



اَوْنِيُوْرَسِيْطِيُوْ اَتِيْكْنُوْلُوْجِيْ مَارَا  
UNIVERSITI  
TEKNOLOGI  
MARA

Cawangan Perlis  
Kampus Arau



## INDUSTRIAL TRAINING REPORT

AT WAN NADZIR & CO IPOH

(1 MARCH – 15 AUGUST 2023)

NAME : AFRINATUL FARHAH BINTI ALI

STUDENT ID : 2021118449

PROGRAM : BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCES  
MANAGEMENT



اَبُو ذَرَّابِيْنَ تِيَكُو لُو كِي مَارَا  
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20/7/2023

.....  
Date

.....  
Student's Signature

## EXECUTIVE SUMMARY

For my internship report, I will explain about my internship with Wan Nadzir & Co. that started from 1 March until 15 August 2023. I was placed in the admin department under the supervision of the admin assistant Miss Nurain Hamiza Binti Mohd Halil. My work task consists of answering and directing phone calls, maintain supplies inventory by checking stock, performing clerical task such as filing, scanning documents, making copies of documents, assisting in developing and updating administrative systems to make them more efficient, welcoming and assisting clients or guests at the front desk, taking important notes or messages, conducting data entry or record, writing cheque and letter, handling sensitive information in a confidential manner, and assisting and handling any task given by the admin staff. In the first part of the report, I will explain about my profile through a resume, company background. The company's background includes location, vision, mission, objective and goals. I will also explain the training reflection that I learned and earned throughout the training period. After that, the company's SWOT analysis, which are strengths, weaknesses, opportunities and threats will be explained in the middle part of the report. Among the SWOT analysis that I found in this company are stable financial performance, positive working environment, lack of pay for staff, limited workspace, evolving technologies, many vacant buildings, high inflation rate and the risk of firm data being stolen. In the discussion and recommendation section, I also provide this organisation six strategies that it can employ to make future advancements. The strategies are produced from a combination of several elements from the SWOT analysis found in the middle section of the report. I end my report with a conclusion regarding the overall learning and knowledge I gained during the internship period.

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## Achievement

- Participate in poem competitions in Methodist Girl's School (2014 - 2015).
- Participate in choral speaking competitions in Methodist Girl's School (2014 - 2015).
- Dormitory committee in Sekolah Menengah Teknik Tunku Abdul Rahman Putra, Pulau Pinang (2016 - 2017).
- Participate in SISPA Challenge UiTM.
- Commander in SISPA, Siswa Siswi Pertahanan Awam in UiTM Machang, Kelantan.
- Leftenan Muda Pertahanan Awam.
- Participated in Webinar on Issues in Human Resource Management in January 2023.
- Special Task Committee on field trip Universiti Utara Malaysia in January 2023.

### Diagram 2.0 Resume

## 2.0 COMPANY'S PROFILE

### 2.1 Company's Background



**Diagram 3.0 Wan Nadzir & Co. logo**

<b>Name</b>	Wan Nadzir & Co.
<b>Location</b>	8B, Jalan Lapangan Terbang, Off Jalan Sultan Dr Nazrin Shah, 31350 Ipoh, Perak
<b>Background</b>	Wan Nadzir was a graduate from International Islamic University (Malaysia) in Bachelor of Accountancy (Hons). He was involved in auditing small to large corporations ranging from various industries during his service with the firm. The first Wan Nadzir & Co. firm was established by Wan Nadzir Bin Wan Mohamad in Shah Alam in 1999. Over the past years, the firm has grown and expanded to other states in Malaysia. Now, the firm has six more branches which are in Ipoh Perak, Kuantan, Kota Bharu, Alor Setar Kedah, Kuala Terengganu and Kuala Lumpur.
<b>Vision</b>	To be a purpose driven firm of professional services in the Northern part of Peninsular Malaysia attracted by the competency of its people and the trust it has earned.
<b>Mission</b>	To be the place where aspiring people unleash their true potential. To provide the insight of the rules and regulations imposed by the authority. To help the business community be in the right direction. To uphold the profession status and to place its importance to the society.
<b>Objective</b>	To develop a distinctive audit firm with a reputation of people with high professionalism.

<b>Goal</b>	To be the place where aspiring people unleash their true potential.
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**Table 1.0 Wan Nadzir & Co. company's background**

## 2.2 Organizational Structure

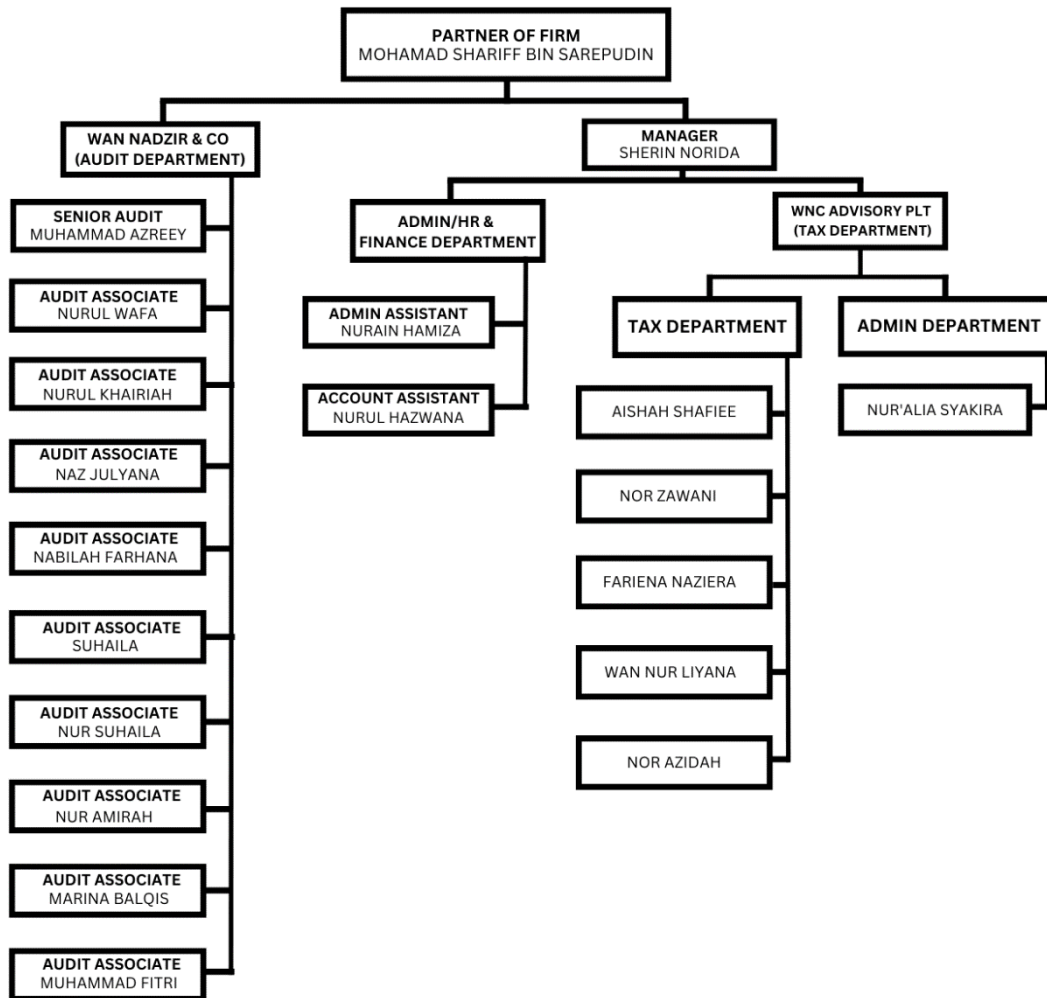


Diagram 4.0 Organizational chart



### **2.3 SERVICES OFFERED**

The primary work of Wan Nadzir & Co. is auditing. Auditing tasks include statutory and regulatory audits. By providing helpful audit services at reasonable prices, the company consistently aims to go above and beyond the expectations of its clients. They might use their participation in the financial reporting process as a chance to offer helpful solutions to increase the profitability and effectiveness of their clients. By appropriately identifying risks and organising the ideal job combination, their audit efficacy is guaranteed.

Besides auditing, their services include:

1. Business operation review
2. Agreed upon procedures
3. Internal control and systems review
4. Operational and performance audit
5. Reporting Accountant for bonds issue, Initial Public Offering and other corporate exercise works
6. System study and evaluation
7. Forensic audit

They also offer a wide range of corporate advisory services such as:-

1. Feasibility studies
2. Appraisal of Investments
3. Monitoring Accountants
4. Receivership
5. Liquidations
6. Corporate Restructuring
7. Mergers and Acquisitions

In addition to auditing, they also offer suggestions and counsel to clients and corporations to assist them prepare for the least expensive tax bill.

The suggestions offered include:-

1. Tax planning and return preparation
2. Act as consultant for the following assignments:
3. Tax investigation
4. Tax audit
5. Tax appeal
6. Application for various tax incentives and exemptions

## **3.0 TRAINING'S REFLECTION**

### **3.1 Duration**

My internship with Wan Nadzir & Co. starts on March 1 until August 15, 2023 equivalent to 24 weeks. Wan Nadzir & Co. operates only on weekdays from Monday until Friday. The firm closes during the weekend and during public holiday. The working hours at Wan Nadzir & Co. start from 8:30 a.m. until 5:30 p.m. The lunch break time given is 1 hour, which is from 1:00 p.m. until 2:00 p.m. However, the working hour for the month of Ramadan is from 8:00 a.m. until 4:30 p.m. The break time given for lunch and prayer is from 1:30 p.m. until 2:00 p.m.

### **3.2 Details**

During the internship period, I was placed in the administration department while being monitored by my supervisor, Miss Nurain Hamiza Binti Mohd Halil, the admin assistant in the company. The tasks I do are mostly related to administration. Among the tasks included are answering and directing phone calls, maintain supplies inventory by checking stock, performing clerical task such as filing, scanning documents, making copies of documents, assisting in developing and updating administrative systems to make them more efficient, welcoming and assisting clients or guests at the front desk, taking important notes or messages, conducting data entry or record, writing cheque and letter, handling sensitive information in a confidential manner, and assisting and handling any task given by the admin staff. Moreover, I was placed in the audit department for a week to help the staff with audit tasks. The tasks that I did were filing and casting documents where I needed to double check the information on the document.

### **3.3 Gains**

My internship began with a simple and concise briefing from the administrative staff. The employee described my job responsibilities and the rules of the firm. All of us, including the staff and interns, are allowed to come to work in any formal clothes from Monday until Thursday. We are allowed to come to work in t-shirts on Fridays. Personally, I liked working during the month of Ramadan because we get to go home early although the break hour was only 30 minutes. We also get to break our fast in Excelsior Hotel Ipoh and Casuarina Hotel Meru Ipoh. It was a memorable experience for me as I got to break my fast with the staff and my intern friends. I have also received some “duit raya” from the company during Hari Raya Aidilfitri.

At Wan Nadzir & Co, the internship students were given an allowance of RM 400 per month. The firm also provides benefits to intern students like paying for their accommodation. If the intern students need to go somewhere with their own vehicle to do work, they can apply for travelling costs. I learnt to be punctual. During my studies, sometimes I would come late to

classes. However, upon my internship here, I realized that time is very important. Therefore, I learnt to be more punctual and arrived at the office early. This is because the working hour at Wan Nadzir & Co starts at 8:30 a.m until 5:30 p.m. I noticed that the employees would arrive early to work. Therefore, I learnt to be more punctual like arriving 30 minutes before office hours. During my studies, it is customary to inform our lecturer whenever we couldn't come to class. Therefore, I would always inform my supervisor if I arrived late to work.

I also learn to work at a fast pace. Most of my tasks are filing documents but on certain days, I was tasked to do other jobs. I had to occasionally verify some invoice documents for any misspelling as I was working in the admin department. After reviewing the documents, I had to place them in the appropriate files. Along with that, I also learned how to make and receive calls. I occasionally had to call various companies, such as Gdex, to send documents. Furthermore, sometimes I needed to update the employee's summary salary and payslips in excel. Usually, the summary salary and payslips are updated at the start or at the end of the month. I get to experience the real-life working culture in admin and am able to work at a fast pace.

Besides that, I have learnt to use the printer machine. Therefore, sometimes I needed to photostat some papers and scan documents. Nevertheless, I was also tasked to write letters to companies. Lastly, I had to review the stationery items and update them on the company's stationery list. This will enable the admin staff to make a list of the stationery that must be purchased. So, every now and then, I went shopping for the necessary stationery with my supervisor. On top of that, the interns take turns throwing out the trash every week.

## **4.0 SWOT ANALYSIS**



**Diagram 5.0 SWOT analysis of Wan Nadzir & Co.**

SWOT analysis is a tool most organizations use to determine the organizations' strength, weakness, opportunities and threat. Organisations use this method to assess the performance of their company. Companies use SWOT analyses to identify their internal and external factors as they strive to achieve their company objectives. The terms "internal aspects" relate to characteristics that a business can control and "external aspects" refers to characteristics that a business cannot control (Bull et al., 2016; David et al., 2017; Hill & Westbrook, 1997; Lee & Ko, 2000; Shariatmadari et al., 2013). SWOT analysis is often used with the PESTEL framework. According to (Jadan, 2020), a PESTLE analysis recognises external influences that are largely outside of the control of the business. PESTLE analysis consists of political, economic, social, technological, legal, and environmental.

## **4.1 Strength**

### **4.1.1 Stable financial performance**

Among the strengths of Wan Nadzir & Co. is that it has a stable financial performance. As the nature of their business as an auditory and tax firm, the employees are always working to meet deadlines for various clients. The company's revenue may improve as a result of their excellent work ethic and prompt payment from clients. Thus, making them able to pay their employees' salary on time without any issue. Moreover, the company has just recently done a renovation to add more space to the company given that their staff members are increasing over the years. With that being said, brand-new office furniture was also purchased for their employees.

Besides doing a renovation for the company, Wan Nadzir & Co. sponsors the employees and trainees to an iftar every year. Two iftars were held this year at the beginning and at the end of Ramadan. The venue for the iftar were held at two different hotels, namely Hotel Excelsior and Hotel Casuarina Meru. While the audit department sponsored the iftar at the Hotel Excelsior, the iftar at Hotel Casuarina Meru was sponsored by the firm.

Nevertheless, Wan Nadzir & Co. have a total of six branches in many other states. The main office is at Shah Alam, Selangor, while other branches are in Ipoh Perak, Kuantan, Kota Bharu, Alor Setar Kedah, Kuala Terengganu, and Kuala Lumpur. Being a progressive audit and tax firm, they are dedicated to provide a variety of expert financial services to different clients from accounting, auditing, and taxation. They have built a unique audit firm with a solid reputation of professional staff. Most of their staff members are bachelor degree holders in accounting. Furthermore, the advantage of being a small firm is that they can keep close and honest ties with their clients. As a result, they are able to offer the best services possible while maintaining a close, responsive connection with clients. This shows that the firms are able to establish other branches due to professional staff, excellent highly educated workers, and good relationships with clients.

### **4.1.2 Positive working environment**

Nevertheless, Wan Nadzir & Co. have a positive working environment. Throughout my internship at the company, I feel welcome because of their friendliness. The staff and trainees would always help and guide me whenever I have any problems with work. There was no stress working at the company as my tasks were not heavy. I was able to learn and perform the tasks very well. Moreover, the facilities at the company are adequate. They even provide a microwave and a Cuckoo brand water dispenser for the staff and trainees to use. The staff are able to work comfortably as every room is fully air-conditioned. There is also free wi-fi at the office. Placing wi-fi at the workplace is very convenient

for staff to do their jobs easily. On top of that, the prayer area is also air-conditioned and wide. Therefore, there is no problem praying.

## **4.2 Weaknesses**

### **4.2.1 Lack of pay for staff**

Wan Nadzir & Co. is an audit and tax advisory consultancy firm. Since they have been operating for 23 years, they have managed to work with many clients. Due to the reason that they maintained good relationships with their clients, the number of their clients increased every year. Although they have many clients, the amount of staff in the audit department is insufficient. This resulted with the staff needing to do a lot of work while chasing deadlines. Some of them would even work overtime to finish their work. Due to the extensive workload, the staff sometimes would also go to the office to work during the weekend. Thankfully, the company will pay for the extra hours that the employees take depending on their salary, except on weekends. Despite that, many staff complained that their salary is not enough with the amount of work that they have to do.

### **4.2.2 Limited workspace**

The Ipoh branch of Wan Nadzir & Co. operates in a three-storey shop house. With the existing number of employees, the space available is still insufficient to accommodate employees and trainees. The division of the department in Wan Nadzir & Co. Ipoh is divided into three floors. Namely, the administration and tax departments operated on the ground floor. While part of the audit department is located on the first floor, another part is located on the second floor. Additionally, there isn't much place for file storage. As a company that has been operating for 23 years and has many clients, there are many files that need to be reviewed and kept. The majority of documents and files are kept in boxes and set out on the floor because there is so little available space. When many files from other companies are sent to this company to be evaluated, staff had to arrange the files at the front entrance due to a lack of room.

## **4.3 Opportunities**

### **4.3.1 Evolving Technology**

Technology has evolved as the years went by. Among them is the development of the 5G mobile network, a faster network. The next generation of mobile communications technology is called 5G. With faster database speeds and increased capacity, this technology develops new services for a variety of industries that benefit greatly from services and applications. Industry 4.0 is a method that appears helpful for intelligent manufacturing by moving away from old systems and towards linked technologies (Rao and Prasad, 2018; Taboada and Shee, 2021). Mobile networks provided by 5G allow users to do many new things. The infrastructure and massive amounts of data made possible by this technology are essential for successful artificial intelligence, or AI.

The global mobile communications standards development organisation has been working hard to create the required radio technologies and architectural elements. This is needed to support Industry 4.0's connectivity requirements for massive connectivity, ultra-reliability, and incredibly low latency. For businesses, 5G technology lowers risks and ensures data sovereignty. Data is sent across public networks and the internet through specialist interfaces, and they may be examined continuously (Taleb *et al.*, 2019; Abreu *et al.*, 2020). The number of tech companies and brands are increasing over the past years. Their competition in producing the latest and more advanced gadgets give users the power to choose. Thus, users can choose different types of electronic devices from different brands.

### **4.3.2 Many vacant buildings**

Wan Nadzir & Co. Ipoh is located near many business buildings. It is easy to find the company's building as it is situated near the traffic light and main road. On top of that, there were many vacant buildings near the company. A vacant building could be the result of expensive rents, a company moving to a new location, or a corporation that has ceased operations. However, there are plenty of other businesses in the region. Thus, it is still appropriate to conduct business here.



## **4.4 Threat**

### **4.4.1 High inflation rate**

The outbreak of COVID-19 is regarded as the major risk after World War II. It is considered as the largest health catastrophe ever to occur. The name COVID-19 was given by the World Health Organization (WHO) to address Coronavirus Disease 19. The entire economy is collapsing due to the coronavirus outbreak. The numbers of countries affected by COVID-19 escalated quickly, causing serious health, financial, and societal difficulties for everyone. In order to stop the spread of the disease, the majority of nations have enacted complete or partial lockdowns. This significantly slowed down the world economy, causing many businesses to scale back or shut down operation. Hence, many people even lose their jobs as companies have to cut costs due to less revenues.

Based on The Star article, The Department of Statistics Malaysia (DoSM) reported that the inflation rate in Malaysia increased to 3.3% in 2022 from 2.5% in 2021 and that the index points were 127.2 in 2022 as opposed to 123.1 the previous year. According to chief statistician Datuk Seri Mohd Uzir Mahidin, the increase was mostly driven by food and beverages (5.8%), lodging and dining establishments (5.0%), transportation (4.7%), and furniture, appliances, and basic household items (3.5%). Additionally, he noted that rising commodity prices, a stronger US dollar relative to other major currencies, and geopolitical tensions between Russia and Ukraine were all factors contributing to higher inflation in 2022. The supply of agricultural goods is disrupted by disasters like floods and landslides. This explains why food is becoming more expensive.

Household expenditure that is calculated using prices from 2010, will increase by 5.0% between 2024 and RM 910 billion. BMI anticipates that the value of the ringgit will rise relative to the US dollar, from 4.50 in 2023 to 4.40 in 2024. In spite of this, inflationary pressures are still significant in many markets. Nevertheless, even though the rate of price changes is reducing, it is still greater than the central banks' goal range.

#### **4.4.2 The risk of firm data being stolen**

Computer and internet usage is constant at an audit and tax company. The computer has various confidential data that has been obtained from clients and businesses. Considering that Wan Nadzir & Co. is a reputable audit firm, there is a chance that outsiders might hack the computer system. The use of social networking sites has increased, making it a haven for hackers and other cybercriminals. Previous research indicates that social media users, or possibly the victims, are businesses, and are subject to a number of hazards and security problems. They are prone to be hacked by hackers. These hackers or criminals are attacking user accounts utilising connections and shared information. They exploited user profiles, highly sensitive and personal information, and other methods to hurt the victim with such an assault. They profit from uninformed, uncultured, and user-friendly social media platforms (Alguliyev et al., 2018). The dangers connected to social networks can be divided into two categories which are risks connected to people and risks connected to organisations. In the first category, some businesses utilize those online platforms for business or private use. According to Alguliyev et al. (2018), Kumar & Somani (2018), and Delerue & He (2012), they are prone to any of the key threats. Needless to say, Wan Nadzir & Co. need to be vigilant against external dangers, especially hackers.

## **5.0 DISCUSSION AND RECOMMENDATION**

	<b>STRENGTHS</b>	<b>WEAKNESSES</b>
<b>OPPORTUNITIES</b>	<ul style="list-style-type: none"> <li>• <b>Social media optimization (S2, O1)</b></li> <li>• <b>Rent or buy a new building (S1, O2)</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Increase employees wages (W1, O1)</b></li> <li>• <b>Add more space (W2, O2)</b></li> </ul>
<b>THREATS</b>	<ul style="list-style-type: none"> <li>• <b>Formulate a strong business strategy (S1, T1)</b></li> <li>• <b>Train employees to improve their IT expertise (S2, T2)</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Adjust salaries for inflation every year (W1, T1)</b></li> <li>• <b>Formulate a strong internet security (W2, T2)</b></li> </ul>

**Table 2.0 Six strategies to implement**

### **5.1 Strengths and Opportunities Strategies**

#### **5.1.1 Social Media Optimization**

During my industrial training at this company, I found that this company accepts interns every year. I recommend Wan Nadzir & Co. to optimize social media like TikTok, Facebook and Instagram to promote their company. Students studying business fields such as accountancy and administration are very welcome to apply to do industrial training at this company since there are many vacancies for students. Thus, promoting this industrial training programme on social media can help attract more IPTA and IPTS students. Social media is being widely used rapidly by people all over the country. As we know, the sophistication of social media nowadays allows us to communicate with anyone internationally. In

addition, social media allows us to create content and share it with the whole world. The side effect of covid-19 in terms of technology is that the usage of social media has become the norm of people in their daily lives. Therefore, Wan Nadzir & Co. needs to optimize the use of social media such as Tiktok, Facebook and Instagram so that more people know about this company and to attract the attention of students from IPTA and IPTS.

### **5.1.2 Rent or buy a new building**

Moreover, I recommend Wan Nadzir & Co. to rent or buy a new building. The stable financial performance of the company showed that they are able to increase the size of their company's building. The area around this business has a lot of vacant shophouses. So, the higher ups employer has the option of relocating the company to a larger building or renting a new building near to the current one. This can provide the workers with more room and comfort. According to Veithzal (2006: 444), work discipline is a strategy used by managers to communicate with staff members in an effort to influence how they behave and to make everyone more aware of and eager to abide by all business policies and applicable norms. The work environment is also one of the aspects that might impact employees' performance. Employees who work in a pleasant atmosphere will feel at ease. Therefore, a content employee will perform better at work. On the other hand, a bad working environment might negatively affect an employee's performance (Susilaningsih, 2013). Thus, renting or buying a new building can help to increase employees' work performance.

## **5.2 Weaknesses and Opportunities Strategies**

### **5.2.1 Increase employees wages**

Furthermore, I recommend Wan Nadzir & Co. to increase the wages of employees. Employees complained that their salary is not enough despite the amount of work that they have to do. Since technology is evolving quickly, most tasks must be completed promptly. Throughout time Microsoft computer systems frequently undergo changes. Therefore, employees must also master new computer systems. Therefore, their workload is also increasing. According to (Mohd Yusof Saari, 2023) in The New Straits Times, in order to turn Malaysia into a high-income country, there must be an increase in wages. According to a study done by the Congress of Unions of Employees in the Public and Civil Services (Cuepacs), more than half of Malaysian households do not have enough income to cover rising living expenses. The rising expenses is due to the rising price in goods and services. Since, the salaries of public and civil servants should be increased, the salary for private sector employees should also be taken into serious consideration. The salaries for both the public and private sector employees need to be raised if the government is focusing on making the country a high income economy.

### **5.2.2 Add more space**

Moreover, I also recommend for the company to add more space. The Ipoh branch of Wan Nadzir & Co. operates in a three-storey shop house. With the existing number of employees, the space available is still insufficient to accommodate employees and trainees. Adding more room and space can give more comfort for the employees. They will have more room to place the files and documents. While part of the audit department is located on the first floor, another part is located on the second floor. Additionally, there isn't much place for file storage. Last year, the audit department received many intern students for their department. Due to this, the students had to work in a small space as there was not enough room to place them. As for the employees, they had to share rooms with each other. Hence, renovation to add more space to the company can be considered.

## **5.3 Strengths and Threats**

### **5.3.1 Formulate a strong business strategy**

Besides that, I recommend for the company to formulate a strong business strategy. This is because this company has a stable financial performance. Excellent work ethic and prompt payment from clients has helped improve the company's revenue. However, (Yunfeng Shang, 2021) said in her article that the production of necessities has slowed down as a result of the lockdown and the potential for disease transmission. Moreover, a disruption in the product supply chain has resulted in losses for both domestic and foreign enterprises. The market's inadequate cash flow is limiting the economy's revenue growth. Unfortunately, due to industry closures, millions of workers have lost their jobs. Companies needed to cut costs and had to let go of many of their employees. The disruption of industry production has also had an effect on the GDP of several economies. According to (Reuters, 2020), on official data from the year 2020, the coronavirus pandemic's restrictions caused Malaysia's industrial production index to decrease 4.9% from a year earlier in March. This was the steepest decline in over a decade. Formulating a good business strategy can help the company to survive even if the inflation is high. A well-thought-out business strategy can help to boost profits while meeting the needs of the workforce.

### **5.3.2 Train employees to improve their IT expertise**

The threats of the company being exposed to cyberattacks and hackers can cause problems to this company. This is because computer and internet usage is constant at an audit and tax company. The computer has various confidential data that has been obtained from clients and businesses. Considering that Wan Nadzir & Co. is a reputable audit firm, there is a chance that outsiders might hack the computer system. This is why IT knowledge will become handy. Instead of hiring an IT professional, training the employees to strengthen their IT knowledge would save more money. When problems like cyberattacks or malware occur, the employees can solve the problem themselves.

## **5.4 Weaknesses and Threats Strategies**

### **5.4.1 Adjust salaries for inflation every year**

Moreover, I recommend that this company adjust salaries for inflation every year. Based on The Star article, The Department of Statistics Malaysia (DoSM) reported that the inflation rate in Malaysia increased to 3.3% in 2022 from 2.5% in 2021 and that the index points were 127.2 in 2022 as opposed to 123.1 the previous year. In May 2023, Malaysia's inflation rate increased to 2.8% at 130.2 points from 126.6 points in the corresponding month of the previous year. This shows that the inflation rate changes every year. Inflation can be caused by higher increases in restaurants and hotels. However, DOSM claimed that the slower growth in several categories, including food and non-alcoholic beverages, transportation and furnishings, household equipment, and regular household maintenance, somewhat mitigated Malaysia's inflation from rising further. According to DOSM, the growth in miscellaneous goods & services, furniture, household equipment & regular household maintenance, health and education are further factors contributing to Malaysia's inflation increase in May 2023. The employee may find it troublesome if their pay changes every year. Therefore, given that the inflation is constantly fluctuating and our nation is moving towards being a high-income nation, this business can decide to increase the salary of each employee.

### **5.4.2 Formulate a strong internet security**

Additionally, I recommend for the company to formulate a strong internet security. Strong Internet security can help protect important information on company computers. A secure and faster ID authentication can be made by the company. According to Rahmah Isahak, Assistant General Manager, Digital Identity Cluster, Innovative Solutions at TM One, this is advantageous for the business because it provides a more trustworthy and safe manner of authenticating a user's identity. This can be achieved with TM One. It is the enterprise and public sector business solutions division of Telekom Malaysia Berhad (TM). It safeguards data, identities, networks, and devices and is the top cybersecurity partner in

Malaysia. Blockchain user authentication is quick, safe, and completes in under three seconds (Izham, 2023).

Wan Nadzir & Co. can subscribe to TM One as they offer top-notch tools to find organisational vulnerabilities and support for improving the internal security team of an enterprise. Consequently, this aids in upskilling an organization's internal security personnel. The TM One cyber squad consists of architects, consultants, and analysts. They offer 16 products, such as identity access, IoT, cloud, and others. Users can rest assured because of their top-notch cybersecurity portfolio. Furthermore, <sup>TM</sup> One is partnered with Telefonica, a worldwide communication company. It regularly consults and offers advice on cybersecurity issues. By utilising the knowledge of both businesses, Malaysian corporations can be certain of strengthened cybersecurity solutions to increase their cyber resilience and trust in the digital age (Izham, 2023).

## **6.0 CONCLUSION**

To conclude, it is very important for me to go through industrial training beforehand. Industrial training allows me to apply the theory that I have learned in my university. Industrial training allows me to apply my knowledge about Human Resources that I have learned while at university. Although I was placed in the administration department, I was still given a few tasks related to human resources.

Furthermore, it taught me to work in groups while maintaining good relationships with my fellow co-workers. Working at Wan Nadzir & Co. Ipoh, I saw that the employees always looked tired because they needed to handle many companies. Despite that, they still kept a positive mindset. This industrial training has opened my eyes to see and experience the real-life working culture. It has also taught me to be mature and independent.

Moreover, I became aware of my continued lack of confidence whether in work or communicating with clients and employees. Regardless, my supervisor is very kind and always gives me advice. I also get to experience working in different departments which is the audit department. Thankfully, I was only given the light task of casting documents. This has somewhat changed my mindset and perception of working.

Whether it is a big or small company, every company has their own strengths, weaknesses, opportunities and threats. Strength shows the strengths and advantages of the company. Whereas, weaknesses show the company's flaws. The advantages and disadvantages of the company can be seen from various aspects, especially in terms of profit, welfare, and working atmosphere. It shows the difference between this company and other companies. On the other hand, opportunities and threats are influenced by the external factors that are happening in our economy and world. Opportunities can be utilised to enhance the company's weaknesses and boost its strengths. By recognizing external threats to the company, the company can take early action to overcome the threat. In conjunction with this, the use of swot analysis is fairly important to make any businesses more fruitful.



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## 8.0 APPENDICES



### Document Information

Analyzed document	2021118449_AFRINATUL FARHAH BINTI ALI_INDUSTRIAL TRAINING REPORT.pdf (D172260413)
Submitted	2023-07-21 03:30:00
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Analysis address	syazwani446.UITM@analysis.ouriginal.com

### Sources included in the report

<b>UNIVERSITI TEKNOLOGI MARA (UITM) / NUR FARAH DILLA BINTI NAZRUL NIZAM_2020477498 (INTERNSHIP REPORT).pdf</b>		
<b>SA</b>	Document NUR FARAH DILLA BINTI NAZRUL NIZAM_2020477498 (INTERNSHIP REPORT).pdf (D172132716)	1
	Submitted by: 2020477498@student.uitm.edu.my	
	Receiver: shamsulanaz.UITM@analysis.ouriginal.com	

### Entire Document

EXECUTIVE SUMMARY For my internship report, I will explain about my internship with Wan Nadzir & Co. that started from 1 March until 15 August 2023. I was placed in the admin department under the supervision of the admin assistant Miss Nurain Hamiza Binti Mohd Halil. My work task consists of answering and directing phone calls, maintain supplies inventory by checking stock, performing clerical task such as filing, scanning documents, making copies of documents, assisting in developing and updating administrative systems to make them more efficient, welcoming and assisting clients or guests at the front desk, taking important notes or messages, conducting data entry or record, writing cheque and letter, handling sensitive information in a confidential manner, and assisting and handling any task given by the admin staff. In the first part of the report, I will explain about my profile through a resume, company background. The company's background includes location, vision, mission, objective and goals. I will also explain the training reflection that I learned and earned throughout the training period. After that, the company's SWOT analysis, which are strengths, weaknesses, opportunities and threats will be explained in the middle part of the report. Among the SWOT analysis that I found in this company are stable financial performance, positive working environment, lack of pay for staff, limited workspace, evolving technologies, many vacant buildings, high inflation rate and the risk of firm data being stolen. In the discussion and recommendation section, I also provide this organisation six strategies that it can employ to make future advancements. The strategies are produced from a combination of several elements from the SWOT analysis found in the middle section of the report. I end my report with a conclusion regarding the overall learning and knowledge I gained during the internship period.

<b>52%</b>	<b>MATCHING BLOCK 1/1</b>	<b>SA</b>	NUR FARAH DILLA BINTI NAZRUL NIZAM_2020477498 ... (D172132716)
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Working at the receptionist table.

Company's iftar at Hotel Excelsior.



Attended SSI's Perak Hari Raya Aidilfitri open house.

Sorting client's letters.







**Wan Nadzir & Co's Hari Raya**

**Received "duit raya" from the Partner of the firm.**



**Wan Nadzir & Co. Ipoh building.**





UNIVERSITI TEKNOLOGI MARA

## ENDORSEMENT OF OUR ORIGINAL REPORT

**Coordinator**

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

Sir

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

With reference to the work of the candidate below:

Name : AFRINATUL FARHAH BINTI ALI

Matric No. : 2021118449

Faculty : BUSINESS ADMINISTRATION

Programme : BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCES MANAGEMENT

Title : INDUSTRIAL TRAINING REPORT AT WAN NADZIR & CO. IPOH

Percentage of Our original Report : 3%

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.

\_\_\_\_\_  
1<sup>st</sup> advisor's signature and stamp

Name: SYAZWANI BINTI YA

SYAZWANI BINTI YA

FACULTY OF BUSINESS AND MANAGEMENT  
UTM PERLIS BRANCH, 02600 ARAU, PERLIS

\_\_\_\_\_  
26/7/2023

Date

\*\* Please attach 1<sup>st</sup> page of original report.