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UNIVERSITI
TEKNOLOGI
MARA



**INDUSTRIAL TRAINING REPORT AT KOPERASI PEGAWAI-PEGAWAI KERAJAAN
TAIPING BERHAD**

HUMAN RESOURCES INTERNSHIP (HRM666)

**BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN RESOURCES
MANAGEMENT**

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EXECUTIVE SUMMARY

Since 1923, KPKTB has acted as a loan medium for everyone from illegal loans. Currently, the membership of Koperasi was approximately 5229 come from government employees, statutory bodies, and private companies that used to be government. Members can reach Koperasi whether through the office, phone number, or visit Facebook Page. They also offer other services besides loans such as mortgage, rent, tourism, and other services.

The company's vision is to become one of the top 50th best Koperasi. Meanwhile, its mission is always taking initiative in increasing profit rate to the maximum, in addition, striving to ensure the welfare of its members' and attract new members. Koperasi objectives are members will be prioritized and given maximum service according to the rules that have been set, member's welfare and information are guaranteed to be protected, and member funding application is being scrutinized, handled kindly and quickly resolved.

My job scope as Human Resources involves keeping updated with the employee's record, employees filling out an annual leave form, and others. I have received some intrinsic and extrinsic benefits. I have gained several information about the company and analyze elements in PESTEL such as members have the democratic right (political), members' involvement in business (economic), interaction with members (social), have own software (technological), emailing document (environmental), and complies BOD commands (legal).

Last but not least, I also analyzed the company's SWOT Matrix with its strategies. Koperasi dividend increase & retired members continue membership (strengths), loan payment arrears & annual report book delay (weaknesses), charge 4% loans & fixed interest rate (opportunities), fallen ranking & vacant property (threats), maintain performance & persuade members (SO), collaboration LS Partners & offer 90% loans (WO), Offer services & sell/make a new project (ST), and send reminder letter & update book progress (WT).

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2.0 COMPANY'S PROFILE

2.1 BACKGROUND OF THE COMPANY

Koperasi Pegawai-Pegawai Kerajaan Taiping Berhad (KPKTB) was established in early year 1923 as a loan medium for everyone from illegal loans which using higher interest rates, this company has proven that it able to help a lot of people in an emergency need. It is founded by Federated Malay States Cooperative Society of Larut, Matang and Selama who is Mr. Robert Boyd. Before this, the company known as The Government Servant Cooperative Thrift & Loan Society Ltd.

During this company's early establishment in 1923, the membership of Koperasi was approximately 100 people and getting rise up to 5033 people after several years which shows that it is getting greatly recognized among different people. Koperasi membership not only open to Malays, but also involves people with different racial backgrounds such as Chinese and Indians. The membership is also open to government employees, statutory bodies, private companies that used to be government, and pensioners.

Koperasi Pegawai-Pegawai Kerajaan Taiping Berhad is located in Taiping, Perak. If the members of Koperasi have any affair or business that needs to be done, they can come to the office which is No. 91 & 93, Jalan Taman Kamunting Maju, Medan Saujana, 34600 Kamunting, Perak Darul Ridzuan. However, if they are unable to come to the office or live far away from Taiping, they can contact the office through telephone number which is 05-805 0201/05-805 0202 or they can reach out the office through email kpkt23@gmail.com.

All of the Koperasi members can keep updated with every news or information relate to the company through their Facebook Page by typing 'Koperasi Pegawai Kerajaan Taiping Berhad, Perak' on the Facebook search bar or they can click directly provided link on google <https://www.facebook.com/profile.php?id=100054613412901>. The company's main service is providing loans to its members, however, they also offer other services such as pawn shop (Ar-Rahnu X'Change), rent, domestic & international tourism, and other services.

2.2 VISION

Koperasi Pegawai-Pegawai Kerajaan Taiping Berhad vision is to become one of the top 50th from best Koperasi at the national level by 2023. In the course of 2022, this Koperasi has successfully achieved their previous vision where they are inscribed in the 50th position from 100th best Koperasi Malaysia in 2022. Eventually, this year they are trying to short list their vision within 50th position so, everyone will become more courageous to contribute full effort and commitment in order to achieve it.

2.3 MISSION

Koperasi Pegawai-Pegawai Kerajaan Taiping Berhad mission is always taking initiative in increasing profit rate of Koperasi to the maximum, in addition, striving to ensure the welfare of its members' and attract new members to enter Koperasi. Instead of relying solely on their own services, they also collaborate with other companies such as insurance and other Koperasi to share these companies' services with the members. That's one of the ways this company can maximize its profits by receiving commission from service collaboration.

2.4 OBJECTIVE

Eventually the company realized that there is greater competition in today's business from financial institutions. Thus, they have set certain objectives that Koperasi needs to achieve to keep their good momentum in the future. First is Koperasi members will be prioritized and given maximum service according to the rules that have been set. The members will get all benefits that are stated in the law such as receiving annual dividend, fixed interest on the loan, child/own scholarship, insurance, retirement benefit and other benefits.

Second, Koperasi member's welfare and information are guaranteed to be under control and protected. The external party, spouse or child is not permitted to obtain private information about the member account because they may have additional attention without the owner acknowledges. Last is member funding application is being scrutinized, handled kindly and will be resolved as quickly as possible. To ensure fairness for everyone, members' application forms will be evaluated and reviewed according to the order which they were submitted.

2.5 ORGANIZATIONAL STRUCTURE

2.5.1 Board of Directors

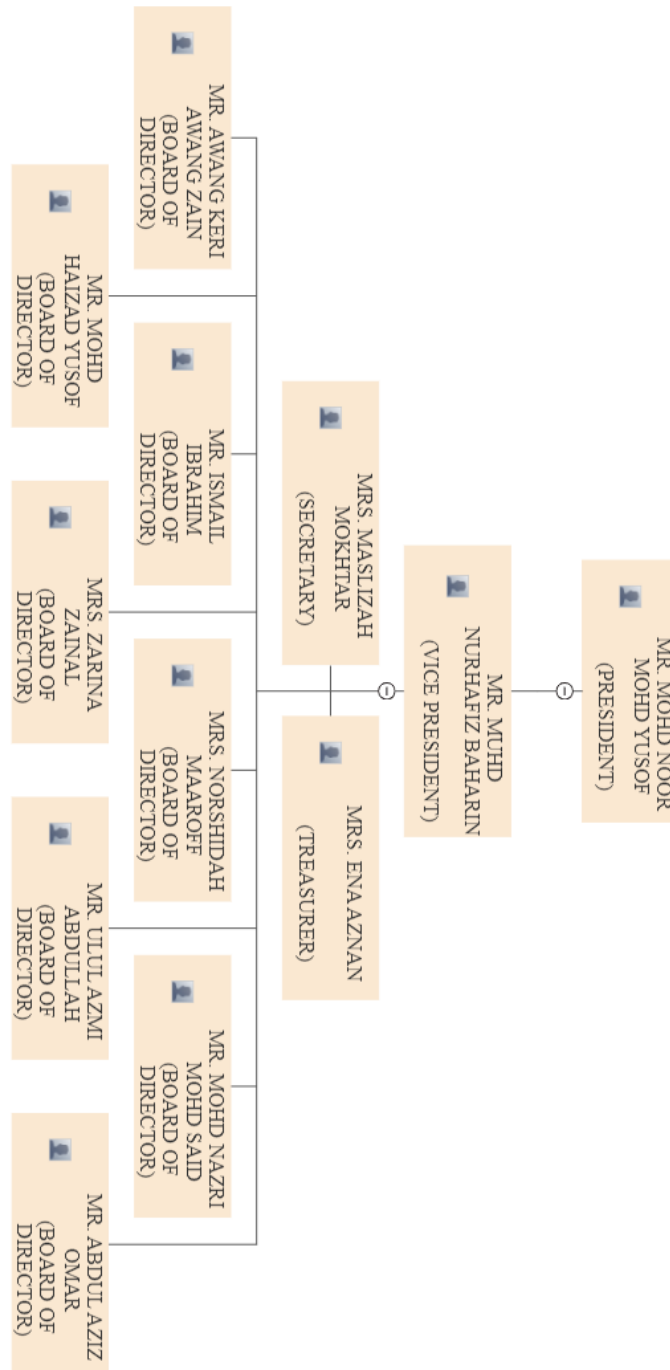


FIGURE 2.5.1 KPKTB Board of Directors Organizational Structure

2.5.2 Internal Audit Committee

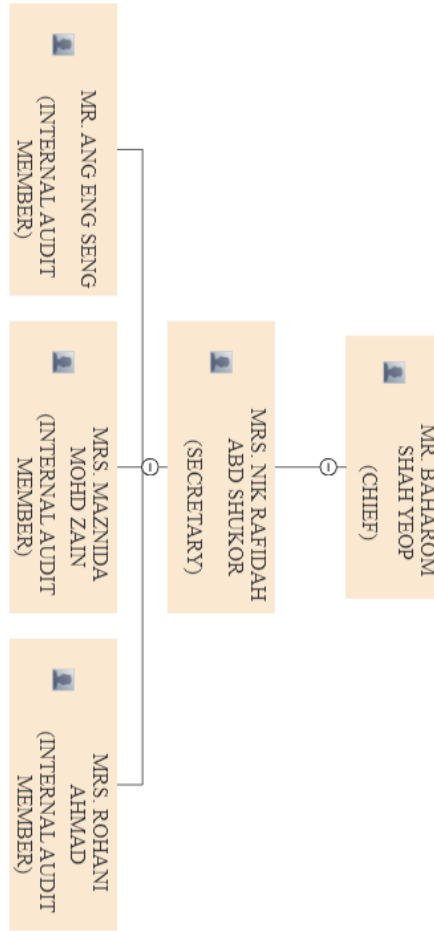


FIGURE 2.5.2 KPKTB Internal Audit Committee Organizational Structure

2.5.3 Koperasi Pegawai-Pegawai Kerajaan Taiping Berhad Staff

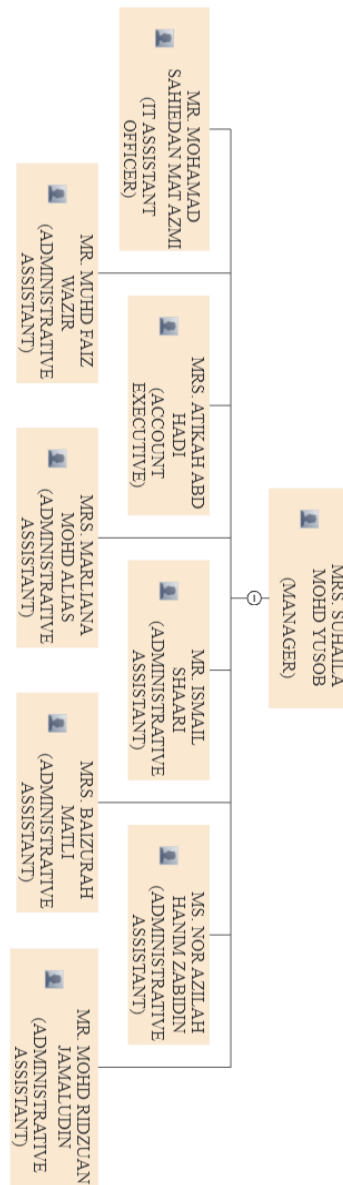


FIGURE 2.5.3 KPKTB Staff Organizational Structure

2.5.4 Ar-Rahnu X'Change Staff



FIGURE 2.5.4 Ar-Rahnu X'Change Staff Organizational Structure

3.0 TRAINING'S REFLECTION

3.1 DURATION OF INTERNSHIP AND WORKING

For my Human Resources internship period at Koperasi Pegawai-Pegawai Kerajaan Taiping Berhad is six months, which started from 1st March 2023 until 15th August 2023. In order to complete my internship successfully, I must be present at the office for six months. Koperasi working day operation is Monday to Friday, meanwhile for Saturday and Sunday will be closed except if there is any staff that need to work overtime due to a certain task or board of directors needs to hold an important meeting.

For the current working hours, the office is open from 9.00 a.m. until 6.00 p.m., which is nine hours per day. Before this, the company would start operation from 8.00 a.m. until 5.00 p.m. However, due to the request from members to close one hour late because they are unable to come to the office since they finish work at 5.00 p.m., so Koperasi has agreed with the request. Then, the break time for Koperasi is between 1.30 p.m. to 2.30 p.m. on Monday until Thursday meanwhile 12.30 p.m. to 2.30 p.m. on Friday.

3.2 JOB SCOPE IN THE COMPANY

For my department at Koperasi Pegawai-Pegawai Kerajaan Taiping Berhad is I got the same as my field of study which is human resources, however, since I still need to learn about this company services deeper, I was assigned to a different department and roles too. For my roles as human resources, I will assist in keeping update with employee's record, assist on employees fill out annual leave form by give and collect the form, assist in rearrange Employee Provident Fund (EPF) list according to year in the file, accept and screening candidates resume.

Meanwhile, for my other roles in the company I got assigned as an administrative assistant position. I was able to acquire a greater understanding of the company's operation, where I need to process new members information that enter into Koperasi until they are being accept or reject, manage member who want to continue or stop as a member after retirement by writing formal letter request for them and give proper explanation about the procedures, help member to fill out an insurance form after reach maturity date or hospital warded case and many other tasks.

3.3 THE BENEFITS GAIN FROM THE COMPANY

From intrinsic benefits form, I always got good satisfaction after successfully complete certain job such as explain about any procedure relate to member application request such as become new members, continue/stop as a member, filling insurance form, making loans, apply scholarship, retirement reward and pick up an office phone call. There is even one time I was mistakenly thought as a permanent staff due to my professionalism and competence in handling business between members which give a lot of motivation for me to enhance my performance.

Despite intrinsic benefits, I also receive extrinsic benefits after completing certain tasks. For my allowance throughout the internship will be given after completing my internship which is 15th August 2023, but it is still unsure about the amount since it needs to be discussed in the board of directors meeting. During my educational trip under Koperasi, I received RM50 allowance to assist in handling trip and obtained discount same as the staff on trip payment. Then, on 25th June 2023, Koperasi held an annual meeting for all members to vote for new board members. I have received RM400 allowance from the annual meeting program.

4.0 COMPANY ANALYSIS

4.1 PESTEL

TABLE 4.1 PESTEL Analysis

P	E	S	T	E	L
<ul style="list-style-type: none"> • Members have the democratic right to elect board members • Suruhanjaya Koperasi Malaysia has control of Koperasi Pegawai-Pegawai Kerajaan Taiping Berhad 	<ul style="list-style-type: none"> • Members' involvement in Koperasi business activities • Retired members have the opportunity to make loans 	<ul style="list-style-type: none"> • Keep interaction with members via social media channels such as Facebook page • The office is accessible to members for any affairs 	<ul style="list-style-type: none"> • Koperasi has its own software which is called 'SISKO' • Members can stay connected with staff via social media or phone calls 	<ul style="list-style-type: none"> • Gradually practice emailing documents instead of sending them on paper • The company doesn't use plastic in any of its operations 	<ul style="list-style-type: none"> • Staff complies with all board members' commands • Suruhanjaya Koperasi Malaysia synchronizes all Koperasi laws

4.1.1. Political

As we know, Koperasi Pegawai-Pegawai Kerajaan Taiping Berhad is an organization based on democracy. Members who have been appointed or elected have the authority to alter any aspects of Koperasi operations. Members can be actively involved in making decisions and policies of an organization. Members who are successfully elected as board members have a great responsibility in managing the welfare and finances of members. For the basis of a

Koperasi, each member has the same voting right which one member has one vote. For this company, they will vote for the replacement of board members every year in June.

4.1.2 Economic

Members contribute equally to the Koperasi capital and control it democratically. At least partially, the capital is common property with the company. Members often receive limited compensation on contributed capital as part of the membership terms. The members provide finance for one or all for the following purpose where enhance Koperasi business activities, providing benefits to member according to the sums of their savings with the Koperasi, and supporting additional activities agreed by the members. As for Koperasi, they provide services such as mortgage, rent, domestic & international tourism, and other services.

4.1.3 Social

In terms of social, members can keep updated with Koperasi news through social media since people nowadays are gradually adapted to online platforms. This company has taken good movement by keeping an update regarding Koperasi activities and state on social media such as Facebook Page. Everything that transpired in Koperasi will be updated through there including Grand Meeting announcement, gold auction by Ar-Rahnu X'Change, changes in board directors, educational trip/domestic trip/international trip, and many other updates.

4.1.4 Technological

Meanwhile for technology, Koperasi has its own software which is called SSKO. This software can only be accessed by Koperasi staff but not members, members did not have any access to verify their personal information or savings unless they called the company to inquire. This system stores all members' personal information, monthly saving deduction, amount of loan, insurance information, heir information, dividend amount, and many more. Each member would have a unique number, so in order to know about their financial information, they would need to provide that number.

4.1.5 Environmental

Lately, environmental issues have become a more prominent topic which caught many people's attention throughout the world. They are being an important issue due to the raw material shortage, bad pollution and carbon footprint target set by government. It is important to grow knowledge about possible effects of climate change because it can change how business runs and what kind of product they sell. As for Koperasi, they have slowly taken a good initiative by reducing paper usage through emailing documents forms that need to be filled instead of sending them on paper.

4.1.6 Legal

Last but not least, in terms of legal, staff need to adhere to all given instructions from board members since they have authority to decide any business and operation that occurs in the Koperasi. All requests such as withdraw savings, borrowing loans, own/child scholarship, new members application, and other application by members will be reviewed in the meetings by board members whether they want to approve, reject, or decide the amount. Staff merely assists members by providing them what they need while the board determines the final decision for member's application.

4.2 SWOT MATRIX

	Strengths	Weaknesses
	<ol style="list-style-type: none"> 1. The Koperasi dividend rises up from 5.03% in 2020 to 6.59% in the year 2021 2. Retired members continue membership 	<ol style="list-style-type: none"> 1. Loan payment arrears by members who have retired and quit 2. Annual report book is being delayed
Opportunities	SO Strategies	WO Strategies
<ol style="list-style-type: none"> 1. Koperasi is being charged for 4% loan instead of 6% loan 2. Have a fixed interest loan 	<ol style="list-style-type: none"> 1. Koperasi need to maintain their performance well to be eligible for a 4% loan (S1, O1) 2. Persuade members to continue membership after retirement (S2, O1) 	<ol style="list-style-type: none"> 1. LS Partners need to become more competent in collecting members' debt (W1, O1) 2. Offer retired members 90% loan fee (W1, O2)
Threats	ST Strategies	WT Strategies
<ol style="list-style-type: none"> 1. Koperasi's position on the ranking list fell to number 49th in 2021 2. Vacant property without any development 	<ol style="list-style-type: none"> 1. Koperasi need to keep offering their services to members (S1, S2, T1) 2. The company needs to work something on the vacant property whether to sell or doing new project (S1, T2) 	<ol style="list-style-type: none"> 1. Koperasi must send reminder letter toward retired member who still owe them money (W1, T1) 2. The board must keep updated with book publication progress to avoid problems with late printing (W2, T1)

FIGURE 4.2 SWOT Matrix Analysis

4.2.1 Strengths

For Koperasi Pegawai-Pegawai Kerajaan Taiping Berhad strengths, the company has successfully gained 6.59% dividend in the year 2021 compared to the previous year which is 5.03%. It demonstrates that Koperasi has made many improvements between these two years. According to Ms. Nurul Hazwani binti Hamzah as the Deputy Director said that, even though Malaysia was dealing with Covid-19 pandemic in these two years (2020-2021), Koperasi still able to maintain their financial position in a good shape due to the credit product.

Meanwhile, the other strengths this company has is many members that have retired willing to continue their membership at the Koperasi. This has turned into one of the advantages for the company because they still can offer services to retired members. This member still can make a loan with Koperasi but the terms are slightly different than before which is a 90% loan fee. This type of loan gives a significant benefits between these two parties since the members may only borrow up to the amount of their savings, in case the member unable to repay the loan then Koperasi will offset their saving into the loan account to make a settlement.

4.2.2 Weaknesses

However, the company is still dealing with a few problems which are in loan payment arrears by members who have retired and quit from the Koperasi. This debt has become a loss to the company because they need to bear all of the member debts then offer credit products to other members. According to the Audit Committee, there is about RM2.1 million outstanding loan debt that comes from members that have retired and quit as a member. Some of them even vanish without any track because they have changed their own personal information.

Other than that, there is a member who has been questioned why the annual report book is being delayed from its scheduled release date. Based on the Koperasi law, an annual report book should be received by every owner at least 14 days before the Grand Meeting date. However, the book is being posted later than the exact date which members unable to adequately analyze about the information and data contained therein. Usually, the problem does not come from the Koperasi staff, or board members, however it caused by printing shop issues.

4.2.3 Opportunities

Since Koperasi Pegawai-Pegawai Kerajaan Taiping Berhad has successfully ranked the 49th best Koperasi in Malaysia out of more than 14000th Koperasi throughout Malaysia. Suruhanjaya Koperasi Malaysia (SKM) has offered a new product starting from 2021 which is called Tabung Pusingan Modal (TPM), where the top 100th best Koperasi in Malaysia will have an advantage in terms of loan interest compared to unlisted companies. Koperasi that are successfully listed will be charged 4% on the loan rate as opposed to unlisted Koperasi that are being charged 6% on the loan rate.

In addition, Koperasi also offers loans at a fixed interest rate compared to bank loans. This can be seen as an advantage for members who borrow from the Koperasi because they won't have to worry whether the interest rate is fluctuating according to the current state of the economy like in a bank. Although banks occasionally offer loans at low rates, it can only last for a short period of time since they will eventually climb again or become greater than the usual rate.

4.2.4 Threats

Good financial management is crucial because it is one of the major contributors to the Koperasi being listed in the top 100th Koperasi in Malaysia. Since 2019, this company has still managed to retain its position in the top 100th Koperasi. In 2019, the Koperasi is in 37th position, in 2020 it is in 28th position, and in 2021 in 49th position. However, the position of Koperasi in 2021 has fallen significantly from the previous year. This position doesn't only depend on the financial position but also non-financial aspects such as management, compliance with the act and evaluation forms regarding the level of member satisfaction.

Apart from that, there are members who question the three acres of property which have not yet been developed with any business activities and still does not generate any income. These things are considered detrimental to the Koperasi because they do not make any business activities that can provide capital to the company. Previously, there were several parties interested in renting the land and it was approved. However, the observation is being conducted by Exco found that some tenants tried to manipulate and violate the agreement between Koperasi by making sublets.

4.2.5 SO Strategies

Koperasi Pegawai-Pegawai Kerajaan Taiping Berhad need to think of a more effective strategy for the future on how to maintain their position as one of the top 100th best Koperasi in Malaysia. This company maybe can provide or offer other services that are more appealing to customers besides only focusing on credit products. There are some suggestion activities that the company can consider such as Ar-Rahnu, domestic/international tourism, retail, supply, wholesale, and personal health/care.

The more members that stay in Koperasi, the more people will pay a monthly fee to the Koperasi. Instead of depending on the ANGKASA deduction of working members, Koperasi can also obtain financial resources from retired members who pay contributions directly to the company either through a debit card or transfer online payment by showing proof of receipt. There are also members who are always cautious to pay their fees every month or there are some of them who have paid for a whole year or 12 months.

4.2.6 WO Strategies

Since Koperasi offer credit services, it is normal that they are also not exempt from the issue of debts not being paid by members. Koperasi has thus taken the initiative by appointing a debt collection firm, namely LS Partners to assist them track down creditors who have failed to clear their debt particularly members who have retired and quit. Therefore, the services of LS Partners as a registered debt collection agency are needed to help Koperasi track and collect debts. The charge rate imposed by LS Partners according to the agreement is 15% of the collection value which this charge is on borrower's responsibility.

In order to avoid the old issue of outstanding debt from retired members, Koperasi has taken precautions by limiting personal loans to those who are about to retire and shortening the loan period from ten years to the age they will retire. If retired members want to take out a loan, they are strongly encouraged and allowed but they are only eligible for a 90% loan on the savings fee. This means they are only eligible to borrow 90% of their total savings in the Koperasi or they still have other options by withdrawing their savings.

4.2.7 ST Strategies

In the 94th Grand Meeting, members spoke by encouraging Koperasi to do more business endeavors to generate other profits apart from offering credit products. The Koperasi has also accepted and endorsed the members' suggestions to diversify business activities. The company has also amended several bylaws to include other business activities. Among the amended laws are held other beneficial activities with the approval of the members in Grand Meeting, examples business activities are Ar-Rahnu, the Haj & Umrah tourism sector, personal care & health, and retailing & wholesale.

One of the Koperasi members, Mr. Haji Zainal Azmi bin Mohd Yusuf inquired about 3 acres vacant property that Koperasi did not use or make any commercial activities on that place. Mr. Zainal referred to the chairman of real estate and economic committee about planning on the empty property. He also proposed that if the land is going to be sold, it ought to be replaced in the form of another asset. The board members added that the cost of purchasing the land was RM1.7 million while the current value of the property has climbed by RM2.3 million. The committee also has plans to possibly sell the property.

4.2.8 WT Strategies

For creditors that fail to settle their loan debt with Koperasi, they will receive some friendly reminder notification to come and discuss with the Koperasi staff. Some of them are still willing come to the office to figure out together how to settle the loan. Most of the members that unable to settle the loan is come from retired members, sometimes they forget about balance of debt since there is no deduction from ANGKASA anymore once they have retired. Half of them settle with their own money or make other loan with bank to settle for Koperasi account.

Another issue that occurred during the Grand Meeting is late receiving an annual report book which causes dissatisfaction among some members. However, this is not really the Board of Directors and staff's fault since they have been attempting to send out those books according to the exact date. These issues come from the late audit result from the Audit Committee and internal issue of printing factory. So, in order to avoid the same issue in the future, Koperasi is being advised to monitor any problem with the printing company before making a payment.

5.0 DISCUSSION AND RECOMMENDATIONS

5.1 STRENGTHS DISCUSSION AND RECOMMENDATIONS

Koperasi should strive to maintain their financial condition in good position so that they can earn pretty much more dividend. The company needs to offer the available services in Koperasi more frequently than usual like advertise their services through Annual Grand Meeting or through Facebook Page. Other than that, Koperasi staff should keep persuading members that are going to be retired to continue membership in the Koperasi because they also contribute a lot toward Koperasi performance and finances.

5.2 WEAKNESSES DISCUSSION AND RECOMMENDATIONS

Meanwhile for outstanding loan debts by members who have retired and quit, they have taken a very good approach by appointing LS Partners which is a debt collector company and shortening the loan term to members who are about to retire to avoid outstanding debt risk. Next weaknesses are regarding the annual report book that are being delay where there is an internal issue with printing factory. Koperasi should become more alert with this issue, they need to have a second back up printing shop or an option in case the printing company is unable to finish their job by the deadline.

5.3 OPPORTUNITIES DISCUSSION AND RECOMMENDATIONS

Since Koperasi has successfully ranked among the 100th best Koperasi in Malaysia, they have been granted the opportunity to make loans from Suruhanjaya Koperasi Malaysia with a 4% interest rate. They should use this opportunity to the fullest by enhancing all services in Koperasi so that there will be more profit return and modernise their system become more advanced. Besides that, it is actually good for Koperasi to keep maintaining their fixed interest rate loan because many members felt safer to borrow money with fixed interest even if it's high compared to bank interest rate that keeps fluctuating over time.

5.4 THREATS DISCUSSION AND RECOMMENDATIONS

As far as we know, Koperasi ranking chart has dropped to number 49th probably due to their financial performance problems. It also happened might be due to the number of members that quit from the Koperasi or stop as a member after retirement. So, the company should take stricter action toward members who suddenly want to quit without any notice or simply disappear. Last but not least, Koperasi 3 acres vacant property did not have any business progress. The company should take the initiative whether to sell it as soon as possible or they can give other chances to any tenant to rent on the land to make any business that will be profitable for Koperasi.

6.0 CONCLUSION

In conclusion, industrial training is seen as very significant to every student who will complete their studies before transitioning into the real life of work. This is because the industrial training that is included in each cost is very crucial to help students experience an actual job and add a variety of knowledge related to the student's field of study. It is a great benefit for students who get a job that provides them many opportunities and knowledge about their company, this may assist students like us know the ins and outs of an organization and how they operate.

As a student human resource management, I have learned a lot of theory related to human resource management throughout being a student at UiTM Arau. Since in the final semester we were required to undergo industrial training, I got the chance to apply my theoretical knowledge throughout the university in real life of work. I have chosen Koperasi Pegawai-Pegawai Kerajaan Taiping Berhad as the place to undergo my industrial training. Where they taught me a lot about the company, the ins and outs of the company and how to handle every affair with Koperasi members.

However, after a few months of undergoing industrial training at Koperasi Pegawai-Pegawai Kerajaan Taiping Berhad. I have successfully analyzed the operations and activities of the company. All this information is important to identify the company's PESTEL and SWOT Matrix. Through this analysis, I can identify the advantages and disadvantages found in a company, this may help them maintain or improve the services in the organization. I also had the opportunity to gain experience in other fields besides human resources, namely administrative assistant.

Finally, every educational institution needs to practice industrial training for every student because it allows them to experience a genuine challenge and can apply everything learned in the company where they are training. This industrial training can also be placed on the resume as a history of work experience. Additionally, some industrial training places may pay allowances to students who have contributed their services to the company, this can encourage a student's enthusiasm to continue contribute toward the company.

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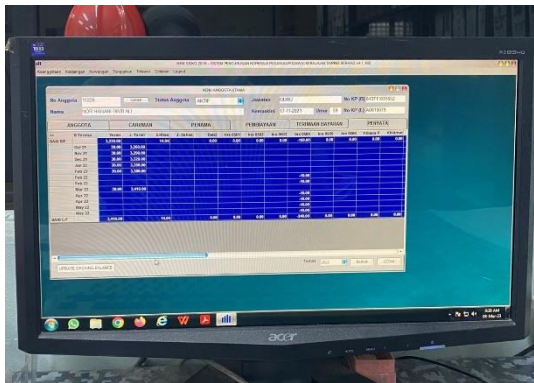
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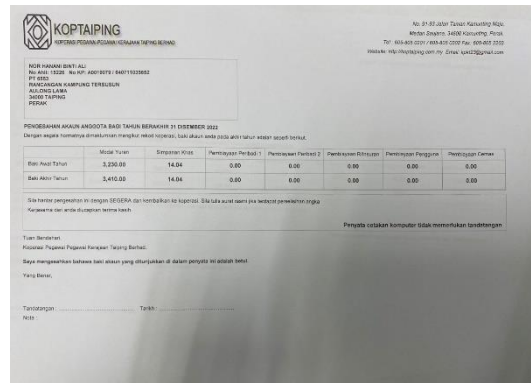
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8.0 APPENDICES



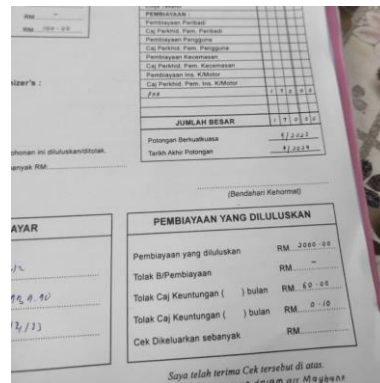
Koperasi system called 'SISKO'



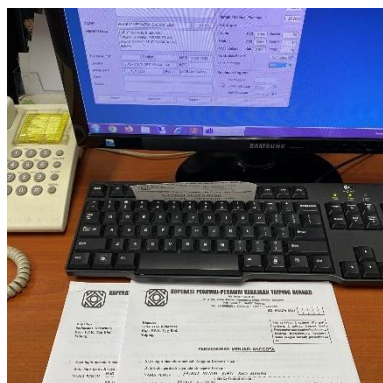
Check members annual statement



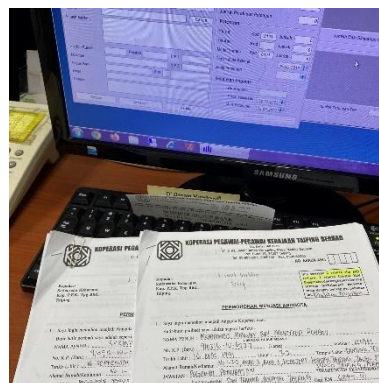
Packing Kurma during Ramadhan



Enter members loan into SIKSO



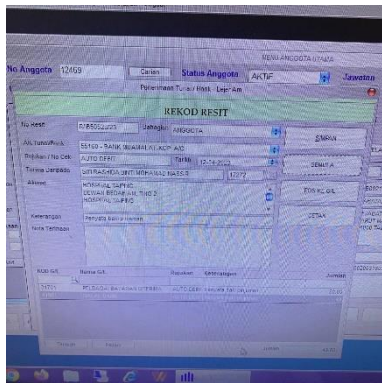
Enter new members application into SIKSO



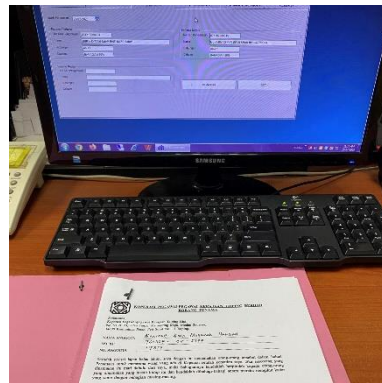
INDUSTRIAL TRAINING AT KOPERASI PEGAWAI-PEGAWAI KERAJAAN TAPING BERHAD



Fold and insert the member's annual statement in an envelope for mailing



Make receipt payment



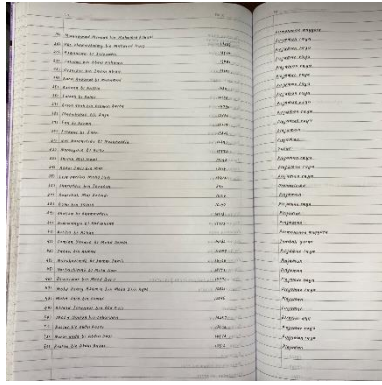
Enter member's heir information



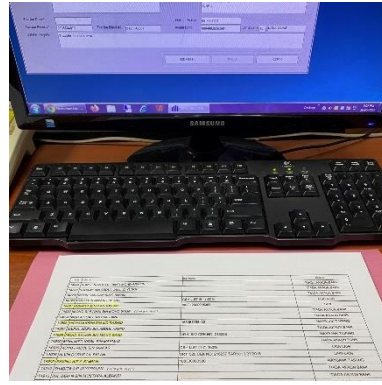
Make Eid preparations



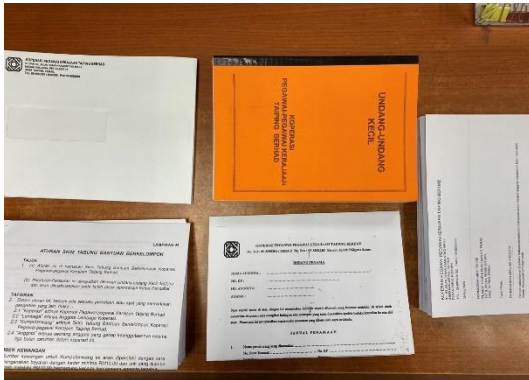
Sort file by member numbers



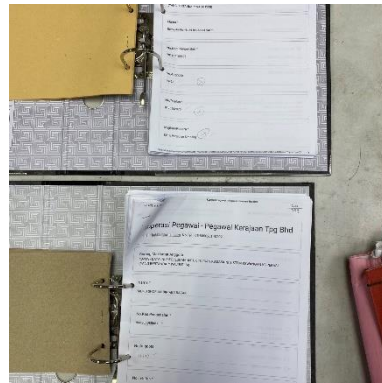
Record daily form in the book



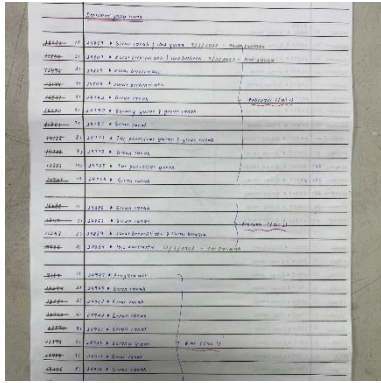
Check member's account number



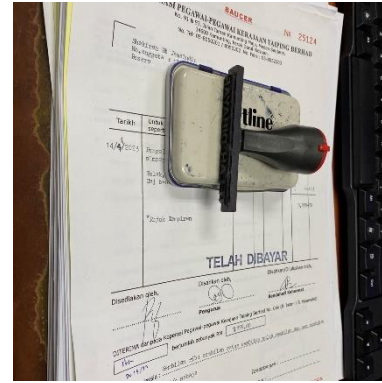
Fold and insert new members document in an envelope for mailing



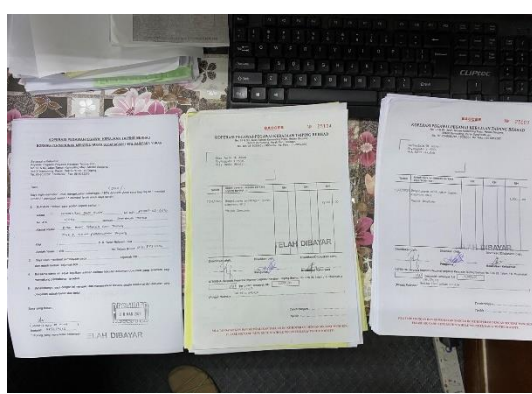
Check and update members personal information in google form and SIKSO



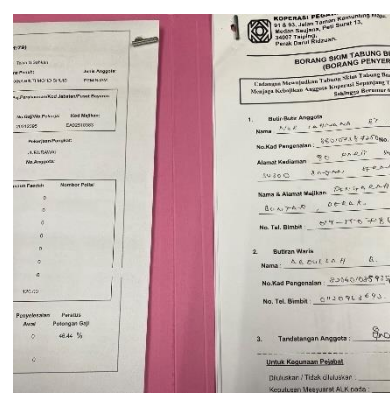
List and find the missing vouchers



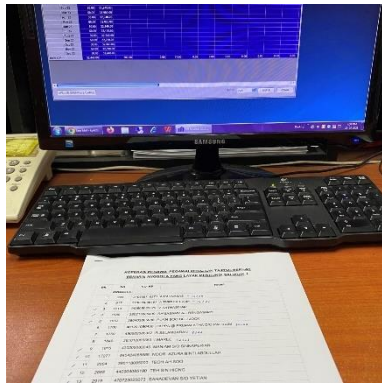
Stamp 'Telah Dibayar' on vouchers



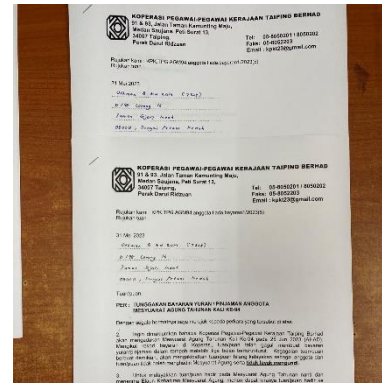
Photostat vouchers for record



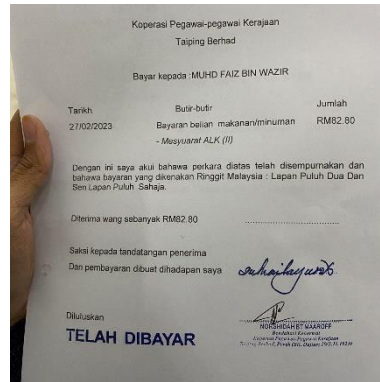
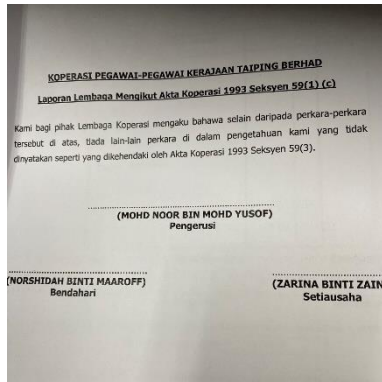
Open new file for new members



Check and mark inactive members



Send reminder letter to the members that hasn't pay fee



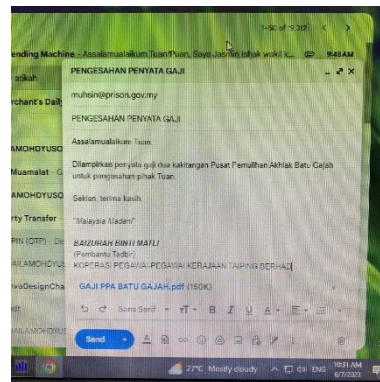
Get signed from secretary and treasurer for Koperasi documents



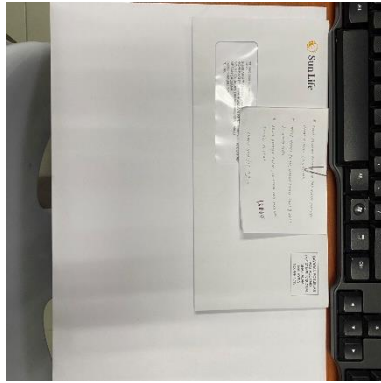
Dealing with members at Koperasi counter



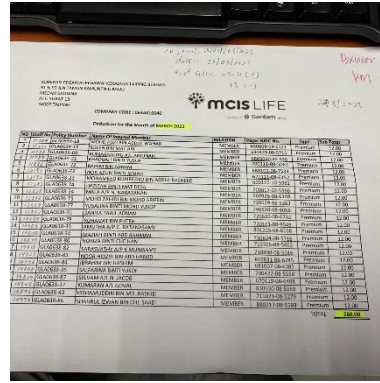
Stick tagging number on the file rack



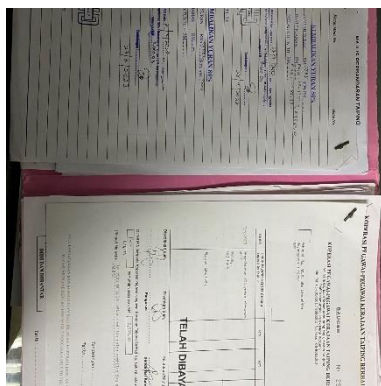
Recheck salary slip with employer



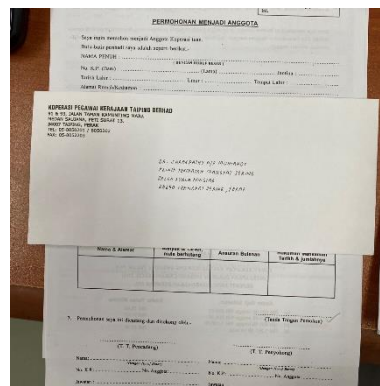
Find and give insurance statements to members



Find and record member number on the insurance list



Record voucher information on the member's file



Post new member application form

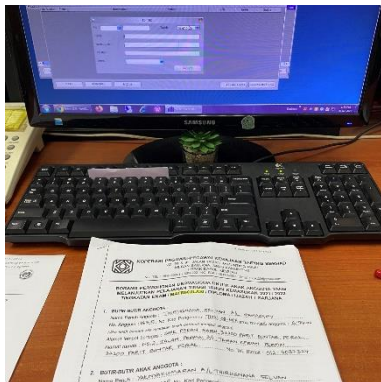


Write each staff member name on the punch card





Yassin ceremony at Koperasi



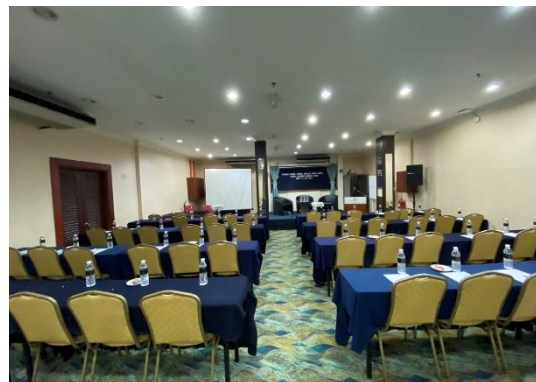
Enter scholarship information into SIKSO



One of Koperasi achievements

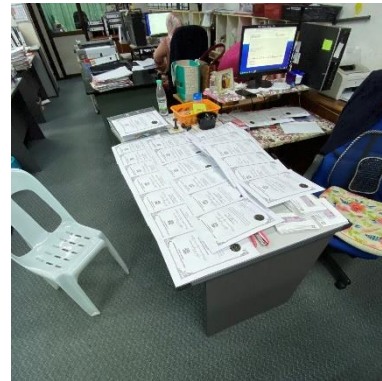


Member education course ceremony





Activities during educational trip including visit two Koperasi which is Koperasi that made chili cultivation and Koperasi that process own Keropok Lekor



Preparations before the Annual Grand Meeting 100th years for 94th times



Annual Grand Meeting 100th years for 94th times



UNIVERSITI TEKNOLOGI MARA
ENDORSEMENT OF OUR ORIGINAL REPORT

Coordinator

Unit Jaminan Kualiti Akademik (UJKA)
Universiti Teknologi MARA Cawangan Perlis
02600 Arau
Perlis

**ENDORSEMENT OF OUR ORIGINAL REPORT FOR PROPOSAL/DISSERTATION/THESIS/PROJECT
PAPER/ ASSIGNMENT**

With reference to the work of the candidate below:

Name : Nurin Huda Binti Ahmad Murad
Matric No. : 2021166781
Faculty : Business Administration
Programme : Human Resources Management (BA243)
Title : Industrial Training at Koperasi Pegawai-Pegawai Kerajaan Taiping Berhad

Percentage of Our Original Report : 0%

I am pleased that the proposal/thesis/dissertation/project paper/ assignment of the above candidate has fulfilled the Our original percentage of the university's requirement.

Thank you.

1st advisor's signature and stamp

Name: Madam Nurul Farihin Bt Mhd Nasir

21 JULY 2023

Date

** Please attach 1st page of our original report.

OUR ORIGINAL RESULT

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Sources included in the report

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i EXECUTIVE SUMMARY Since 1923, KPKTB has acted as a loan medium for everyone from illegal loans. Currently, the membership of Koperasi was approximately 5229 come from government employees, statutory bodies, and private companies that used to be government. Members can reach Koperasi whether through the office, phone number, or visit Facebook Page. They also offer other services besides loans such as mortgage, rent, tourism, and other services. The company's vision is to become one of the top 50th best Koperasi. Meanwhile, its mission is always taking initiative in increasing profit rate to the maximum, in addition, striving to ensure the welfare of its members' and attract new members. Koperasi objectives are members will be prioritized and given maximum service according to the rules that have been set, member's welfare and information are guaranteed to be protected, and member funding application is being scrutinized, handled kindly and quickly resolved. My job scope as Human Resources involves keeping updated with the employee's record, employees filling out an annual leave form, and others. I have received some intrinsic and extrinsic benefits. I have gained several information about the company and analyze elements in PESTEL such as members have the democratic right (political), members' involvement in business (economic), interaction with members (social), have own software (technological), emailing document (environmental), and complies BOD commands (legal). Last but not least, I also analyzed the company's SWOT Matrix with its strategies. Koperasi dividend increase & retired members continue membership (strengths), loan payment arrears & annual report book delay (weaknesses), charge 4% loans & fixed interest rate (opportunities), fallen ranking & vacant property (threats), maintain performance & persuade members (SO), collaboration LS Partners & offer 90% loans (WO), Offer services & sell/make a new project (ST), and send reminder letter & update book progress (WT).

1 1.0 STUDENT'S PROFILE 1.1 RESUME

2

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