UNIVERSITI TEKNOLOGI MARA
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INDUSTRIAL TRAINING REPORT AT MCDONALD'S TELUK INTAN DT

RESEARCH TOPIC:

THE INFLUENCE OF FINANCIAL INCLUSION AND MACROECONOMICS FACTORS TOWARDS ECONOMIC GROWTH IN MALAYSIA

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EXECUTIVE SUMMARY

This report initiates my 6-month journey as an internship student at Gerbang Alaf Restaurants Sdn Bhd, McDonald's, which takes place from March 1, 2023, until August 15, 2023. As it is a compulsory programme to be taken by each student in their final year before completing their studies, I am honoured to carry out my internship as an intern at McDonald’s. As an established fast-food restaurant in Malaysia, I have gained many new experiences and exposure to the reality of working culture during my internship training. Furthermore, it has sharpened my soft skills in many aspects that I can apply to my career in the future.

Through the past six months, I have been assigned to work at all stations in rotation in order to get exposure to how they operate daily. I get to learn the basics of how to start a business, from the opening time, which starts in the early morning, to how to close the store, which basically finishes at 4 a.m. every day. Furthermore, I also get to know the job scope at each station in order to run a business smoothly. How to interact with the customers is mainly the most important soft skill that I can achieve there.

There are many challenges that I have to bear while finishing my internship programme, but I barely survive and turn them into lessons to improve myself, as it is one of the perks of working life. With the help of my coworkers and managers, I managed to cherish my experience as an intern at McDonald’s.

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3.0 COMPANY PROFILE

3.1 Company's Introduction

McDonald's Malaysia is fully owned by the Reza Group company from Saudi Arabia and a local business partner under a franchise system known as "Developmental Licence". Through this system, McDonald's Malaysia is granted complete authority to run, expand, and administer the nation-wide McDonald's restaurant chain. Under the management line lead by Abdulrahman Alireza, Reza Group also owns a network of McDonald's restaurants throughout the western and southern parts of Saudi Arabia as well as all over Singapore. In Saudi Arabia, he has expertise managing more than 100 McDonald's eateries, including those in Mecca, Medina, and Jeddah.

3.2 Company's Background

Brothers Dick and Mac McDonald founded the business in 1940 with the opening of a restaurant, but the "Speedee Service System," which was based on its principles, debuted in 1948. However, McDonald's currently declares its "foundation" date as the opening date of the first franchise restaurant by CEO Ray Kroc in 1955. This Ray Kroc restaurant is the ninth restaurant for McDonald's.

In December 1980, Gerbang Alaf Sdn Bhd (65351-M), formerly known as Golden Arches Restaurant Sdn Bhd, was granted a licence by McDonald's Corporation, United States of America, to run McDonald's restaurants in Malaysia. On April 29, 1982, the first eatery debuted in Kuala Lumpur's Jalan Bukit Bintang. Under the terms of a franchise agreement known as a Developmental Licensee (DL), Saudi Arabia's Lionhorn Company Pte Ltd. is the sole owner of McDonald's Malaysia.

McDonald's Malaysia and Lionhorn Re Ltd., who have been granted licences to fully run McDonald's in Malaysia and Singapore, received ownership from McDonald's Corporation in the United States through this mechanism. Currently, there are more than 260 McDonald's locations spread out across Malaysia. Son of FELDA settlers in Gemas, Negeri Sembilan, Mr. Azmir Bin Jaafar is currently the managing director of McDonald's Malaysia.

3.3 Company Vision

- To be the best company for all our employees in every community in the whole world.
- Providing services with the best operational system for McDonald's
- Continue to experience development in a profitable direction as a brand, as well as better management of McDonald's operational systems.

3.4 Company Mission

Serving the perfect meal to customers and fostering a unique community means serving delicious food, having a convenient location and business hours, making reasonable prices affordable, and working hard to offer the speed, choice, and personalization that customers expect. At its best, McDonald's doesn't just serve food; it also has a friendly and trustworthy personality.

3.5 Company Services/Products

As the largest food company in the world, McDonald's is famous all over the world for burgers and fries. For beautiful memories that are more meaningful, they offer a wide variety of drinks and desserts to customers. To meet the tastes of Malaysians, McDonald's Malaysia has also consistently been introducing some local menu items that have become favourites of many, like McD's Fried Ayam, McD Chicken Porridge, Prosperity Burger, McD Nasi Lemak, and delicious dessert dishes that are really quite tasty.

In the early 1990s, the Islamic Development Department Malaysia (JAKIM) certified McDonald's as the first fast food establishment in Malaysia, making it one of the chains. JAKIM guarantee that all food and beverages offered by McDonald's Malaysia are 100 percent halal. Halal Committee Internal: McDonald's Malaysia constantly makes sure that all Halal requirements are met. They are made up of the Board of Directors of the business as well as key divisions including Chain Supply, Quality Assurance, Operations, Human Resources, and Marketing. This Internal Committee has nominated two outside Shariah experts as Shariah consultants. Furthermore, Ownership of the Lionhorn Company in Saudi Arabia makes McDonald's Malaysia a company owned 100% by Muslims. Since 2017, McDonald's Malaysia has paid more than RM4.9 million to the state Zakat authorities for distribution to the needy.

McDonald's Malaysia provides a variety of job opportunities for the youth to develop self-potential and help build a career in the food service industry, including McDonald's Vocational Apprentice Programme or the National Dual Training Scheme, McDonald's Management Apprentice Programme, and the Bachelor of Management Programme Business with UTM.

The first programme is McDonald's Vocational Apprentice Programme, or the National Dual Training Scheme. It is the result of Malaysia's McDonald's collaboration with the Department of Skill Development, Ministry of Human Resources. The programme is ongoing for 18 months for youth graduates of Assessment Form 3 (PT3) and Certificate Malaysian Studies (SPM). This programme includes 30% of theory classes at the training centre with 70% of practical training in McDonald's restaurants. As long as they follow the programme, youth receive a monthly subsistence allowance of RM1,200, benefits, insurance, medical, residence, and free food. After completing the programme, youth are awarded the Malaysian Certificate of Excellence (SKM) Level 3 by the Development Department Skills, Ministry of Human Resources. Youth are then eligible to work at McDonald's or in the food service industry in Malaysia.

The second programme is McDonald's Management Apprentice Programme. This programme is a weekend training programme for youth who are continuing their studies at university and want to start a career at McDonald's after graduation. Programme in progress for 10 months, and throughout the programme, youth receive a daily allowance of RM60 (about RM700 per month), including medical benefits and free food. This programme is McDonald's Malaysia's efforts to give birth to managers of the calibre needed to operate his business.

The third programme is the Bachelor of Management Programme in Business at UTM. It is the result of McDonald's collaboration with Malaysian universities. This collaboration enables the module McDonald's selected training to be absorbed into the management master's programme business (MBA) at School Azman International Business Hashim (AHIBS), UTM. McDonald's selected training modules are also recognised as credit that can be transferred to the MBA programme at UTM. This programme provides opportunities to McDonald's employees in Malaysia, which continues to improve itself in education and career.

4.0 TRAINING REFLECTION

During my internship programme, I have gained many new experiences and skills that I can apply in my future workforce. Not only am I limited within my study scope, but I have also learned a lot about how to operate a business every day. Furthermore, I get to sharpen my soft skills in approaching customers and public engagement.

4.1 Taking Order

Greeting the customers is the most important thing in customer service since it is the customer's first impression of the worker. A polite greeting with a good manner will express how well the workers treat the customer. Basically, we need to greet customers within 10 seconds and allow guests to place orders in advance. Listen carefully and do not interrupt while guests are ordering. Hear opportunities to suggest better value to the guests in order to get more sales and to give the customers a better experience with our products. Make sure the grill order is put in the post and state the order amount to the guest. Tell the guest to confirm the order on screen. Then, state the amount of the payment. If the customer pays by card, use a cashless terminal. If cash is available, accept payment and make appropriate balance changes for guests. State the remaining amount to the guests clearly. Lastly, thank the guests and welcome them for another visit.

4.2 Preparing the Order

When preparing the order, products must be correctly taken as the customer's order in order to avoid missing items or items being wrongly given to the customer. Read the orders precisely according to each station's screen monitor to prepare the orders. Only 'just cooked fries' are used and are the last item to be served and provided. Meanwhile, for the drinks, fill the appropriate drink cup, use one lid for each drink, place the finished drink on the preparation table, make an order based on the order on the screen, and place the completed order on the preparation table. After that, place the condiments according to the order. Place the finished order on the tray or pack the order neatly for takeaway orders. Lastly, check the order number with the correct products, and if it is correct, hand over the order to the customers or the rider.

4.3 Table Service

The server needs to come to the pickup point upon being called to take the order. Check the products on the pick list and make sure the basic condiments are prepared. Check the seat number on the pick list to know the table number. Find guests by looking at the table tent or table number. If the restaurant has a table locater, check the zone to go to. Greet the guests and place the order tray on the table. Distance yourself one step back while inform guests to dispose of trash and return the table tent and brown tray to the area provided. Let guests know you are around to help if needed and say thank you and enjoy your meal. Check back 2 minutes after delivery. Furthermore, we need to greet the guests naturally and authentically. If there is feedback, thank the guest and inform the manager on duty. Lastly, sanitise all table tents returned by guests and rearrange them at the entrance desk immediately. Sanitise tables and chairs immediately.

5.0 RESEARCH REPORT

This study investigates the Influence of Financial Inclusion and macroeconomic factors on Economic Growth in Malaysia using yearly time series data from 1982 until 2021. EViews 12 Student Version Software has been used to carry out the research study.

5.1 Introduction

Since the year of 2000, financial inclusion has gained attention on the global policy agenda. Several nations use financial inclusion as a strategy to encourage more equitable economic growth (Collard, 2010). The United Nations (UN) included financial inclusion as one of the main Millennium Development Goals (MDG) in order to achieve sustainable development, enhance the welfare of the global community based on human rights and equality, and promote social, economic, and environmental development. Pearce (2011) claims that the significance of financial inclusion is now generally acknowledged and has even taken on the status of a national policy goal in several nations. Financial inclusion is crucial for laying a solid financial infrastructure foundation for a nation, which will support that nation's economic progress.

Financial inclusion, also known as the expansion of financial systems, financial services, or financial products to give adults in society more convenient access to them, has likely become a topic of interest for academics, policymakers, and regulators in recent years in emerging markets. Financial inclusion helps the financial system grow, which promotes efficient cross-border financial exchange. It is believed that inclusion will improve prospects, lessen poverty, and foster economic growth. There has been no conclusive definition of financial inclusion. According to the World Bank, financial inclusion defines how much access people and small businesses have to financial services such as deposits, loans, payments, remittances, and insurance. Financial inclusion, according to a 2011 report by the Consultative Group to Assist the Poor (CGAP), refers to the availability to consumers of formal financial services like deposit and savings accounts, payment services, loans, and insurance, as well as their active and effective use of these services to meet their individual needs. Financial inclusion indicates to the broad range of financial services that people and businesses tend to use rather than their ability to obtain financial services. The latter hides the true extent to which people and businesses actually use these services for their own profit or gain, and the phrase "access" is so broad that other dimensions have been employed to measure it.

Financial inclusion refers to the process of ensuring that individuals and businesses have access to affordable and appropriate financial products and services. These services may include basic banking facilities, savings accounts, credit, insurance, and other financial tools. The primary goal of financial inclusion is to promote economic development, reduce poverty, and create opportunities for marginalized and underserved populations who have historically been excluded from the formal financial system.

Key aspects of financial inclusion include:

1. Access to Banking Services: This involves providing individuals with access to bank accounts, either through traditional brick-and-mortar branches or digital channels like mobile banking and internet banking.
2. Payment Services: Facilitating efficient and secure payment mechanisms, including electronic transactions, digital wallets, and mobile money, especially in areas where cash remains dominant.
3. Credit and Lending: Ensuring access to credit for individuals and small businesses to help them invest, grow their enterprises, and manage cash flow.
4. Insurance and Risk Management: Offering insurance products that protect against unforeseen events and risks, such as health, crop failure, or natural disasters.
5. Financial Education: Providing financial literacy and education programs to help people understand and make informed decisions about managing their finances and using financial services effectively.

Financial inclusion is essential for several reasons:

1. Poverty Reduction: By enabling access to financial services, individuals can save, invest, and build assets, helping lift them out of poverty and improve their overall economic well-being.
2. Economic Growth: Increased financial inclusion can stimulate economic growth by encouraging entrepreneurship, fostering investment, and improving overall productivity.
3. Social Stability: Financial inclusion can contribute to social stability and reduce income inequality by empowering vulnerable populations and promoting social cohesion.
4. Empowerment of Women: Access to financial services can empower women economically and socially, leading to more gender equality.

5. Resilience to Shocks: Having access to savings and insurance can help individuals and communities better cope with financial shocks and emergencies.

Efforts to promote financial inclusion involve collaboration among governments, financial institutions, non-governmental organizations (NGOs), and other stakeholders. Technological advancements, particularly in mobile banking and digital payment solutions, have played a significant role in expanding financial inclusion, especially in regions where traditional banking infrastructure is limited.

However, despite progress in recent years, many challenges remain, such as regulatory barriers, infrastructure limitations, lack of financial literacy, and cultural factors. Addressing these challenges is critical to achieving more comprehensive financial inclusion on a global scale.

5.2 Research Objective

Research objectives can be defined as the specific outcomes or results that we target to achieve through the research and what can drive our projects and help us achieve our overall goals. The general objective of this research is to determine the factors that could affect economic growth in Malaysia.

5.3 Issues

The emergence of an ongoing practical discussion and the paucity of empirical research on the crucial relationship between financial inclusion and economic growth served as the impetus for this paper. The phenomenon of quite rapid growth in Malaysia's financial inclusion that is not accompanied by faster economic growth, as well as conflicting research results and a dearth of in-depth studies that look at the relationship between macroeconomic factors and economic growth, serve as the main inspiration for this study to look at how financial inclusion affects economic growth in Malaysia. The findings of this study will aid in the creation and execution of policies that promote financial services accessibility, which will boost economic growth and ultimately contribute to sustainable development.

Manifesting financial inclusion as the financial system is the key components in supporting economic growth and development by diverting money from the surplus unit of the economy to the deficit unit. It is widely accepted in the academic community that government policies like non-inflationary growth, exchange rate stability, balance of payments equilibrium, and full employment are more likely to be successful when implemented in an economic system where banks play a central role. This is only achievable with an all-inclusive financial system. Financial systems cannot accomplish economic growth with a higher share beyond the scope of government.

Since the poor find it difficult to save money and acquire assets to protect themselves, a lack of access to financial assets can negatively affect economic growth and efforts to reduce poverty. The movement towards financial inclusion seeks to ensure that all individuals in society have easy access to a broad range of financial products that are catered to their requirements and provided at competitive costs. Payments, savings, credit, insurance, and pensions are some of these items. A robust financial system fosters economic development and provides a platform for financial intermediation by offering products for risk management, credit, payment, and savings to customers with a variety of demands. Financially inclusive systems provide a wide range of people with simple access to financial services by providing specialised financial products at reasonable prices without onerous documentation requirements, especially for the underprivileged or other economically disadvantaged groups. Without financially inclusive systems, the poor would be forced to depend on their paltry savings for future investments, and small firms would be unable to capitalise on potential development possibilities due to their inadequate incomes.

Moreover, risk management practises that are advantageous to the economy. According to Fabya (2011), the financial industry can offer borrowers a range of high-quality, low-risk financial instruments, which will ultimately speed up economic growth. Financial inclusion also has the potential to lower loan criteria as financial institutions attempt to reach out to the underprivileged by decreasing loan terms, but it also carries a higher risk to a bank's image as numerous nations have lowered the bar for setting up financial institutions in rural areas. Because the poor find it difficult to save money, establish assets to protect themselves from hazards, and invest in initiatives that will generate income, a lack of access to finance can have a negative impact on economic growth and the reduction of poverty.

5.4 Literature Review

According to Ratnawati (2020), financial inclusion includes banking penetration, which is measured by the percentage of the population with a bank account; access to banking services, which is measured by the density of bank branches and ATMs in a given area; and use of banking services, which is measured by the volume of deposits and loans made, demonstrating that all the variables are significant and that there is a positive correlation between financial inclusion and economic growth. The research period runs from the year following the crisis to the latest data that is currently available, or 2009–2018. Additionally, it shows how the establishment of financial institutions in Asia can boost economic growth. These institutions are designed to foster capital accumulation, which in turn boosts economic growth.

Meanwhile, according to Loan Thi-Hong Van, Anh The Vo, Nhan Thien Nguyen, and Duc Hong Vo's (2019) findings, domestic credit provided to the private sector, domestic credit provided by banking sectors, and government expenditure have a negative impact on economic growth while having a significant and positive relationship with trade openness. They use three indicators which the number of commercial bank branches per 100,000 adults, the number of ATMs per 100,000 adults, and bank credit for private sector to GDP for the measurement of financial inclusion. The findings appear to be robust in six geographic regions and two income groups. In terms of the relationship between financial inclusion and economic growth, the findings indicate an overall favourable relationship between the two variables. The low-income group and the subsample with an intermediate level of financial inclusion experience a more significant impact, whereas the subsample with a low level of financial inclusion experiences less of an impact. Their results concur with those of Kim, Yu, and Hassan (2018), who demonstrate the beneficial impact of financial inclusion on economic growth. The influence of financial inclusion on economic growth is seen to follow a pattern that is remarkably comparable according to the IFI's three-dimensional metrics. In particular, it is discovered that more ATMs per user have a favourable impact on economic growth, but the coefficients are statistically negligible when the level of income or financial inclusion is controlled. More bank branches opening results in more significant effects, especially for low-income and nations with a median level of financial inclusion.

Kim (2015) finds that progressivity has no impact on the relationship between income inequality and economic growth and can help lower income disparity. However, financial inclusion, on the other hand, strengthens the link between economic growth and income disparity. The inverse association between income inequality and economic growth becomes a positive relationship when income inequality is reduced through financial inclusion. Compared to low-fragility countries, this trend is more pronounced in high-fragility nations. When considered collectively, financial inclusion outperforms progressivity in reducing income inequality, ultimately reversing the traditional inverse correlation between income disparity and economic growth.

5.5 Research Methodology

Data source and Functional Forms of the Model

To examine the influence of financial inclusion and macroeconomic factors on economic growth in Malaysia, this research study has collected secondary data from numerous platforms in order to gather the latest available data. By using regression analysis to analyse the data, the period of the data used starts from 1982 until 2021. Meanwhile, as the sources for the data gathered, The World Bank's Database and the Department of Statistics Malaysia are mainly used for the data availability for the research period.

The dependent variable used in this study is economic growth, as indicated by GDP per capita growth. Gross domestic product (GDP) per capita is calculated by dividing GDP (which includes taxes on production but not subsidies) by the midyear population of a country. The independent variable of this study is financial inclusion, which consists of bank credit to the private sector, government social expenditure, unemployment rate and inflation.

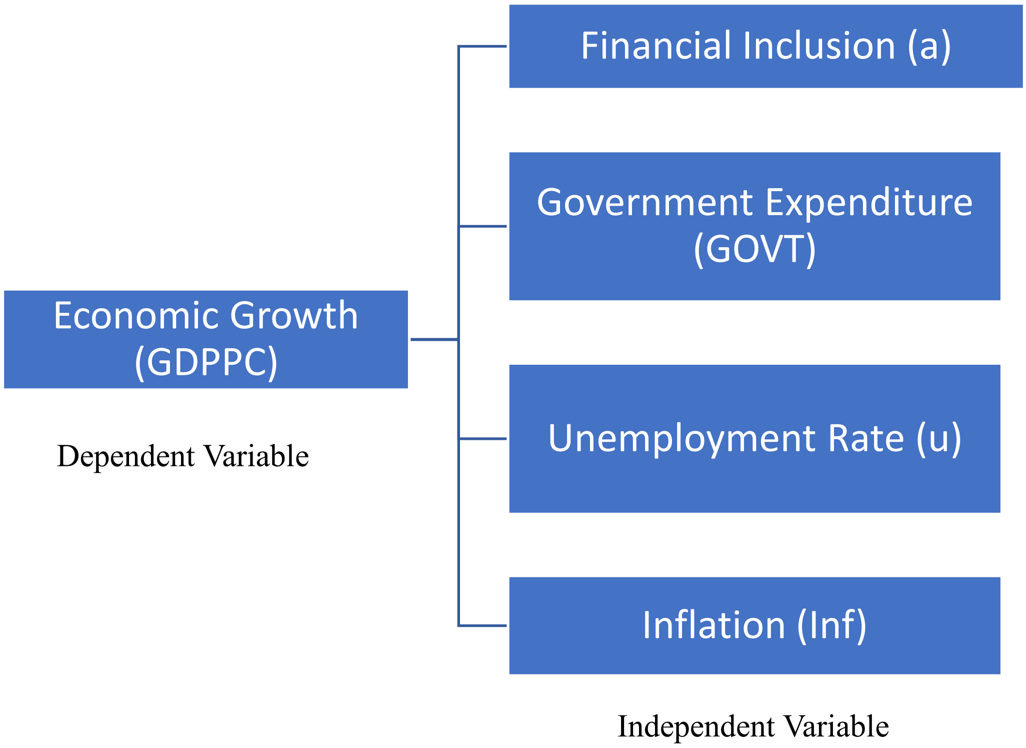

Figure 1 Propose Research Framework

Variables	Proxy	Symbols
Gross Domestic Products per capita growth	Gross Domestic Products per capita growth	GDPPC
Financial Inclusion	Bank Credit to Private Sector	a
Government Social Expenditure	Government Social Expenditure	GOVT
Unemployment Rate	Unemployment Rate	u
Inflation	Inflation	Inf

Table 1 Variables and Symbols

The regression model to be estimated as below:

$GDPPC_t = \beta_0 + \beta_1 a_t + \beta_2 GOVT_t + \beta_3 u_t + \beta_4 Inf_t + \mu_t$

Where:

$GDPPC_t$ = Gross domestic product per capita growth

a_t = Bank credit to private sector

$GOVT_t$ = Government social expenditure

u_t = unemployment

Inf_t = Inflation

μ_t = Error term

	LnGDPPC	**LnA**	**LnGOVT**	**LnU**	**LnInf**
Mean	1.413770	4.687164	2.552866	1.315550	0.764160
Median	1.359399	4.716462	2.552184	1.241252	0.962335
Minimum	0.664808	4.138886	2.279214	0.896088	-1.237847
Maximum	1.955419	5.065789	2.908069	2.001480	1.761111
Standard deviation	0.355819	0.219680	0.128345	0.260334	0.729052

Table 2 Descriptive Statictic Analysis

The summary statistics of variables over the sample period are presented in Table 2. The data variation for the variables are not too high, as there are no significant differences in the data table shown above.

	LnGDPPC	**LnA**	**LnGOVT**	**LnU**	**LnInf**
LnGDPPC	1.000000	-0.076934	-0.095870	-0.000169	0.376604
LnA	-0.076934	1.000000	-0.754183	-0.537710	-0.239965
LnGOVT	-0.095870	-0.754183	1.000000	0.493321	0.087926
LnU	-0.000169	-0.537710	0.493321	1.000000	-0.233266
LnInf	0.376604	-0.239965	0.087926	-0.233266	1.000000

Table 3 Correlation Test

According to the result in the table shown above, it summarises the results of the correlation analysis between the variables and the result of the pairwise correlation coefficient. Here, we can determine the type of relationship two variables are sharing with each other. The type of relationship may be positive, negative, or neutral. If the value is close to plus 1, or it is a plus 1, then there is a positive relationship between the variables. And if the correlation value is close to minus 1, then there is a strong negative correlation. And if the correlation value is 0, then there is no correlation or a neutral correlation. Also, in correlation analysis, the two variables may show a weak positive or weak negative correlation.

We can see that GDPPC and financial inclusion (a) have a correlation of -0.076934, which means a negative correlation between them; otherwise, we can say that if GDPPC rises, financial inclusion (a) will decrease and vice versa. However, it is not a strong negative correlation, as the value is far beyond minus 1. Then, GDPPC and government spending (GOVT) have a correlation of -0.095870, which indicates a negative correlation. With an increase in GOVT, GDPPC will decrease. GDPPC and unemployment (u) also have a negative relationship between them, but not a very strong negative correlation. And lastly, GDPPC and inflation (Inf) show a positive relationship, as the value is noted as 0.376604.

5.6 Data Analysis

Dependent Variable: LnGDPPC

Method: Least Squares

Date: 07/18/23 Time: 22:05

Sample: 1982 2021

Included observations: 40

Variable	Coefficient	Std. Error	t-Statistic	Prob.
C	16.84552	8.691831	1.938086	0.0607
LnA	-0.073724	0.036418	-2.024368	0.0480
LnInf	0.361677	0.42057	0.860096	0.0347
LnGOVT	-0.291148	0.355092	-0.819924	0.4178
LnU	-0.733757	0.592537	-1.238332	0.2238

R-squared	0.201547	Mean dependent var	3.027833
Adjusted R-squared	0.110295	S.D. dependent var	3.689060
S.E. of regression	3.479675	Akaike info criterion	5.448223
Sum squared resid	423.7848	Schwarz criterion	5.659333
Log likelihood	-103.9645	F-statistic	2.208694
Durbin-Watson stat	1.781583	Prob(F-statistic)	0.088141

Table 4 Least Square Method

The regression model to be estimated as follows:

$CPIt = \beta_0 + \beta_1 U_t + \beta_2 GOVT_t + \beta_3 A_t + \beta_4 Inf_t + \mu t$

$CPIt = 16.8455 - 0.7338U - 0.2911GOVT - 0.0737A + 0.3617Inf$

*T-stat = (*1.9381*)* (-1.238*)* *(-0.8199)* *(-2.02)* *(0.8601)*

Prob = (0.0607) *(0.2238)* *(0.4178)* *(0.0480)* *(0.0347)*

5.7 Findings

This section presents the results of the relationship between financial inclusion and macroeconomic factors that are statistically significant in affecting economic growth in Malaysia.

Based on Table 4 shown above, it shows that financial inclusion, as indicated by bank credit for the private sector (a), is negatively related to economic growth. A 1% increase in domestic credit will decrease economic growth by 0.07. However, the results of its p-value are 0.04 and positively significant in affecting economic growth, as the probability value is less than 0.05 based on Table 4.

Moreover, the result shows the coefficient of inflation is 0.36. This value determined that there is a positive relationship between inflation and economic growth. It can also be said that with an increase of 1% in inflation, economic growth will also increase by 0.36. Furthermore, the result of its p-value is statistically significant with the economic growth at 0.05. This variable also affects economic growth at 0.86, which indicates by t-statistic in a positive way that when inflation increases, economic growth will increase too. In essence, buyers put off making purchases when prices are falling if they can, hoping for future price decreases. This will result in reduced economic growth, less producer income, and less economic activity.

On the other hand, the results show that the coefficient of government expenditure is -0.29. This value determined that there is a negative relationship between government expenditure and economic growth, with the consequence that every 1% increase in government expenditure will decrease economic growth by 0.29. Besides, government expenditure is statistically insignificant where the probability value is greater than 0.05, where the result is 0.42 based on Table 4. Some would claim that all government spending, whether current or capital in form, has a negative impact on economic growth. This is based on the assumption that public sector work is always less efficient than private sector work due to government's centralised decision-making, lack of profit drive, and lack of competition. Assuming this lower productivity, any rise in government expenditure would decrease overall economic development and might delay the accumulation of human and physical capital as well as the rate of innovation in the private sector by increasing the percentage of productive resources consumed by government.

Lastly, the coefficient of the unemployment rate variable has a negative relationship with economic growth in Malaysia. A 1% increase in the unemployment rate will decrease economic growth by 0.73. Besides, the unemployment rate is statistically insignificant with economic growth at a p-value of 0.05. Malaysia's unemployment rate has a negative link with economic growth. Businesses lay off employees and the unemployment rate rise when the economy is in a slump. This theory holds that unemployment is countercyclical, increasing in times of weak economic development and decreasing in times of strong economic growth. To maintain the unemployment rate, unemployment is consequently detrimental to a country's economic growth. As a result, in order to minimize unemployment, the economy's growth rate must exceed its potential rate.

6.0 DISCUSSION AND RECOMMENDATIONS

To investigate the impact of financial inclusion on Malaysia's economic growth, numerous studies have been carried out with varied degrees of success. Financial inclusion has had a significant impact on the financial sector over the past few decades. Only a small number of studies have focused on contrasting it with economic growth. In light of this, the goal of this study was to examine how financial inclusion and macroeconomic factors affects economic expansion. Consequently, this research investigates how Malaysia's economic growth is impacted by financial inclusion and macroeconomics factors.

The following are a number of recommendations for boosting research output in the field of financial inclusion: First off, because of varied sociocultural levels, illiteracy rates, regional interests, gender disparity, income, governmental policies, etc., there are still significant variances in the degree of financial inclusion among the regions. Therefore, in order to increase financial inclusion and promote inclusive economic growth, non-economic issues must be taken into account.

Second, a number of financial inclusion metrics were used to generate the financial inclusion index. The interrelationships across the financial inclusion dimensions lead to a number of issues, such as multicollinearity, when attempting to quantify financial inclusion across all dimensions in a single analysis model. To measure the level of pertinence, it is preferable to calculate the financial inclusion index using multifactorial finance. Additionally, a number of models that examine the interaction between financial inclusion and a number of other variables include macro and micro variables such as household consumption patterns and banking sector savings. Further study is advised in order to take into account measuring characteristics or indicators such as cost, timeliness, and quality of banking services with new technology advancements like mobile and online banking.

Thirdly, because there is a dearth of data, this research solely uses data from Malaysia to measure financial inclusion in the service availability dimension. It is advised to employ more comprehensive banking data in future studies, including information from commercial, rural, and Islamic commercial banks as well as from Islamic companies, bonds, and equities, among other things.

In addition, there are other ways that financial inclusion might help maintain financial stability. First off, higher lending to small businesses can result in a broader diversity of bank assets, which can lower the risk of a bank's entire loan portfolio. Second, increasing the number of small savers will expand the deposit base's size and stability and lessen the reliance of banks on "non-core" financing. Improve the transmission of monetary policy, which will ultimately help to maintain financial stability.

7.0 CONCLUSION

In conclusion, after undergoing Industrial Training for one semester (six months) at McDonald's Teluk Intan DT, I can learn a lot from all career-related areas, particularly how to interact with superiors and other relevant parties. I can gain a lot of experience, information, and beneficial exposure. Additionally, it can help me learn about all the applications of the topics I studied in the field of information technology.

I have been exposed to the reality of work through this industrial training programme. As a result, it has indirectly reprimanded me as an employee and exposed me to the department's or company's organisational structure. Besides that, students are also given a variety of different tasks that include tasks in the food service industry and communicating with different types of customers or specific services at times designated. Not only that, exposure to the real world of work is good for students, especially to open their minds to think more maturely and have their own creativity.

During the course of my industrial training, many things about my education, surroundings, and interactions with coworkers have shifted as I have progressed through it. It has the potential to improve my self-discipline and rationality immediately. There are, nevertheless, several areas of improvement that should be prioritised. Consequently, it concludes that I can get a lot from the industrial training programme, despite a little imperfection that somewhat disfigures the scenario, and that this weakness can be remedied in the future.

In conclusion, this type of Industrial Training can help strengthen one's ability to communicate with others and boost one's confidence for entering the workforce. Staff members at the training facility work well together, modelling the values they hope to instill in their trainees. Having the opportunity to participate in this Industrial Training has made me realise how fortunate I am, as it is a requirement for employment in any department of our organisation.

This research provides empirical evidence of the relationship between financial inclusion and macroeconomic factors affecting economic growth in Malaysia. The dependent variable for this study is economic growth per capita is economic growth, as indicated by GDP per capita growth. The independent variable of this study is financial inclusion, which consists of bank credit to the private sector, government social expenditure, unemployment rate and inflation. Inflation has a positive relationship and statistically significant in affecting economic growth proven on this research study.

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9.0 APPENDIX

Figure 2 Mcdonald's Teluk Intan DT

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