goes to the new foreign employees like from Bangladesh and Myanmar. They cannot speak and understand English too and only able to speak their native language. Both China expatriate and new foreign employees' language understanding depends on the other employee that could translate for them or simply use Google Translate to communicate.

# 2. Poor Employee Performance

The inability of an employee to achieve or sustain the levels of performance expected by their employer is a common definition of poor work performance in the workplace (Bbplawadmin., 2023). Employee underperformance can have wide-ranging consequences on the jobs of those around them, the satisfaction of clients, and the achievement of a company.

Due to their poor attitudes and disciplinary issues, some of the workers are not putting in their best effort at work, which is causing their performance to decline. Due to their ability to accomplish tasks later than expected, this issue ultimately resulted in poor work performance. Additionally, less competent, and inexperienced employees contribute to poor employee performance. They receive inadequate training for their jobs, as the training they do receive is only provided for a brief amount of time, and there is a lack of supervision over their work. Those workers are beginning to experience an upsurge in their motivation to work as an outcome of the stress caused by their concern over their poor performance.

#### 3. Limited Internet Access

This mining operation is situated in a Permanent Forest Reserve. Therefore, there is a very weak to completely nonexistent signal for telecommunications here. Every worker is required to rely solely on the Wi-Fi connection at their location in order to stay connected to access to the internet, which allows them to communicate with those around them and respond to other important matters. The inconsistency and unavailability of the Wi-Fi connection in the workplace can also cause delays in office work, which is especially likely when there is bad weather.

Even while it can only look like a little frustration, a poor internet connection can really have a big negative impact on the spirit of employees at a company. Whenever employees are unable to accomplish work because of connectivity issues, they may suffer higher degrees of tension and dissatisfaction. Additionally, employees may find it more challenging to interact with one another due to slow connectivity, which may raise the likelihood of dispute (Pradhan, N., 2022).

#### **5.3 OPPORTUNITIES**

# 1. Technology Advancement

In modern businesses, technological advancements strive to improve productivity, simplify processes, and provide access to information and intelligence. There is a significant possibility for businesses to speed up the progress of complicated processes and generate significant revenues as a result of technological advancements in the workplace (Radevska, I., 2022).

The top management of this company spends a significant number of efforts in order to initiate investments in the latest equipment and machinery for the production plant and the purposes of exploration. The most up-to-date machinery and tools have the potential to simplify both the operation and the production process. As a result of these technological advancements, output can be increased more quickly. One good example of this may be seen in the operation sector's boring activity. They previously operated their complex operation with platform-based equipment that was immobile and challenging to control. Currently, a few portable boring machines that are both durable and easy to transport have been put to use. In addition to this, the operator employees who are in charge of the boring operation find it far easier and more convenient to run them.

#### 2. Geographical Advantage

It is common knowledge that a company's investments are dependent on both physical area and the quality of the local infrastructure (Rasvanis, E., & Tselios, V., 2023). This mine location, which can be found in the Ulu Sokor gold deposit area, is considered to be one of the greatest gold deposits in Malaysia, at least according to the geologist who works for this particular firm. As a result of this, the company may be shown a wealth of opportunities, both in terms of future mining endeavors and investors, as a direct result of the advantageous geographical location. With the availability of these ideas and strategies, it will be possible to run and develop a project that will last for a long time.

#### 3. Innovation

The process of bringing anything new to the market, whether it be a good or service, a plan of action, or a model of doing business, is referred to as innovation. In addition to improving that previous company's applicability and longevity, innovation often leads to further improvements in those areas as well. To innovate and outperform their opponents, companies need ideas and concepts that push them in the right direction (Emeritus., 2023).

This business has introduced a revolutionary new practice by adopting ecofriendly technologies. For instance, LEDs are being utilized in every single lamp that can be found on this mine site. LED lighting has many advantages, including being more cost-effective, lasting longer, and producing less heat. As an additional example, bamboo sticks are used in the heap leaching process in the operations industry. Typically, they will utilize polyethylene (PE) pipe, which is a type of pipe that requires a great deal of attention to detail as well as regular upkeep in order to remain in top shape. Since bamboo is a renewable resource that is capable of protecting the environment, they now utilize bamboo sticks instead of plastic ones because bamboo is more biodegradable and easier to work with.

#### **5.4 THREATS**

#### 1. Increased Inflation Rates

The term "inflation" refers to the process through which prices go up over time, which can be seen as a reduction in consumers' ability to buy goods and services (Fernando, J., 2023). The purpose of measuring inflation is to have a sense of the consequences pricing adjustments have had over a broad range of goods and services. The inflation rate provides a single number to indicate the overall rise in prices across an economy.

The rates of inflation have a significant impact on the finances of businesses. When inflation rates are high, the cost of products and services tends to increase as a result. The expense of maintaining the store's equipment, as well as the overall cost of food, is increasing. Because of this, the company will often review the things on the to-purchase list, and considering the price at which they are selling on the market at the time, they may have to reconsider whether or not they should buy them. Due to the fact that the business needs to save money while optimizing its finances, there are a few things whose quantities need to be reduced. Because they operate in this manner, the company is able to cut costs and put those savings toward the purchase of other essential items.

#### 2. Gold Rates

Gold is a popular investment option due to its low instability and its long-standing record of quickly recovering from declines (Gazi, F., 2023). The supply and demand for gold, the current interest rate, as well as forecasts regarding future interest rate levels, as well as the behavior of investors in relation to risks are all factors that influence gold's price (Dolan, B., 2023).

The main product that Prima Warisan Venture Sdn. Bhd. operates in is gold, which also serves as the company's primary source of revenue. This gold will be sold at a price that corresponds with the current price of gold on the market. During times of economic and business unpredictability, gold prices may, relying on the current state of the market, receive some help. In other words, if the price of gold on the market is currently at a low rate, then the business will receive a decrease in revenue compared to what it would typically earn. In the meantime, if the price of gold on the market is quite high, then the business will receive an increased amount of revenue in comparison to what it would normally receive.

#### 3. Weather

Needless to say, industry operations are frequently impacted negatively by bad weather. Inclement weather could require halting certain works or whole operation works completely. It has an impact on the total rate of completion, schedule, and, of course, the budget of the specialized projects (Ask-Ehs., 2022).

Production and operations are both required to put to a halt whenever there is an occurrence of bad weather. Because of the slick road, the excavator that was used to extract the ore loading and the truck that was utilized for moving those materials are incapable of carrying out the operation. Likewise, the operation cannot be carried out by other vehicles. Exploration to find a new potential area for the purpose of sample and data collection (soil analysis) by geologists also becomes more constrained as a result of this. It is possible that the amount of output produced will decrease if this circumstance is allowed to continue for a considerable amount of time without being addressed.

#### **6.0 DISCUSSION AND RECOMMENDATION**

In light of the findings of the SWOT analysis, there have been discussions that have resulted in recommendations. Implementing a business strategy that has been carefully considered will be beneficial to the growth of the company. It has the potential to boost revenue and expand the opportunities available in the industry.

Poor employee performance has been identified as a weakness in this business. If certain employees fail to contribute their share of the responsibility, it can reduce spirit and delay progress towards the company's objectives. In order to deal with this issue, the company needs to develop solutions. Sending the underperforming employee and the newly hired employee to the same training course is one approach that the company can take to improve productivity. Improvements in competence may result from their participation in training courses. In addition, they may be able to come up with a fresh implementation of the working plans, while simultaneously enhancing the efficiency and effectiveness of the new approach, by applying the new knowledge that they will obtain. It is believed that an employee will have a positive attitude towards their company if that employee has participated in employee training and growth programs. They are also inclined to make an excellent effort at it, which will reflect positively on the operation and production.

A professional translator is a need in this organization, where communication barriers are bound to cause problems. An individual who is fluent in Malay, English, and Chinese is needed to fill the role of translator for this company. These are the three languages that are required. Due to this company's dual standards and the language barrier, the employees in the office management have a difficult time communicating effectively in Chinese due to the fact that they do not have a strong grasp of the language. The office employees are therefore excluded from all meetings since they are conducted entirely in Chinese. With the availability of a translator, all office employees are able to take part in the meeting, voice their concerns, and contribute their ideas on any topic in the discussion. Additionally, translating company discussions and documentation can be costly in terms of time and resources, particularly if the company does not have the required linguistic abilities of employees. Hiring a certified translator is an excellent way to save time and money that can be put to better use elsewhere in the company.

There is an insufficient of employee engagement measures at this company. This leads to the employees becoming dissatisfied with their jobs and discouraged by their work environment. Employees that are engaged in their work produce higher quality results, feel less burnout, and remain with their organizations for longer periods of time (Stein, D., 2021). Employees' lack of passion might show itself in noticeable ways, such as frequent lateness or absenteeism, failure to meet time frames or poor performance. Organizing events is the ideal strategy to motivate and encourage employees, as well as demonstrate to employees that the company cares about them. As an example, an "Employee of the Month" event is one of the best moves a company can make in employee engagement since it shows its most outstanding employees and that the firm recognizes and appreciates their dedication. Boosting employee motivation, encouraging healthy rivalry, and creating a good environment are all achieved by widely recognizing employees' efforts, accomplishments, and contributions. Increased motivation leads to more activity, satisfaction, and retention.

#### 7.0 CONCLUSION

The 24 weeks of industrial training that I'm currently engaged in are providing me with valuable lessons in areas like professionalism, communication, and leadership, all of which will be important to me in any future career. The understanding that I acquire regarding each component of human resources is not only incredibly advantageous for me, but it also helps me get closer to realizing my goal of working in the field of human resources.

My observations and interpretations of a SWOT analysis contribute to me gaining greater insight into both the working environment and the structure of this particular industry. The company may improve the strategy they are developing for future actions and reduce the amount of uncertainty that they are exposed to by using a SWOT analysis that is based on the PESTEL framework. The company are capable to identify the areas in which it is incompetent and work to strengthen those aspects while recognizing the need to take some calculated risks in order to advance its own interests and move closer to achieving its goals.

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# 9.0 APPENDICES



Prima Warisan Venture's Mine site front gate.



Prima Warisan Venture's HQ office.



HQ office waiting area.



With company supervisor, Mr. Chang Shen Chang.



Site visit.



Safety wear.



With Board of Director and colleagues.



Went to Department of Information Malaysia to get informative posters.



Hostel inspection.



Store visit.



With one of the China's expatriates.



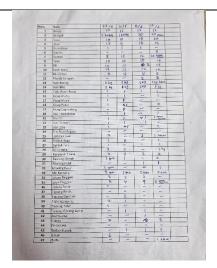
Morning briefing.



Checking employees' attendance.



Decorate informative board.



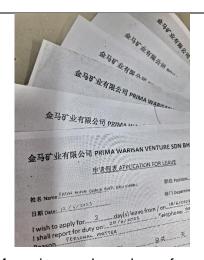
Weekly kitchen's order.



Notice for employee welfare.



Decorating bulletin board.



Managing employee leave forms.



3R Rehabilitation; Hydroseeding.



Eid Fitr and Labor Day Event Celebration.



Writing monthly employee punch card details.



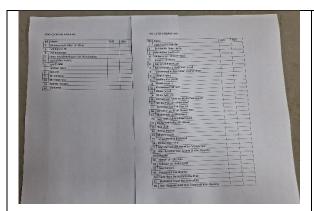
Monthly meeting.



Updating daily attendance on whiteboard.



Canteen management.



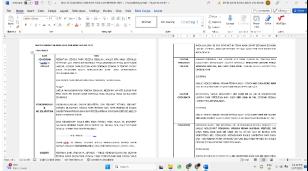
Employees list name for Hari Raya leave.



First Aid Training with Malaysia Civil Defence Department.



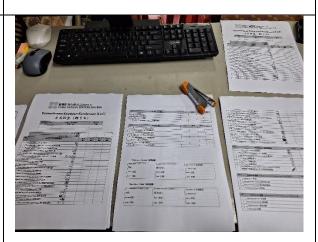
Show cause letter and warning letter.



Emcee text for Eid Fitr and Labor Day Event Celebration.



Reorganizing documents.



Ad-hoc administration tasks.