



اَوْبَهُرْ سَيِّدِي تَيْكُونُ لَوْ كُنْ فَايَا  
UNIVERSITI  
TEKNOLOGI  
MARA



# INDUSTRIAL TRAINING REPORT

## #01

WORKSHOP  
IN MASAI, JOHOR

PREPARED BY:

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2020846644

BACHELOR OF BUSINESS ADMINISTRATION  
(HONS) HUMAN RESOURCE MANAGEMENT



## EXECUTIVE SUMMARY

For all undergraduate programs in the Faculty of Business and Management, an internship is the final course as on the study plan. All students must do an internship or receive on-the-job training in the fields that are linked to their academic degree and area of specialization. This internship course acts as a real-world training ground for students to gain working experience, practical knowledge, and accountability in performing the tasks given to them by the employer. This would improve students' practical abilities, information, and attitude in completing the tasks given.



**This internship course acts as a real-world training ground**

Thus, my unforgettable and fascinating 6-months industrial training is began at Bayan Garage Auto Sdn Bhd. I start my Internship journey at his company on earlier March 2023 untill on the middle of august 2023 where this company have given me the opportunities to gain knowledges in my field that can help enhance and develop my career and skills.

# TABLE OF CONTENTS

<b>EXECUTIVE SUMMARY.....</b>	<b>01</b>
<b>TABLE OF CONTENTS.....</b>	<b>02</b>
<b>ACKNOWLEDGEMENT.....</b>	<b>03</b>
<b>1.0 STUDENT'S PROFILE.....</b>	<b>04</b>
<b>2.0 COMPANY'S PROFILE.....</b>	<b>05</b>
<b>3.0 TRAINING'S REFLECTION.....</b>	<b>08</b>
<b>4.0 SWOT ANALYSIS.....</b>	<b>10</b>
<b>5.0 DISCUSSION AND RECOMMENDATION... </b>	<b>11</b>
<b>6.0 CONCLUSION.....</b>	<b>24</b>
<b>7.0 REFERENCES.....</b>	<b>25</b>

# ACKNOWLEDGEMENT

First of all, I would like to express my gratitude to the greatest one, Allah SWT for providing me the opportunity to do my best in completing this industrial training report by doing my internship at Bayan Garage Auto Sdn Bhd located at Masai, Johor. I also would like to thank my advisor, Madam Suraya Hamimi Binti Mastor for giving her best to guide and giving some valuable advices throughout the process of completing this report smoothly.

Next, I would like to thank my supervisor, Puan Nur Athirah Binti Hassan Basri for her kindness as she never sighed nor tired to teach and guide me in my journey of learning at the company Human Resources (HR) which it helps me a lot in gaining new knowledges in the field and I also able to experience the real life of working as HR.

Then, I would also like to thank and express my deep gratitude to my husband and my parents for their prayers, support, and encouragement for me throughout this semester. Their encouragement and support are always keep me motivated to not lose track and give up. Without their prayers and support, I might not be here on this journey, completing this assignment.

Last but not least, I want to express my sincere gratitude and thanks to my friends and everyone who helped me to answer all my doubt and questions that I don't know about the assignment and gave ideas to help me finish the report, either the contribution was directly or indirectly in the process of completing this report succesfully.

# 1.0 STUDENT'S PROFILE



## CONTACT



## PERSONAL PROFILE

Name : Nur Aziera Syahira Binti Azli

Age : 23 years old

Date of Birth : 12 March 2000

Race : Malay

Religion : Islam

## SKILLS & ABILITIES

- Good in speaking, writing, and reading for both language (Malay & English)
- Have good skills in using Microsoft Office (Words, Powerpoint, Excel)
- Able to follow instructions well
- Active listening
- Can work in a team

## NUR AZIERA

## SYAHIRA BINTI AZLI

Human Resource

### EDUCATION

#### UiTM Bandaraya Melaka | 2021- Now

Bachelor Of Business Administration (HONS) Human Resource Management

- Exco Keahlian dan Kebajikan of Bulan Sabit Merah Malaysia
- Current CGPA : 3.35

#### SMK Tun Habab | 2018 - 2019

Sijil Tinggi Persekolahan Malaysia (STPM) in Science Social

- CGPA : 3.42
- MUET : Band 4

### EXPERIENCE

#### HR Intern | March - August 2023

HR Assistant at Bayan Garage Auto Sdn Bhd during internship that handle staffs payroll, recruitment and selection and other roles that related to HR field.

#### Online Seller | 2020 - 2022

Agent for Chocojer Viral, Susu Nilofa and PopsMalaya Icebars

- Able to handle and communicate with customers in a good manner
- Boost confidence
- Increase communication skills

### REFERENCES

#### Program Coordinator

- Puan Suraya Hamimi Binti Mastor

#### Personal/Academic Advisor

- Puan Noraeffa Binti Md Taib

## 2.0 COMPANY'S PROFILE

The name of the company that I am undergoing my internship with is Bayan Garage Auto Sdn Bhd. It is located at Jalan Kota 2, Taman Cahaya Kota Puteri, 81750 Masai, Johor

### VISION, MISSION, OBJECTIVES, GOAL

**The vision** of Bayan Garage's company is to make Bayan Garage a vehicle service center that is most reliable and trusted by customers, especially in Johor Bahru.

**The company's mission** is to provide good and high-quality services to be able to satisfy all the needs of customers and this company also wants to be one of the successful companies in providing workshop services in Masai, Johor.

Other than that, the company also has its **objective and goals** which are to solve any problem that arises in their field and provide a quick solution to all customers, raise the company name to become one of the famous workshops by providing the best and highest quality of services and to maintain the high-quality services that are offered to the customers.



### COMPANY'S BACKGROUND

In March 2016, Encik Mohd Ismail Bin Md Noh founded the Bayan Garage company and opened his first workshop at Jalan Cenderai 4, Taman Kota Putri, 81750 Masai, Johor. After that, the founder of the company decided to open another branch because the number of their customers was increasing from time to time, and the existing workshop does not fit to accommodate their customer's vehicles.

Therefore, the company expanded its business at Jalan Kota 2, Taman Cahaya Kota Puteri, 81750 Masai, Johor and the head office was moved to the new branch as the new branch was more convenient and easier to be reached.

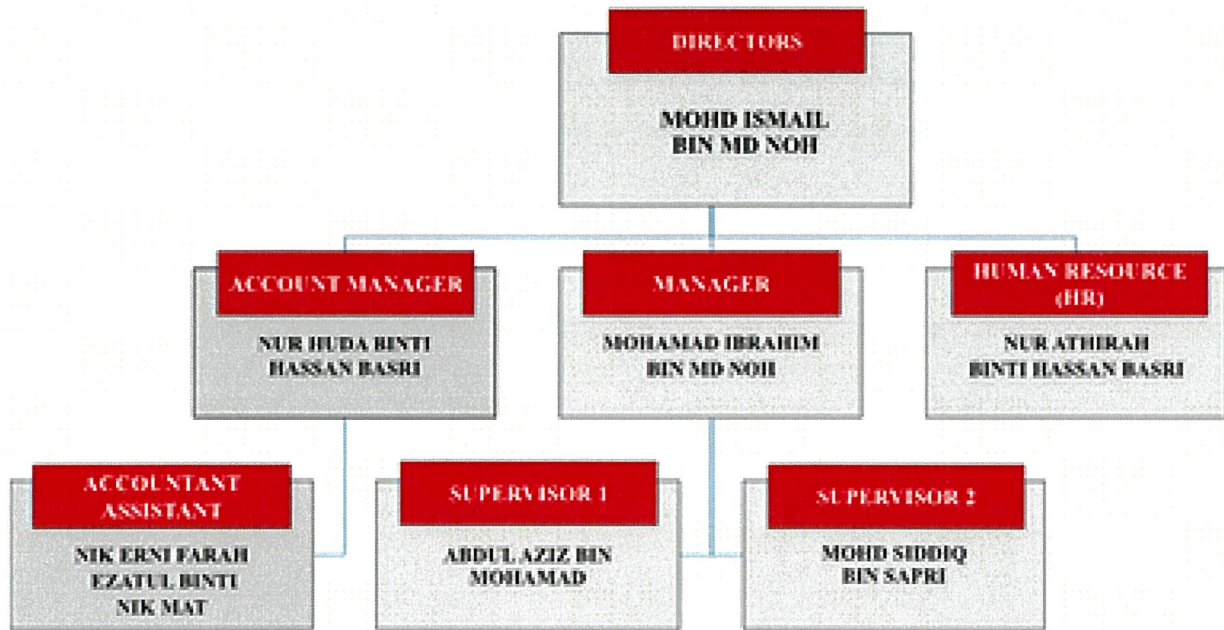


Table 1: Organizational Chart

## ORGANIZATIONAL STRUCTURE

Table 1 above shows an organizational chart of Bayan Garage for the upper position. The total of employees working at Bayan Garage Auto Sdn. Bhd is 20 people. The owner of the company is Encik Mohd Ismail Bin Md Noh. The account manager is Puan Nur Huda Binti Hassan Basri and the accountant is Miss Nik Erni Farah Ezatul Binti Nik Mat. Then, the human resource (HR) is Puan Nur Athirah Binti Hassan Basri. After that, the manager of the company is Mohamad Ibrahim Bin Md Noh.

Next, the company has two supervisors which are Encik Abdul Aziz Bin Mohamad and Encik Mohd Siddiq Bin Sapri. There are also four admins working at the company which are Puan Nur Hidayah Binti Darsan, Miss Afira Yadiha Binti Adzree, Puan Nur Fatin Nabila Binti Arifin and Mr. Conrad Fellazar. Other than that, the remaining nine workers are the mechanics which are Norhafiz Muhsin Bin Julaihan, Faez Haiqal Bin Mohd Nasri, Mohamad Akmal Bin Hassan Basri, MD Uggal Miha, Tony Anak Hamat, Vicky Anak Rutin, M. Siddiq Odamil, Shendi Alfian and Mohd Saihuddin Bin Azman.

# PRODUCTS OR SERVICES

The services that are provided by Bayan Garage are car service and car repairs like engine or gearbox service, engine or gearbox overhaul, aircon service, part replacement, car diagnose or trouble and car wiring system.

## PAKAR GEARBOX JB BAYAN GARAGE

### SERVICES

- ✓ ENGINE / GEARBOX SERVICE
- ✓ ENGINE / GEARBOX OVERHAUL
- ✓ AIRCOND SERVICE
- ✓ REPLACE PART
- ✓ TROUBLE / DIAGNOSE
- ✓ WIRING SYSTEM



012 5354 689



## 3 PILIHAN MINYAK ENJIN DI *Bayan Garage*

SERENDAH **RM120** SAHAJA



PELBAGAI GRED MINYAK DISEDIAKAN DI BAYAN GARAGE



Some products are being sold here for the vehicles if the customers just want to buy the products like car spare parts, brake fluid and hydraulic fluid, flush and leak stop, fuel, oil and transmission additives, car care product, car emergency and rejuvenation product, motorcycle lubricant product, transmission fluid, and coolants. The products that sell at the workshop come from various brands like Mannol and JV Auto Lube with different prices in order to allow customers to make their own choices of the product that they want to use according to their affordability.



## 3.0 TRAINING'S REFLECTION

### **DURATION: SPECIFIC DATE, WORKING DAY AND TIME**

My internship started on 1st March 2023 and ended on 15th August 2023. There are many unforgettable moments and experiences during my internship journey at the company. The 6-months journey seems like a long period but it actually felt like a very short period for me. The working day at this company is 6 days per week which is from Monday to Friday.

The company's total working hour is 8 hours per day, and the working time is from 9.00 a.m. to 6.00 p.m. However on Saturday, it is only half day which is from 9.00 a.m. to 4.00 p.m. Then, all staff were provided with break time for 1 hour while on Friday is 2 hours as it gives time to the men's Muslim workers to perform Solat Jumaat. The Muslim workers were also provided with 30 minutes to perform their prayers.

### **DETAILS: DEPARTMENT, ROLES, RESPONSIBILITIES, ASSIGNMENTS, TASKS**

The department that I am currently working in is the Human Resources (HR) Department.

My role at the company is HR Assistant. My responsibilities and tasks at the company were general. The first task that I have been assigned is to manage the employees' payroll, which I need to calculate the employees' salaries at the end of every month. Next, the task that I have been doing is to make a job description for hiring new mechanics, and I need to post the vacancy advertisement on job seeker platforms like Facebook, Jobstreet, and Indeed.

After that, I am also in charge of making certificates for the employees who are joining programs or training classes that are organized by the company. Then, I am also helping the company register a new system for the other branch, as the company wants to split the system usage for the organization. Other than that, my task for every week is also to record customers' invoices and suppliers' delivery orders by keying the data in Excel and filing it.

## **GAINS: INTRINSIC & EXTRINSIC BENEFITS SUCH AS ALLOWANCE, COMPENSATION, EXPERIENCES, KNOWLEDGE, SKILLS, ETC**

There are some allowances that are provided to the staff that work at the company, such as attendance allowances and meal allowances. The attendance allowances will be given to the employees who have a good attendance record that always come to work on time, and do not have absenteeism.

The employees basic salary was based on their education level and any experiences or abilities that they had in the field.

There are many experiences that I have gained during my internship at this company. The company also provided me with the knowledge to become a good and professional HR which the HR role was not only needed to care for the company's welfare, but HR also needed to have a good relationship with the employees and take good care of their welfare, which helped me increase my skills to interact and handle the employees.

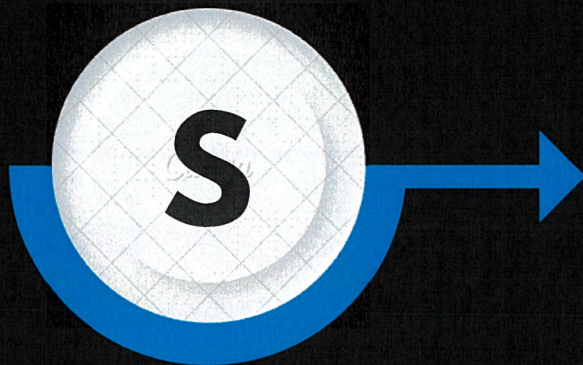


**PAKAR GEARBOX JB**

**BAYAN  
GARAGE**



# 4.0 SWOT ANALYSIS



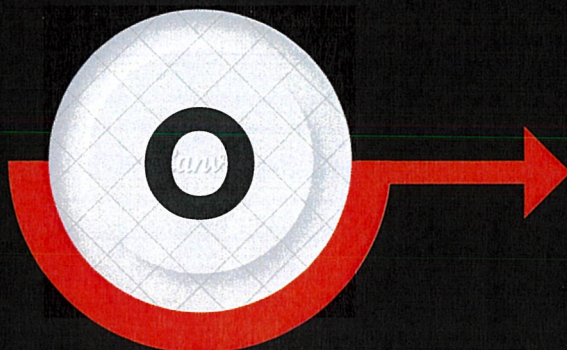
## STRENGTHS

- Good working environment
- Reasonable price
- Good Marketing Strategy



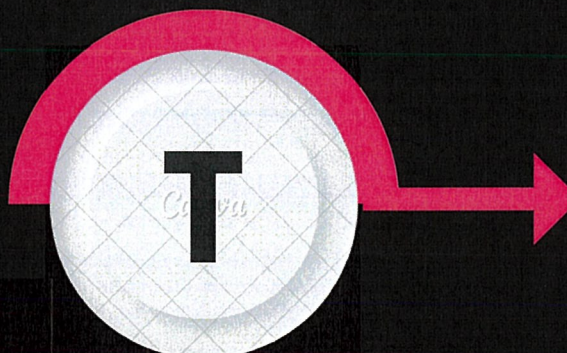
## WEAKNESSES

- Lack of employees
- The system not user friendly
- Bias in recruitment and selection process



## OPPORTUNITIES

- Expand business
- High demand before some celebrations
- Loyal customers



## THREATS

- Many competitors nearby
- High employee turnover
- Advanced technology

# 5.0 DISCUSSION & RECOMMENDATION

## STRENGTHS

### 1. GOOD WORKING ENVIRONMENT

The company has a good working environment in which the employees can really cooperate with each other. Even though the employees are in different departments, they can still communicate with one another really well, and the employees at this company are very kind and friendly.

Then, for a good working environment, respect towards one another is important at the workplace. At this company, even though their workers are from different ages and races, they still show respect to each other. After that, all the employees, especially the mechanics, showed good teamwork, as they are always working together because every mechanic has their own capability and specialty. In order to solve a customer's car problem, it required some expertise from one or two mechanics.

Therefore, it required the mechanics to work in a team and communicate with each other to ensure that there was no mistake made on the customer's car. Other than that, admins and the mechanic also need to have good communication to enable the admins to generate customer bills. Therefore, a good relationship is very important among the employees as they are related and need one another to enable the company's operations to run smoothly.

### RECOMMENDATION

#### MAINTAIN A POSITIVE WORKING ENVIRONMENT

A positive working environment can be a workplace that encourages employee growth, safety, and goal-setting. These work environments will motivate employees to give their best effort, which is essential for employees to become a productive workforce.

The company can create a great working environment by focusing on their entire culture, encouraging employee development, and providing a safe and comfortable workplace. As a result, the employees will be less stressed, happier, and more likely to contribute ideas for how to make the company successful, which will contribute to business growth.

According to a Talent Work International (2023), employees that are happy at the workplace will experience 31% higher productivity, which compared to their dissatisfied counterparts, makes them 37% better at selling and shows three times more creativity.

Therefore, a healthy working environment can increase the company's productivity and reduce employee absenteeism, as it makes the employees happy and love to go to work.



**employees that are happy at the workplace will experience 31% higher productivity.**



# STRENGTHS

## 2. REASONABLE PRICE

Most of the services and products that are provided by the company are very reasonable and affordable than the other shops or workshops. Compared with other workshops nowadays, it can be considered that Bayan Garage's services and products are still at reasonable price as this workshop is a local company. Most of the workshops tend to set their prices high now. Based on Convenience Store News (2022), More than six out of 10 customers favor cheaper prices than a convenient shopping experience, and 57% admit that they choose lower pricing over sustainable brand options.

However, even though the price paid by the customers at Bayan Garage was reasonable, the services provided by the company were also very good, as this workshop will always ensure that their customers are satisfied with their services because they want their customers to become regular customers who will always come and look for the workshop whenever their vehicles have a problem. Therefore, the company was very careful about their customers' satisfaction rather than only tending to make a lot of profit.

# RECOMMENDATION

## FIND THE BEST SUPPLIER

A good supplier will provide a business with quality products and services at low and reasonable prices. However, a bad supplier may negatively impact a business's customer relations, lower the quality of the products and services provided, disrupt business operations, and raise costs that can lower the company's sales revenues and margins. Thus, the recommendation for the company is to find reliable suppliers that can offer products and services at a low price in order to allow the company to become more competitive than the other workshop. However, the selection of suppliers should not only be seen in terms of the price that is being offered. There are also several important factors that need to be considered by the company to ensure the business runs smoothly. For example, the location of the supplier is near the workshop. It is one of the important factors because some items, like car spare parts, need to be delivered by the supplier as soon as possible to allow the mechanics to do their work. Therefore, the mechanic will be able to repair the customer's car quickly without needing to wait for the spare parts for a long time, which can delay the mechanic's work.

# STRENGTHS

## 3. GOOD MARKETING STRATEGY

This company is using many platforms to promote the workshop's services and products. Examples of the platforms that they use are Facebook, Instagram, and TikTok, because most people nowadays are actively using social media in their daily lives. The company has its own marketing team to make interesting posters and videos in order to promote their workshops and attract customers to come to the workshop. They also make interesting video content, like promotion videos or educational videos about car problems that can entertain and increase the car user's knowledge. Marketing Evolution (2019) reports that 72% of marketers believe that content marketing will increase engagement and sales. All the employees here are also very sporting and actively involved in the video making process. For example, the mechanics not only have expertise in the field of repairing cars, but they also have the ability to help the company produce a good learning video to be shared with everyone, especially people who follow the Bayan Garage website. Therefore, it will attract more customers to come to their workshop to get the company services.

## RECOMMENDATION

### POST MARKETING VIDEOS AND POSTERS REGULARLY

The company already has a good strategy to improve its business through a good marketing strategy. However, there is one thing that the company needs to improve to make its marketing strategy more effective. From my observation, the company only uploads postings like posters and video content twice a week. Thus, my recommendation is the company should make postings and updates regularly by giving responsibility to the admin on duty to take turns in making postings on the company's social media every day. Posting consistently and frequently is important because it will engage customers and help them decide whether to purchase a company's goods or services. A marketing strategy, which is a component of a business plan, will help in establishing and sustaining demand, relevance, reputation, and competition. Therefore, It could be a little challenging to manage and maintain a successful business in today's world without understanding the importance of marketing, as marketing has a crucial role to play in making a business a huge success.

# WEAKNESSES

## 1. LACK OF EMPLOYEES

The workshop has a lot of customers which most of them are their regular customers. However, due to the high demand for their services at the workshop, the workers are unable to entertain many customers who especially want to have their car done quickly as there is not enough manpower or mechanics because it is very difficult to look for qualified employees in the field. This situation will lead to frustration and resentment among employees due to burnout and stress. According to Chief Strategy Officer, Scott Blumsack (2022), 66% of workers said they were experiencing burnout, and 19% said that they were constantly miserable due to employee shortages at the workplace. Therefore, the employees' productivity will decrease, which also lowers the company's income. Thus, the company should attract more people to work at the workshop by making more job advertisements on other platforms that include interesting benefits in order to attract more workers to work at the company.

## RECOMMENDATION

### HIRE MORE EMPLOYEES

My recommendation for the employer to overcome the company's lack of

employee weakness is to hire more employees. The employer can attract more employees to work in the company by providing employees with more interesting benefits. This is because employee benefits are one of the factors that will influence an employee's choice of a job which it can boost employees' productivity and concentration, and good benefits show that a company really cares about its employees. For example, by receiving good benefits, employees can avoid worrying about things like money, health care costs, and child care if their benefits package includes things like paid time off, health insurance, and disability insurance. However, this company did not provide its employees with many benefits. Thus, the company can provide their employees with performance bonuses by assigning the manager or supervisor to monitor the employees that have good performance and reward them. Then, the company can also provide the employees with birthday leave by giving them a day off on their birthday for them to spend their special day with their family or loved ones. Therefore, the interesting benefits that are offered to the employees will attract many employees to work in the company.



# WEAKNESSES

## 2. SYSTEM NOT USER FRIENDLY

Bayan Garage Auto is using a system named iWorksyp to key in all the company data. Examples of the usage of the system are to generate customer bills, record operating expenses, track petty cash usage, and others. It could not be denied that the system is very helpful to the company because it makes the employees work more efficiently and makes it easier to keep all the company data.

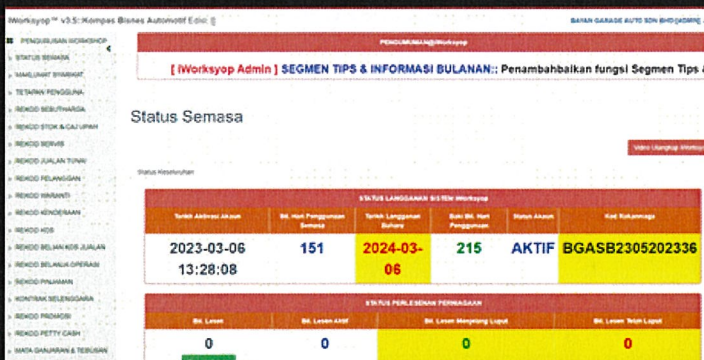
However, the system that was used by this company is quite difficult to use if the staff does not watch the tutorial video provided by the company on how to use the system. Therefore, this situation makes the employees need to take time to use the system, as the employees, especially the admins, need to study the video first in order to know how to use the system well.

# RECOMMENDATION

## SENT EMPLOYEES FOR TRAINING ON HOW TO USE THE SYSTEM

The reason why it is very important to give employees training on how to use a system in an organization is to teach the employees in detail how to use the system well. This is because in the training class, the coach will teach the employees everything in the system, and the employees can directly ask the coach if there is anything that they do not understand. This makes the employee not need to spend too much time learning about the system.

When the employees face difficulty learning how to use the system, they will not be able to key in some data on the system, which will affect the company's records, like sales records. Other than that, the training class will make the employees feel less stressed or burdened to use the system, as they might feel down because they don't know how to use it well, and they will feel ashamed to frequently ask other employees about the system. Therefore, my recommendation is that the company give training to the employees that are involved in using the systems effectively.



# WEAKNESSES

## 3. BIAS IN RECRUITMENT AND SELECTION PROCESS

The last weakness of the company that I can figure out is that there are certain employees, especially mechanics, who have been accepted to work at the company that does not have a proper interview or recruitment and selection process. Most of the employees who were accepted without a proper recruitment and selection process are someone that is related or has a relationship with the employer.

For example, the employer's friends are easily accepted to work for the company without having to provide any resumes or have an interview session with the manager or HR. However, other employees who do not have any relationship with the employer but want to work for the company need to apply for the position in a proper way by providing their resume, and they also need to go through an interview session in order to determine whether they are qualified or not to work for the company. According to Jack Flynn (2023), in fact 48% of hiring managers admit to having bias in their company which can negatively impact many applicants. Therefore, bias will give a negative impact towards a company performance.

## RECOMMENDATION

### IMPROVE RECRUITMENT AND SELECTION PROCESS

My recommendation for Bayan Garage to overcome their weakness in the biased recruitment and selection process is that the company needs to improve the recruitment and selection process by assess all the applicants that want to work in the company fairly. This is because bias will have a lot of harmful side effects for the company. For example, employees who are hired without a proper recruitment and selection process might have poor performance and working backgrounds.

Thus, they will not show their effort to work as they were easily accepted to work for the company, and they will think that they have a relationship with the employer, which will give them an advantage. Therefore, the company's productivity will be low as the employees performance is at a low level, and the employees are not helping to increase the company's productivity or contribute to the company's growth.

# OPPORTUNITIES

## 1. EXPAND THE BUSINESS

Bayan Garage has a lot of customers, which also shows that it has the potential to expand its business. For example, the owner can open up other branches at the other places that can be easily reached by people in a certain area. Other than that, the company can also expand their business by doing other things like wiring as for now, they need to hire other professional wiring technicians to solve the wiring problem on their customers cars.

Then, they can also open services for painting cars. This is because there are many customers who come to the workshop wanting to repaint their cars or change their car's color. However, Bayan Garage does not provide the wiring and painting services, which makes the workshop need to send the customer's car to the other workshop that provides the services. Therefore, by expanding the business, Bayan Garage can increase their income more because they do not need to send the customer's car to another workshop, as they also provide all the services that are needed to solve the customer's car problems, which can also reduce the cost of repairing the customer's car.

## RECOMMENDATION

### LOOK FOR A STRATEGIC LOCATION

My recommendation is to expand their business they need to open their business at a more strategic location. The company needs to develop a business location strategy first, which this strategy takes into account factors that will affect the business growth. This strategy includes the process of deciding which city or nation the employer wishes to conduct his business in, or the company could do a thorough investigation of the particular street, area, or structure that would be most beneficial for the company. For example, one of the location factors that needs to be considered is accessibility. Accessibility should be a business's top priority when selecting a location for their business. The company should consider every person who will interact with them, including clients, customers, suppliers, and employees, by ensuring the selected location is easy to reach and has many parking lots that will not burden people who want to come to the company. The owners should also consider whether the neighborhood has convenient amenities such as restaurants, banks, grocery stores, and daycare centers. Other than that, the company must make sure that delivery can reach the place quickly and safely.

# OPPORTUNITIES

## 2. HIGH DEMAND BEFORE SOME CELEBRATIONS

The Bayan Garage services will be in high demand especially during a long holiday or before some celebration like Hari Raya Aidilfitri or Chinese New Year. This is because many people tend to go back to their hometown during the long holiday or go for vacation. Therefore, the customers will sent their car for service or check the car condition to make sure that their car will not having problems during their journey to go back to their hometown or vacation especially place that quite far from their home that might requires a lot of time on the highway like 8 hours to 12 hours to arrive at their destination. Thus, it is very important to make sure that their cars are in a very good condition before they start their journey.



## RECOMMENDATION

### CREATE A SCHEDULE TO ENSURE ALL WORK CAN BE DONE ON TIME

My recommendation for the company in order to complete their job on time, especially during high demand, is that the Manager or Supervisor need to make a daily schedule in order to manage all the jobs that need to be done. A daily schedule is very important for a business because it helps an organization to manage their time wisely to meet all daily goals, boost productivity, and reduce procrastination.

For example, in the daily schedule, they should write their target to finish what car and how many cars that they need to finish on that day. Then, Supervisors need to give the mechanics and admins a short briefing to explain their target and goals for that day to ensure all work will run smoothly and their goals can be archived successfully without any difficulty as all employees involved are already clear about their tasks and responsibilities.

# OPPORTUNITIES

## 3. LOYAL CUSTOMERS

Customer loyalty refers to a customer's desire and willingness to regularly utilize a company's product or service after having a positive experience with the company. Customer's loyalty is one of the crucial successes for a business. Due to one of the policies of the Bayan Garage Workshop which is to put customer's satisfaction at the first place, this company is able to catch their customer's intention to become the workshop's loyal customers. It's not just the services provided to the customers good, but the admin also needs to have skills to entertain the customers well which also make the customers more likely to come here as the admins and mechanics are very friendly and can communicate with them very well in a good manner. According to Jack Flynn (2023), 56% of customers will stay loyal to a business that is able to satisfy them and 86% of the loyal customers will recommend the company that they trust to friends and family. Therefore, it is very important to entertain and treat every customer nicely to increase the company profit.

## RECOMMENDATION

### GIVE SPECIAL DISCOUNT FOR LOYAL CUSTOMERS

My recommendation for the company in order to make their loyal customers feel more appreciated, the company can provide some special offers or give discounts to their loyal customers. For example, the workshop could provide their loyal customers with benefits like they will be given a 20% discount for spending RM250 and above, or the company could also give a special discount or items to their loyal customers that come to their workshop on their birthday. This will make the customers stay loyal to the company, as they are getting a specialty that they might not get from the other workshop.



# THREATS

## 1. MANY COMPETITORS NEARBY

Near the workshop area, there are also many other workshops. The existence of competitors near the area makes the company need to compete with the other workshops to attract customers to come to the workshop. From my observation, there are almost five competitors near the workshop. Too many competitors will give big competition to the company and have a negative effect.

An example of a negative effect is the loss of customers, as it will give customers more options to choose the workshop that they want to go to by comparing the prices and quality of the products.

Then, the next negative effect is losing employees because employees tend to look for work that can offer them a higher salary, bonuses, better working conditions, and other things that their current employer is unable to provide. Therefore, the existence of competitors nearby will give many negative impacts on a company.

## RECOMMENDATION

### PROMOTE WORK LIFE BALANCE IN THE COMPANY

My recommendation to overcome the threat is to provide work-life balance to the employees. Work-life balance is one of the factors that will retain employees to stay with the company. Having a work-life balance will benefit employees' mental health because employees who have a good work-life balance are more likely to feel happy when they go to work and it helps to lessen the two frequent bad health conditions in the workplace which are stress and burnout risks.

Other than that, work-life balance is also very important because it gives employees more time to spend with their families. Thus, employers can promote a healthy work-life balance by giving employees competitive compensation, opportunities for professional growth, and personal time off to the employees that really need it. Therefore, work-life balance will increase the employees retention which make the employees tend to work with the company for a long period.

# THREATS

## 2. HIGH EMPLOYEE TURNOVER

The next threat at Bayan Garage is that many employees tend to resign from the company and find other jobs. It can be said that because a total of five workers decided to resign from the company last year. This is because there is toxicity behaviour from an employee during that time, which affects other employees intentions to leave the company too. This situation has brought the company to a disaster because it does not have enough workers to perform their work.

Other than that, there are also new employees who recently worked at the company for about 3 months and decided to go to the other workshop company. According to Apollo Technical (2023), it will cost an average of 33% of an employee's yearly salary for the employees resignation because the cost of replacing employees is high. Therefore, increasing employee turnover will lower the company's productivity and profit.

## RECOMMENDATION

### ATTRACT AND RETAIN THE BEST TALENT

In order to overcome the high employee turnover in the company, my recommendation is to attract and retain the best talent by carefully considering the hiring process. The employer needs to make sure they hire the right employees in the beginning because this is the best approach to guaranteeing that employees will not leave the company and give bad influence to other employees. The role and job description for both the candidates and the employer need to be explained clearly.

The employer also needs to be absolutely sure that the candidate not only fits the position but can also easily adapt to the company culture. After that, showing the employees that they are valued and appreciated is a crucial step in lowering employee turnover. This can be done by providing them with a reward or employee recognition as an expression of appreciation for their achievements and efforts. Therefore, the employee turnover in the company will decrease.

# THREATS

## 3. ADVANCE TECHNOLOGY

It can be seen that technology nowadays tends to grow rapidly and has had a significant impact on almost every sector. Auto mechanics in particular have felt the change since there are an increasing number of automobiles equipped with advanced features that require highly specialized equipment for diagnostics and repairs. However, being competitive in today's market requires understanding on how to use the most recent technical developments in order to safely and effectively maintain customers' automobiles. This requires employees to have knowledge and skills in using the technology to able the employees to handle the machine or software effectively. Other than that, to have the new technology, the company also needs to invest a large amount of money in order to use the new system and equipment. Therefore, employers should be aware that technology is growing rapidly from time to time.



## RECOMMENDATION

### REDUCE OPERATING COST

To able the company to use new technology, my recommendation to help the company in overcoming the threat of advanced technology is to reduce operating costs. The employer should be smart in seeking ways to cut costs without sacrificing the quality of their products or services. The first way is to manage expenses wisely. The company always spends a lot of money, especially when they want to celebrate an employee's birthday. Thus, employers can cut the cost of birthday celebrations by celebrating the employees' birthdays for two months at the same time. Then, the company can also go for a paperless environment. From my observation, this company uses too many papers daily, which it used to print out customer invoices and bills, receipts for payments that have been made to the supplier, and others. In my opinion, the company should lessen paper usage by only providing customers with online bills that can be sent online through the customer's WhatsApp, as this will help the company reduce the operating cost of paper and fax machine usage.



## 6.0 CONCLUSION

In conclusion, my five-month internship experience has made it clear to me that college life and the real world of work are very different from one another. At the college, it was only the learning process in helping us to adapt with the working field. However, this internship journey has given me a great opportunity to get to know how working life is in order to make me adapt easily to the real world that I will get into soon. Even it is quite challenging for my internship journey because I need to manage my time wisely to finish my report and do the tasks that have been assigned to me at the workplace.

I am also very thankful to Bayan Garage Auto Sdb Bhd company because they are willing to accept me as an internship student at the company. A Lot of knowledge that I gained during the internship process that helped me to enhance my abilities and skills like communication skills, team work skills and problem-solving skills which can help me to prepare myself for finding a job. This internship experience is the experience that every student will not get even if they are taking many classes unless they went for the internship journey by themselves.



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