

INTERNSHIP REPORT

TANG YUET MUN MANAGEMENT
SERVICES



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**[INDUSTRIAL TRAINING AT TANG YUET MUN
MANAGEMENT SERVICES]**

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BACHELOR OF BUSINESS ADMINISTRATION (HONS.) in FINANCE

PREPARE FOR:

WAN MOHD YASEER BIN MOHD ABDOH

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Part 1: Preliminary Pages

1.1 Executive Summary

Each student has to choose a workplace to do industrial training. It is up to the student's own choice. The industry chosen by students should be related to the course they are taking. This is to make it easier for students to do industrial training and gain experience. Regarding the subject MGT666, this industrial training took place and was completed in an accounting industry in Taiping, Perak. The name of the company I do industrial training is Tang Yuet Mun Management Services, an accounting firm. The industrial training starts on 01 March 2023 and ends on 15 August 2023, which is for 24 weeks. I was able to take advantage of this internship by using the theory and knowledge that I had learned and interpreted when I did my industrial training. I gained a practical approach in dealing with the real world when doing this industrial training than at university I learned a lot about theory only. This can add experience for me.

In this paper, the first part discusses the organizational details of Tang Yuet Mun Management Services. It tells about the background, organizational structure, vision and mission of Tang Yuet Mun Management Services. Everything about this company is told in this section. The next section is to discuss a complete SWOT analysis of the internship organization to identify its key internal and external elements as well as its strengths and weaknesses. In addition, the organization's opportunities and threats were developed using a framework consisting of PESTEL components. Through the research done, we can see the advantages and disadvantages of the organization. It presents a number of recommendations that it deems useful to maximize strengths and opportunities as well as to address threats and weaknesses that require prompt and effective remedial action. Through the research done, we can see the advantages and disadvantages of the organization.

Tang Yuet Mun Management Services is an accounting firm. Company founded by Mr Tang Yuet Mun in 2001. The company is focused on specialising in Accounts, SST, and Tax. This company is located in Taiping. This company is always expected to provide information of added value to their clients. The company's clients are mostly small to medium-sized enterprises (SMEs). Clients of this company come from various sectors including Agriculture, Automobile, Ceramic, Education & Training, Food & Beverages, Hospitality, International & E-Commerce and many more. This company ensures reasonable prices with quality and time efficiency in meeting the expectations of business partners. Considering that in the direction of the Firm of the future, every piece of information can be conveyed in the shortest possible time. The company interacts via e-mail, online, and reverse courier, where the physical presence of the customer is minimal. With this, it creates value for our customers' business hours and valuable resources.

Tang Yuet Mun Management Services is a group of accounting professionals who provide financial management services to clients. These services include auditing, tax preparation and planning, payroll processing, and bookkeeping services. It is very difficult and dizzying for some parties or organisations that run businesses to create an account for their company. It costs a lot. Furthermore, it does not get accurate information to prepare financial statements. In addition, issues arising regarding tax, audit matters, and the Companies Commission of Malaysia (SSM) Tang Yuet Mun Management Services provides various services to businesses and corporate companies, especially those related to accounting, company information, tax, and law. It provides services based on business problems, needs, and wants, in addition to providing advice, training, and consultation. This company offers preparation and settlement services for business financial reports.

Financial accounting deals with information provided by companies to the public. The company helps in matters related to company transactions and provides audit services to expand the business. They appoint or hire accountants for the work of recording transactions and preparing

the company's financial statements. Hired accountants record and compile daily transaction activities to be prepared in the form of company financial statements. It is responsible for preparing documents regarding the company's financial transaction activities. These accounting firms offer a variety of services that help business owners stay financially organised, taxcompliant, and prepared for business growth. Not every accounting firm offers every type of service, and business owners should interview various firms to determine the best fit for the company's specific business needs.

3.2. Objective and Goals

Tang Yuet Mun Management objective is to to unleash human potential. In addition to our commitment to mold individuals, we are accepting INTERNS, apprentices and beyond retirement to be on board with us. Hereby, we will grow, learn, and contribute back to the community.

Managing 8 hours a day (Monday-Saturday) is the next objective. To complete our job within deadline and do make extra time for discussion with our clients in every job either face to face or virtually. Hereby, we generate value and make things right at the first time.

3.3. Organizational structure

Mr. Tang Yuet Mun

**Chartered
Accountant**

Lam Yeem Moey
Accounts Specialist

Ng Wan Chuin **Accounts
Specialist**

Wang Jin Ee
Accounts Specialist

Tang Yuet Mun Management Services Management Team

The organizational structure Tang Yuet Mun Management Services is with a structure consisting of a director, who are the owners of this company. Mr. Tang Yuet Mun who have the highest position in this company. After that, under him there is a specialist accountant has their own duty, which is to look after and control the other workers under their care. Each level of the hierarchy has varying levels of authority and responsibility. The positions below them are permanent workers and also practical workers. Because this company is not big, the organizational structure of this company is also not big.

Part 4: Training's Reflection

4.1. Training's Duration

Students enrolled in this Bachelor of Business Administration (Hons) Finance must complete their internship in the final semester. This practical training is mandatory for every student before graduating. I will be able to complete my internship within the time period set by UiTM Arau Perlis for 24 weeks, which is 6 months from March 1 to August 15, 2023.

4.2. Training's Details

At the end of semester 5, which is 2 months before the semester break, I received an offer letter from Tang Yuet Mun Management Services. On my first day, I was guided by a senior accountant at the company. The senior accountant taught me the tasks I needed to do and what I needed to do throughout my internship here. I was assigned to do accounting and administration work. I am responsible for the preparation and analysis of the company's financial records. I record the company's profit and loss. For example, I record the sales, purchases, expenses, and salary of a company to prepare taxes. I need to record invoices by making sure that none of the company's invoices are left behind.

My first job was at Tang Yuet Mun Management Services. I was assigned to make salary listings for several companies. I record the salary of each company employee by recording the basic salary, including EPF, SOCSO, EIS, and many more. If a company does not provide a salary voucher or there are several months missing, I need to make a pending list to request a salary voucher from the owner of the company. I recorded the employee's salary in Excel. This is because in Excel we can use the auto-sum formula, which makes it easier for us to calculate the employee's salary from January to December easily and without any mistakes. As a new intern, this task is quite easy for me. I only need to key in my salary. I did this task for a week.

In the second week, I started doing the acknowledgment received task. Acknowledgment received means that we check invoices or files from clients' companies to ensure that they provide enough of the items we need. I need to ensure that the clients' companies provide sales, purchases, expenses, utilities, salary vouchers, and bank statements. If they don't provide, I need to make a pending request to the company owner to provide immediately. This task is difficult

if a company is large and has many invoices and files. I have to check them one by one, and it takes a long time.

After my task of making an acknowledgement receive, I started to key in the account. I was taught by a senior accountant, and I was able to learn easily. My first task before keying this account is to make a filing. I need to separate sales invoices, purchases, expenses, utilities, and bank statements in arch files. This is to make it easier for me to record the invoices. The next step is to record all the invoices without missing anything. The next step after I keyed in all the invoices was a bank reconciliation. This bank reconciliation requires that I record all the company's deposit and withdrawal transactions in millions by looking at the company's bank statement. It needs to tally with what I recorded in millions on the company's bank statement.

4.3. Training's Gains

This industry has given me a lot of new experiences. Completing the training in this industry was a valuable experience for me. This opportunity given to me, I will never forget. I have learned to be responsible, which makes me a difficult person to lose focus on. I need to make sure that I do the tasks without making any mistakes. In addition, I was able to increase the positive value in myself. Sometimes I have to negotiate with clients, and I have to stay positive to maintain my relationship with them. In addition, due to my long working hours, I need to remain positive and patient so that I remain active and productive when doing work. I do a lot of overtime during peak seasons, so during this time I need to control my mental and physical well-being. In addition, I also have a collaborative nature. I work for a company with multiracial employees. Although we are multiracial, we understand each other and work as a team. We help each other. It's a lot of fun when we work together as a team when doing a job because it makes our job easier.

Through my experience at this company, I was able to learn more about accounting trends. This is because I am a student majoring in finance instead of accounting. There are many things

related to accounting that I have learned here. This opportunity I got is very valuable to me because I have experience in accounting, and it will be very useful for me when I enter the world of work. Next, I was able to learn about the culture of working here. Employees here don't forget to say thank you when we help them. Employees here also greet each other. Being a part of the organisation here taught me that hard work is not the only thing that is important to get the job done. Instead, we need to unite and cooperate with each other to complete tasks quickly and easily. It is important for me to learn how to see the right direction for this organisation. With that, I can give my best effort to adapt and understand the direction of the company while carrying out my tasks with valuable guidance from colleagues. This was the best experience for me.

Part 5: SWOT ANALYSIS

5.1.1. Using current technology

In our daily lives, technology is used in a wide variety of ways. People utilize technology nowadays to complete a variety of jobs. For young people, seniors, and anybody nowadays else who benefits from contemporary technology and is interested in how it will affect us and how it could enhance our lives or those of others, this is extremely important. But it is contemporary technology's vital qualities that truly diversify our lives. It is proof that individuals use the technology to get information, and to make their work more easily, particularly about current or important events, and that the majority of those polled are content with their ability to use the current technology.

For accounting firm, they must need the best technology to simplify their work. Sage UBS software is the most current technology used by this company. The business solutions provided by the software make it simpler for users to simplify corporate operations, which lowers risk and makes business more lucrative and sustainable. Sage UBS is a well-regarded software solution ideal for small and medium-sized businesses wishing to handle their accounts and finances effectively and professionally. It includes accounting, inventory, and billing modules. The task may be easier than previously thanks to this program. It can help workers save time and effort.

5.1.2. Good relationship with employees

Employees that get along well at work may communicate with each other. Employee communication will be improved as a result. For a to succeed, effective communication is crucial. It is crucial to both team and individual success in the workplace. It may also assist you in avoiding misunderstandings, fostering strong bonds with your coworkers, and establishing yourself as a vital team member. By doing this, the business is able to increase employee communication while also increasing its bottom line. Tang Yuet Mun Management Services is a tiny business. There are not many people working for this firm. Because of this, we get along well with one another and foster positive working relationships. Information shared among a limited number of employees is simple to locate and challenging to misunderstand. We tolerate one another and work together as a family. Additionally, it is simple to agree upon if the business wishes to come to an agreement. This is because there are just a few of us.

Employees of Tang Yuet Mun Management Services come from several races. We are a multiracial staff; however, we all speak Malay and English quite well. As a result, we communicate with both clients and staff with ease. When clients have communication issues, it is not a problem for us. Successful workplace communication may reduce conflict and promote teamwork. In the accounting sector, it is crucial. Conflicts get difficult when we don't comprehend one another. In addition, there is excellent client communication. Even though our clients come from different races, we are able to speak with them and communicate effectively. Additionally, all of the company's staff members speak English well. Both the clients and the business profit greatly from it. Workplace communication is crucial because it raises morale, engagement, productivity, and happiness among employees. It is necessary for improved teamwork. Effective workplace communication ultimately contributes to improved performance for people, teams, and organizations. When we assist the members of each other's teams in developing polite and professional communication skills, it may foster a good environment. When people are more inclined to talk to one other about their jobs and weekend plans, friendships develop.

5.2.1. Lack of office space

A flexible office space is a sort of workplace created to provide employees a range of locations and methods for working. Flexible office spaces allow employees to pick the section of the

office that best matches the sort of work they need to do at that time, in contrast to typical workplaces with fixed and allocated desk locations. According to certain study, some employees are not necessarily content with shared workplaces since a big, pleasant room is one of the necessities for employees to work comfortably. It might not be ideal for a company's economic line to lack workplaces. Employees may experience both emotional and physical effects. This company faces issues with the relatively little area for both personal and business space. The employee's performance will be impacted by this. Accountancy business Tang Yuet Mun Management Services receives several customer files often. This is because in order to determine profit and loss, we require invoices and receipts from the client firm. We receive more files if the customer firm is big. Due to the overflow of the file shelves, the workplace becomes crowded as a result. We had to place file boxes on the floor, and there wasn't much room for us to move about. Walking can occasionally cause us to knock into file boxes, which makes others in the office uneasy. Workers endure unpleasant and congested working environments. There is still enough room to preserve it even though the corporation offers the shop where the file and other products are stored on shelves. Due to the abundance of paperwork on our desk, we occasionally lose work files.

The atmosphere in the office affects the mental and physical health of employees. This will cause the worker to become stressed, and the environment will become narrower.

5.2.2 Using old equipment

Office equipment refers to all the contemporary technological tools and supplies utilized by businesses today, from tiny shops to large retailers, from the public to the private sectors.

They significantly contribute to the ease with which you may conduct day-to-day operations. Well, such machinery was used far less frequently in the past, and work was mostly done by hand. However, as time goes on, technology advances and new products hit the market.

Equipment for accounting firms that is modern in nature is a must. They require a workstation that is large enough, a chair that is cozy, and cutting-edge computer hardware. Office equipment refers to all the contemporary technological tools and supplies utilized by businesses today, from tiny shops to large retailers, from the public to the private sectors. They significantly contribute to the ease with which you may conduct day-to-day operations. Well, such machinery was used far less frequently in the past, and work was mostly done by hand.

However, as time goes on, technology advances and new products hit the market.

This firm has been operating for a long time and they still use the old equipment. They didn't change the employee's computer to the new one. This situation will bring bad things to the employee because old stuff will definitely have problems when we use it. For example, I must wait for a few minutes after I turn on my computer to prevent my computer from experiencing problems. Sometime, my computer also experiences such as lagging and the screen freeze. The employees consume more time and money than necessary to perform jobs because of outdated equipment, which is entirely out of their control. Simple activities that a modern computer can do in a flash of an eye may take an older machine much longer to complete. This implies that an hourly worker is being compensated for time lost due to ineffective office machinery. While most businesses have rigorous policies against time theft, in this instance the organization is the one who is at fault.

5.3.1 Gain more clients

For most firms, growth indicates success. It opens up new possibilities, draws in additional clients, and increases revenue. The expansion of neighbouring businesses may benefit the business. Finding the perfect client for your business is crucial when bringing in new customers. This will support your company's efforts to increase growth and profitability. The location of a business in the hotspot has various benefits. The growth in consumers is one of the benefits.

The office of Tang Yuet Mun Management Services are in Taiping, a well-liked state in Perak. Because Taiping has been growing over the past several years, there are many significant enterprises situated here and many new industries are set to launch. Tang Yuet Mun

Management Services has the chance to develop their clientele as a result of the growth of numerous industries including restaurants and apparel factories. The majority of restaurants often open in well-heeled areas, and businesses in these fields don't give a damn about their rivals. As a result, the industries may help Tang Yuet Mun Management Services' clientele grow. Additionally, since businesses are surrounded by many industries, it is simple to distribute information and marketing about them. Due to word-of-mouth advertising, Tang Yuet Mun Management Services will also get new customers. This is due to the fact that the majority of the business's clientele live nearby. As a result, spreading the news is fairly simple Tang Yuet Mun Management Services can promote this business with ease.

5.3.2 The quality of services

The word "quality" is frequently used in the context of business and the expert services offered by organizations like this one. It is crucial that the idea of "quality" be present throughout the whole work process to ensure the success of the service, which is not unconnected to the work done in the accounting sector. And only if they concentrate on providing great customer service will this company succeed. It is more obvious that they must not only provide a quality service but also build relationships with their clients, a key element that sets them apart from their competitors, in companies like Tang Yuet Mun Management Services, where they sell services

as specialized as accounting, auditing, and taxation to other companies and where their main asset is their people.

This company has made a name for itself as having a clear emphasis on the customer and a service orientation, which they can only do with the best employees who are dedicated to the welfare of their clients, regardless of their size, and who have the capacity to make a difference every day. Tang Yuet Mun Management Services collaborates extensively for the advancement of their staff in order to satisfy this criterion. With these goals, this company ensures that its employees are driven, devoted, and service-oriented, enabling them to realize their full potential for growth and talent retention. All of this will result in a customer-focused, highquality service culture that enhances their clients' perceptions of them.

5.4.1 New competitors entering the market

Competition is not limited to those with whom one is actively engaged. They also consist of any possible rivals who could decide to engage in competition in your market in the future. The impact of new competitors on your firm will largely depend on how they decide to compete. If a corporation can locate market niches that are underserved by current rivals, entering new markets is appealing. The factors influencing business success vary when new rivals appear, and it must adapt to keep its position. Your strategy responses to novel situations might be

influenced by how new businesses overcome current entry obstacles. When developing tactics to keep clients, we must consider the power of new competitors as the market develops. The difficulty that account companies currently confront is the upcoming launch of more account businesses. New rivals may have an impact on a company's profitability. This is so that customers may select the best and most valuable service from among a wide range of possibilities. Tang Yuet Mun Management Services presently has a large number of customers from nearby businesses. For information, Taiping now has more than four established accounting businesses. Clients will gradually transfer to other account providers as new rivals emerge because they want the finest service for their business.

Because there are so many rivals in the same industry, this will somewhat reduce the company's profit. Customers pick the firm with the lowest costs when there are more businesses vying for the same market share, which lowers the overall price level. For example, the client will necessarily do research before choosing an accounting company that meets the client's tastes. So, there is a probability for customers to choose another company from this firm. This will indirectly affect to maximize profits for the firm.

5.4.2. Difficult to gain information from clients

Data fragments need to be analyzed and interpreted to provide information. Information is the interpretation of those pieces of knowledge, whereas data is the particular figures, statistics, or graphs. To complete the account form for their customer, accounting firms require sufficient information. When an accounting firm lacks sufficient information, the work will suffer. This issue always arises at this company. Clients consistently provide insufficient information. I'm

not sure if they didn't deliver it or if the information is missing. 60% of the clients I've seen in the past consistently arrive at the office without enough documents or data. For instance, while I want sales statements for a full year, the customer only provides me sales statements for a few months. When things like this happen, I must contact my client to get complete information and it will take several days to receive the information. This will affect working time due to incomplete information.

Part 6: Discussion & Recommendation

6.1 Strength

Tang Yuet Mun Management Services must use the current technology because modern accounting processes have been significantly impacted by technology, which has revolutionized how financial data is gathered, handled, and examined. New technologies have increased the efficiency, accuracy, and security of accounting procedures, enabling better decision-making and better financial reporting. The automation of repetitive procedures has been one of

technology's most important effects on accounting methods. Automation has made it possible to automate formerly labour-intensive operations like data entry, bookkeeping, and reconciliation, giving accountants more time to work on more involved projects like financial analysis and strategic planning. Additionally, automated methods can lower the possibility of human mistake, improving the accuracy of financial reporting. Accounting will change as firms develop further because it will adapt to new technology and developing trends. To remain competitive in the quick-paced corporate environment of today, accountants must constantly update their abilities and stay abreast of new technology.

Tang Yuet Mun Management Services must keep this diverse workforce in order to foster positive relationships among its workers. This is so that, despite the existence of different races, we may further enhance our togetherness. Additionally, when we work together, we may close the distance between the races. Additionally, workers can enhance their non-native language skills. For instance, Chinese employees learn Bahasa Malaysia well and fluently since they work with Malay coworkers. In addition, because we collaborate with other races, the Malays have the opportunity to accidentally pick up other languages and cultures.

6.2 Weakness

Due to a scarcity of office space, Tang Yuet Mun Management Services must rent a shop to keep documents and office supplies. They shouldn't keep office supplies there since it makes the room seem claustrophobic. A space where workers may work is an office. The employee's workplace has a lot of things, which makes the employee uncomfortable while working and makes it easy for the employee to lose attention. Additionally, the company's growing clientele results in an increase in products like files and boxes. If they keep storing stuff there, the

workplace will eventually grow too cramped and out of control. So, with a store to house items, commodities from these clients may be organized and carefully stored.

Due to having problem with the old equipment, Tang Yuet Mun Management Services must invest on their new equipment or rent the equipment for reducing the cost. Even though this company has advance software, but they need to upgrade their equipment. The employees will have the proper tools to operate effectively if the equipment is of high quality and functional. This business could be falling behind its rivals if its equipment isn't functioning as it should. Reducing issues brought on by broken tools or equipment will improve the working environment. The capacity to perform their jobs effectively and with trust in the company will come from having the appropriate equipment. Equipment purchases that enable workers to work more quickly and eliminate manual labour and repetitive chores can boost productivity. The same holds true for every new technology that accomplishes tasks more quickly, safely, and with higher quality while using less resources, less waste, and less maintenance.

6.3 Opportunities

In order to serve clients from different industries, Tang Yuet Mun Management Services must uphold their brand's calibre. This business must continue to produce high-calibre work and satisfy its customers. With high-quality work, businesses can keep clients from different industries and draw in more new ones. Customers of this business will tell other business

owners about its kindness and magnificence. Tang Yuet Mun Management Services now has more clients from diverse industries as a result. This organization must thus choose the optimal strategy for preserving or enhancing performance.

Bay Street Group's study found that 70% of clients sought to switch CPA firms as a result of poor customer service. Even Tang Yuet Mun Management Services' long-term customers could choose working with another company if they feel underappreciated. This might result in a loss of income for the company as well as lost referral business. Due to the possibility that their clients may make incorrect assumptions about what they may need, Tang Yuet Mun Management Services must be aware of their clients' needs and perspectives in order to avoid this situation. It's critical to communicate with clients frequently and comprehend what they want from the partnership. The workforce at this company has to stay in constant contact with the clients. They would have a better understanding of what is working and what needs to be improved as a result.

6.4 Threat

Tang Yuet Mun Management Services has to be cautious about the pricing being given for new rivals entering the market. This company's price must be reasonable given the level of service provided. This business must offer affordable, high-quality service. They concentrate on price because there are now a lot of new rivals entering the accounting sector. The majority of

customers will search for the greatest service at the lowest price. Customers may select the finest firm with ease now that there are so many new rivals in the market. Tang Yuet Mun Management Services must thus lower their fees and align them with the services offered.

Tang Yuet Mun Management Services must be cautious and more alert about their client's inventory. This frequently occurs in every accounting business since the company consistently ignores the issue of incomplete information. This occurs because there are too many products that their customers have brought, making it impossible for them to verify each item again. Due to a lack of knowledge, things like these will make it impossible for the company to continue working. At the same time, they'll put off doing their task and might not be able to finish it by the deadline. Therefore, this company may create a list of the items or information required in order to avoid this issue occurring again in the future. This issue may be prevented using this fix. Their task will be facilitated and made easier indirectly.

Part 7: Conclusion

In conclusion, Tang Yuet Mun Management Services' industry training provided me with a wealth of positive experiences. I picked up a lot of fresh information and discovered many new things. I believe that my skills would benefit greatly from this industrial training as a student who has just recently learnt how to work. My abilities began to advance and advance. This is excellent for me since it will make it simple for me to apply for employment in the future with my experience and abilities. My expertise and experience indicate that a company's goal and

vision are highly significant. This is so that the firm can monitor and lead all of its personnel to attain the same business objectives and standards and deliver the greatest performance. The SWOT analysis provided in this report may also be used to pinpoint Tang Yuet Mun Management Services' capabilities and strong points.

SWOT analysis may be a knowledge-based tool that aids in planning organizational strategy for businesses. Additionally, it enables this business to build on its advantages and employ its abilities to excel in the private sector. Tang Yuet Mun Management Services was able to recognize the company's risks and vulnerabilities in the Swot study as well. This can assist the business in acting quickly to prevent it from turning into something undesirable. It can assist the business in examining its internal and external problems before determining the best course of action. The opportunity and threat assessment Tang Yuet Mun Management Services uses the PESTEL component, which offers a view on the external elements that affect the organizational features of this firm. Tang Yuet Mun Management Services considerably benefited from the creation of various comprehensive suggestions made using the SWOT and PESTEL tools. In order to improve the business and make it more solid, this tool is quite helpful.

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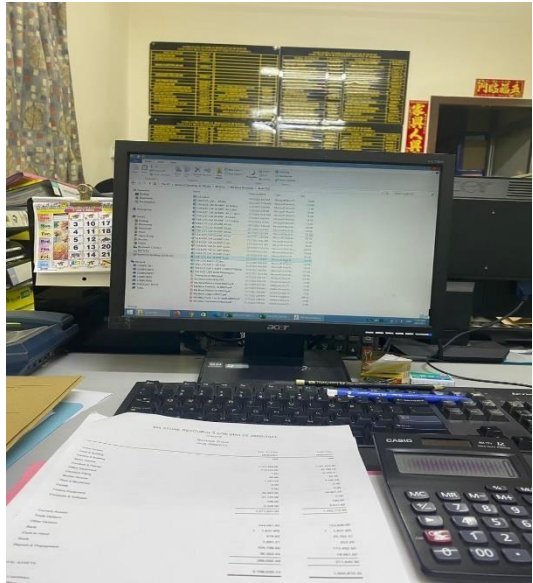
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Part 9: Appendices



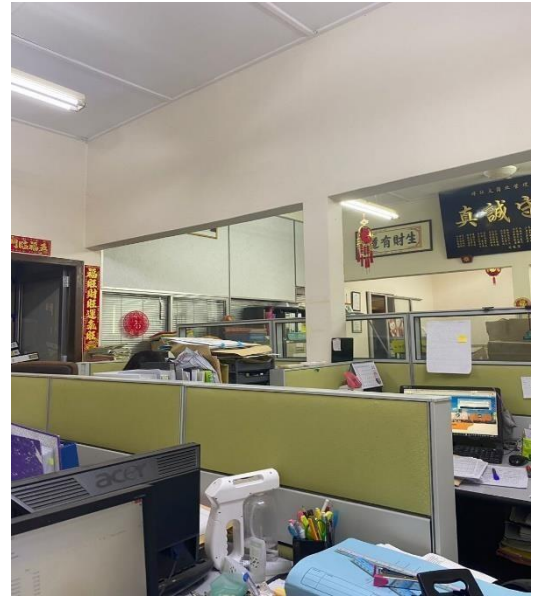
Signboard of Firm



My desk



Infront picture of the office






Environment inside my office

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1 UNIVERSITI TEKNOLOGI MARA [INDUSTRIAL TRAINING AT TANG YUET MUN MANAGEMENT SERVICES] MUHAMMAD AL-AMIN BIN ZULAININ 2020828282 BACHELOR OF BUSINESS ADMINISTRATION (HONS.) in FINANCE MARCH 2023 2 TABLE OF CONTENTS CONTENTS PAGE Part 1: Preliminary Pages 1.1. Executive Summary 1.2 Acknowledgement 3 - 4 Part 2: Student's Profile 2.1. Resume 5 Part 3: Company's Profile 3.1. Name, Location & Background Company 3.2. Objective & Goals 3.3. Organizational Structure 6 - 8 Part 4: Training's Reflection 4.1. Training's Duration 4.2. Training's Details 4.3. Training's Gains 9 - 11 Part 5: SWOT Analysis 5.1. Strengths 5.2. Weaknesses 5.3. Opportunities 5.4. Threats 12 - 19 Part 6: Discussion & Recommendation 20 - 23 Part 7: Conclusion 24 Part 8: Reference 25 - 26 Part 9: Appendices 27

