



اَبُو رَسِيْقٍ تَكْوِيْلُ مَبَارَا
UNIVERSITI
TEKNOLOGI
MARA

Fakulti
Pengurusan
dan Perniagaan

INDUSTRIAL TRAINING REPORT AT DERMAJASS SDN. BHD.

29 August 2022 – 10 February 2023

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BA240



DERMAJASS SDN BHD



PANNA LAB

1.0 EXECUTIVE SUMMARY

This internship report focuses on my six-month employment at Dermajass Sdn Bhd as a marketing intern, which ran from 29 August 2022 to 10 February 2023. (24 weeks). Dermajass Sdn. Bhd. has made significant investments in creating pharmaceuticals that adhere to GMP standards and has set up audit testing with global R&D automation research labs and experimental manufacturing facilities. Cosini, Nildeco, Camura, and PannaLab are just a some of the entities that fall under Dermajas Sdn. Bhd. I've had a great start to my work, where I've learned a lot and gotten engaged in PannaLab, one of the company's subsidiaries. With regard to copywriting, social media, content producers, marketing tools like sales promotion (special deals, flash sales, 12.12), ads editing, product photoshoots, video shooting, handling e-commerce (Shopee, Lazada, Tiktok shop), setting and handling websites, and communication skills like dealing with clients and co-workers at the workplace and warehousing, I've gained a lot of experience.

I will provide all the information I know about Dermajass Sdn Bhd in this internship report, including details about one of the company's subsidiaries, PannaLab, which I have been assigned during my internship. The SWOT analysis and recommendations for the PannaLab are then included in this report. I included a description of some of the duties I had completed since my first day at Dermajass in the training reflection section that followed. Finally, I'd like to say that working with Dermajass was a pleasure for my practical training. I learned a lot there and had a lot of fun while I was there.

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5.0 COMPANY'S PROFILE



Figure 1: Company Logo

Fully owned by bumiputeras and based in Bukit Mertajam is Dermajas Sdn. Bhd. It is engaged in the manufacturing and distribution of cosmetics and beauty products. The company Dermajass Sdn. Bhd. was founded on January 13, 2006. After spending two years preparing, Dermajass Sdn Bhd has finally made significant investments in creating pharmaceuticals that adhere to GMP standards and set up audit tests with R&D worldwide automated research labs and experimental production facilities. After several years of diligent work, items from Dermajass Sdn Bhd have been distributed throughout Malaysia. The company originally developed the market from Bukit Mertajam. The primary objective of Dermajass Sdn Bhd is not just to concentrate on the production of other brands, but also to explore the international market. Due to the higher demand in these nations than in other nations, Dermajass is focusing on Singapore, Indonesia, and Vietnam for its own brand of care. Additionally, Dermajass provides goods for well-known Malaysian hotels, spas, and salons. Dermajass find efficient strategies to advertise a business online using TikTok, Facebook, Instagram, and other social media channels. Dermajass Sdn. Bhd. has a weekly capacity of more than 10,000 pieces. To fulfil orders, all personnel will cooperate in teams. Every client of Dermajass Sdn. Bhd. is assured of receiving the highest level of satisfaction. Cosini, Nildeco, Camura, and Pannalab are just a some of the entities that fall under Dermajas Sdn. Bhd.

5.1 Dermajass Sdn Bhd Activities



Figure 2: Supply and manufacture of skin care and body care products.

Skincare products that are already produced, or RND, are available at Dermajass Sdn Bhd, along with body care products. There are several ready-to-use items available for branding, including face wash, makeup remover, toner, scrub, serum, moisturizer, essence, mask, sunscreen, cream, face mist, lotion, foundation, body wash, and bb cushions.



Figure 3: Mixing Process and Sample Research Product

5.2 Dermajass Sdn.Bhd. Specialty



Figure 4: Sterilization

Before packing the product, the cosmetic package is sterilised and antibacterially treated. To assure the hygiene of the goods, we ensure that the packaging will undergo sterilisation. This procedure can guarantee that the product is secure for usage by everyone.



Figure 5: Filling

Filling and developing products. Equipment in production can produce about thousands of products in just one week. All operators are trained and expert in filling and developing. We are committed to doing our job for customer satisfaction.



Figure 6: Quality Control

Quality control. Before starting any production, QC will check all the equipment and tools to avoid any problems and damage to the product.

5.3 Organizational Background

Company name	DERMAJASS SDN.BHD.
Directors of the company	NG CHYI WENG, NG HUEI LIH, NG CHYI HORNG
Company address	22, LORONG INDUSTRI IMPIAN 1, TAMAN INDUSTRI IMPIAN, 14000 BUKIT MERTA JAM, PULAU PINANG.
Telephone No	011-16091311
Email	Info@dermajass.com
Year Started Business	2006 UNTIL NOW
Business Status	SERVICE
Business Standard	PRIVATE
Number of staff	42

Table 1: Organizational Background

5.4 Organizational Direction

This company has its own vision and mission. In addition to the vision and mission, this company also intends to help the community in Peninsular Malaysia by providing and providing cosmetic and beauty product supply services to further expand the work of someone involved in the cosmetic and beauty product business.

5.4.1 Vision

We adhere to the vision to be the leading manufacturer and largest supplier of cosmetics in Malaysia. We want to expand our market to countries from all over the world.

5.4.2 Mission

We are to continue to provide high quality skin care to all founders and guarantee satisfaction with our services and products.

5.4.3 Quality Policy

We strive fully to provide customer satisfaction through quality and further improvement in all manufacturing and production processes to meet customer needs through:

5.4.3.1 Commitment

To meet the requirements and specifications.

5.4.3.2 Teamwork

Ensure all employees are able to work in a team.

5.4.3.3 Communication

To ensure relevance, effectiveness, appropriateness of communication with teammates.

5.5 Organization Chart

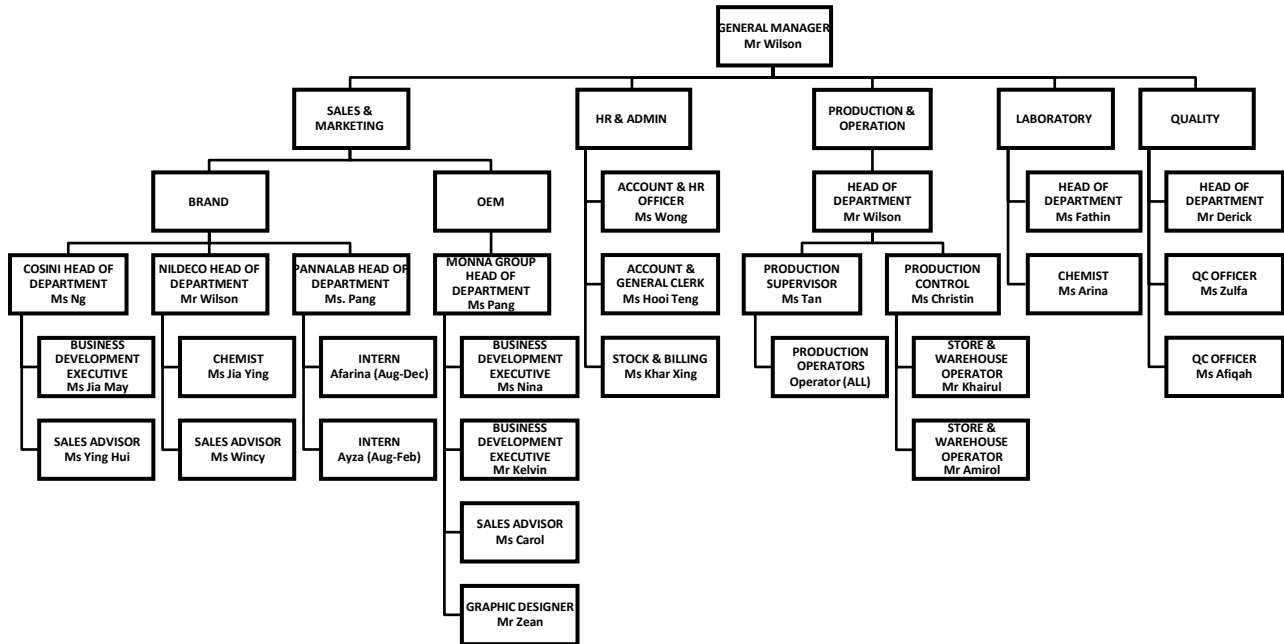


Figure 7: Organization Chart



Figure 8: Current Organization Picture

5.6 Location

Dermajass Sdn. Bhd. at 22, Lorong industri impian 1, Taman industri impian, 14000 Bukit Mertajam, Penang. The location is considered quite strategic because it is close to the industrial area, various facilities available around the area. The position of this company is also surrounded by companies such as Gdex, Ctron and many more. However, this company has relationships with other companies such as raw material companies for the manufacture of cosmetic and beauty products to ensure that this company can operate smoothly by using the services of other companies.

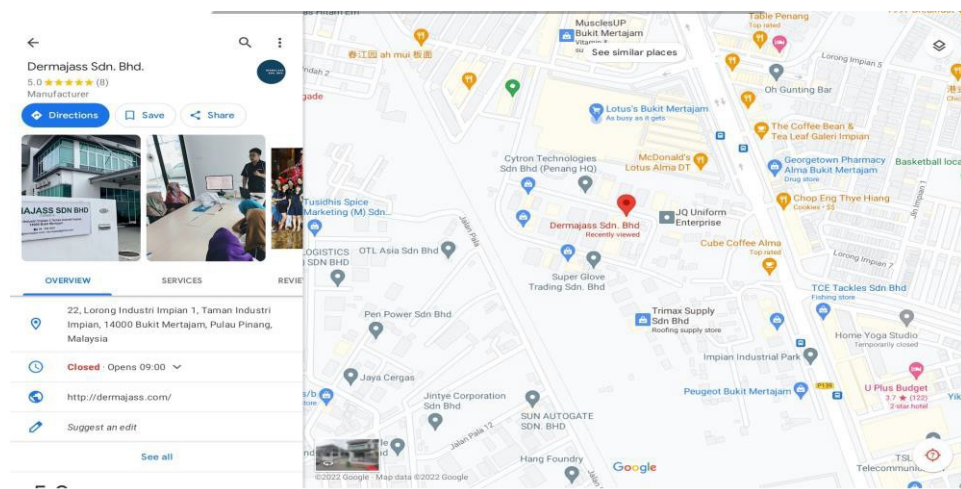


Figure 9: Organization Location

5.7 Subsidiaries under Dermajass Sdn.Bhd.



Figure 10: Cosini



Figure 11: Nildeco



Figure 12: Camura



Figure 13: Panna Lab

5.8 PannaLab

Panna Lab is a New Local Brand with 9 product lines including cleanser, scrub, mask, essence, serum, moisturizer, foundation and lotion. Panna Lab products are suitable for all skin types and tones, using natural ingredients and a non-sticky texture to ensure customer satisfaction. During this industrial training period, I was assigned under Panna Lab.

The PANNA LAB team also collaborates with scientific laboratories around the world, including Germany, Korea, China, France, Taiwan, Japan and others. In addition, the process of analyzing the effect on the skin will be carried out and tested to ensure that the ingredients used in PANNA LAB skin care products are the most effective and safe.

6.0 TRAINING’S REFLECTION

6.1 DURATION

a) Specific date

- 29 August 2022 – 10 February 2022 (24 weeks)

b) Working day and time

MONDAY	9:00 a.m. - 6:00 p.m.
TUESDAY	9:00 a.m. - 6:00 p.m.
WEDNESDAY	9:00 a.m. - 6:00 p.m.
THURSDAY	9:00 a.m. - 6:00 p.m.
FRIDAY	9:00 a.m. - 6:00 p.m.
SATURDAY	HOLIDAY/NON- OPERATING
SUNDAY	HOLIDAY/NON- OPERATING
PUBLIC HOLIDAY	HOLIDAY/NON- OPERATING

Table 2: Working day and time

c) Attendance system

- Dermajass using fingerprint attendance system for check in and check out.
- To automate the attendance taking procedure of company using biometric technology (fingerprint).

6.2 DETAILS

Roles and responsibilities as a Digital Marketer at Dermajass Sdn Bhd:

i. Design Banner for Promotion

Every Instagram and Facebook post must use the created design. Entries must be intriguing and pertinent to Panna Lab goods. Finding fresh content for

social media postings every day is extremely difficult for me since occasionally I run out of ideas.

However, it is crucial to offer content of a high calibre that can grab users' attention and guarantee that they are appealing to platform users. There are several tools available nowadays that may make design-related tasks easier, including publishing, banners, logos, and others.

I have used Canva as a platform for me to accomplish projects during my internship in this business in order to streamline my affairs and at the same time to be able to give high quality in expanding Panna Lab's social media.

ii. Monitor Ads Manager

Monitoring "Ads Manager" consists of creating and duplicating ads for conversion and Customer Relations Executive (CRE) according to the budget. Besides that, we need to closely monitor the Return of Ads Spent (ROAS) and ensure that it is not lower than 3.2, which is the minimum rate of ROAS of the company target.

iii. Weekly Data Analysis

Collecting and analyzing data for all social media and make weekly report. Need to make Shopee voucher report, Shopee chat broadcast report, Shopee coin report, Shopee live streaming report, Tiktok ads report, Tiktok voucher report, Tiktok live streaming report, Meta ads report, Meta and Tiktok ads invoice report, WhatsApp click report and Instagram, Facebook and Tiktok engagement report.

iv. Manage OMNI Channel

Manage company's social media platforms such as Facebook, Instagram, Tiktok, Shopee, Lazada, Website, Telegram and WhatsApp account daily. Update the OMNI channel with the latest product launch and PannaLab information. Appropriately interact with the follower and customer.

v. Make Advertisement for PannaLab

I have been tasked with making video plot, recording, photoshoot, video shooting and editing advertisement for PannaLab's promotion, campaign and products. I need to come out with 2 advertisement every week for Tiktok ads and Meta ads.

vi. Attending weekly meeting

Every Friday, I need to attend a weekly meeting under the Marketing Department. The objective of this weekly meeting is to discuss the work ongoing over the next seven days, look forward, and delegate the task to all team members to ensure that everyone can give a good performance on their task.

vii. Manage TikTok Shop, Shopee and Lazada

I am assigned in managing Tiktok shop, Shopee and Lazada by adding product items and monitoring sales daily. Update product description, product photo, and post Tiktok videos every day to increase Tiktok engagement.

viii. Tiktok and Shopee Live Streaming

I have to do live streaming on Tiktok and Shopee every working day, from Monday to Friday. Before live streaming, I have to make voucher on Tiktok and Shopee to get target customer's attention.

ix. Social Media Posting

I am assigned to do social media posting every day on Instagram, Facebook, Tiktok, Website and Telegram. For Instagram, I need to post 5 to 7 Instagram stories every day, 5 feed and 2 reels with copywriting per weeks. For Facebook, I need to post 5 to 7 Facebook stories every day and 5 to 7 posting with copywriting per weeks. For Website and Telegram, I need to do posting every working day with copywriting.

7.0 SWOT ANALYSIS

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> • (S1) Offer high quality products • (S2) Manufacture of product in own factory • (S3) Research and Development (R&D) 	<ul style="list-style-type: none"> • (W1) No permanent employee under the brand • (W2) Brand awareness
OPPORTUNITY	THREAT
<ul style="list-style-type: none"> • (O1) Sustainability in New Norms • (O2) Digitalization transformation 	<ul style="list-style-type: none"> • (T1) Raw price inflation • (T2) Brand Loyalty • (T3) Supply Chain Issues Cause by Sourcing

Table 3: SWOT Analysis Point

7.1 Strength

- **Offer high quality products**

Through wholesome and integrative skincare products based on research and scientific methodologies, PannaLab aims to improve society's skin health. PannaLab offers premium products with premium ingredients that are on par with goods from foreign brands. The fact that PannaLab offers high-quality products at affordable prices is crucial. The products are also made for a variety of skin issues, including anti-aging, dry skin, oily skin, and skin that is prone to acne.

- **Manufacture of product in own factory**

It is simpler to control the production because PannaLab is a subsidiary of Dermajass. PannaLab will be able to produce its product exactly how it desires, in accordance with its standards for quality, and on a timeframe that works for it. There won't be any back and forth between PannaLab and a manufacturer, and they may prioritise the work as they see fit without having to wait to fit into their production timeline. The ability of PannaLab to completely control their own costs is crucial.

PannaLab is able to fill orders thanks to their own factory, which helps them avoid the risk of having dead stock on hand and save expense on storage.

- **Research and Development (R&D)**

PannaLab is constantly seeking methods to advance research and development (R&D). To increase customer trust, PannaLab performs research based on clinical investigations and treatments. Additionally, they design products and perform product innovation and product rescue in accordance with PannaLab Standards. PannaLab will carry out product innovation through the process of developing a brand-new product or refining an existing one to creatively satisfy client wants. Additionally, they perform product rescues to help restore their product's functionality if things are not going well or when something disastrous has happened.

7.2 Weaknesses

- **No permanent employee under the brand**

One of PannaLab's drawbacks, in my opinion, is that the brand is not handled by a permanent employee. It is a breakdown when there is a disparity between what is said and what is understood since every time a new intern arrives, the head department of PannaLab must go over every detail and start from scratch. Their productivity at work and sales will suffer as a result. In light of that, this might have a bad effect on teamwork between departments as well as morale and production. The student had a poor knowledge of how to deal with the present engagement and how to grow sales without sufficient direction as a result of their bad communication and work performance as they were still students and new to the workplace.

- **Lack of brand awareness**

PannaLab is an unknown to many individuals. This is due to the launch of PannaLab, a new brand under Dermajass, in December 2021. It will be more difficult to gain the trust of customers as a result. Due to a lack of brand awareness, industry professionals do not consider PannaLab to be noteworthy in their evaluations. Products and services with low brand recognition are probably to have lower sales. Simply said, consumers are more inclined to choose a name brand product over an unknown one when given an option.

7.3 Opportunity

- **Sustainability in New Norms**

Consumers' growing demand for self-care and more free time haven't changed the need for wellbeing during lockdown in fact, they have made it more urgent. Although it would appear that sustainability has lost ground in the beauty industry, established merchants as well as brands are making long-term investments to have a beneficial influence.

Here is where the cosmetics issue begins. Applying makeup may be a very significant ritual for certain people as they get ready to exhibit their social personas. However, because of the stricter standards, wearing a mask or makeup for an extended period of time can have negative side effects, such as acne or redness. It creates an uncomfortable situation where wearing cosmetics damages skin and going bare faced is somewhat shameful. When someone chooses to use makeup for social engagements, they prioritise keeping up their social persona. On the other side, if someone doesn't put on makeup before going out, they place more importance on taking care of their skin issues. When the goal is sustaining our health, the negative effects of prolonged mask use may be viewed as a small issue. Given that wearing cosmetics is one technique to display a positive social self, going without it could make you feel ashamed. Customers who are very perceptive of their environment and others' opinions may view going naked faced as an embarrassing scenario. Their social self-esteem suffers, and stress levels rise as a result.

Consumers will make the majority of their skincare product decisions driven by self with such a focus on sustainability. In comparison to the larger beauty sector, the skincare section has been expanding during the past three years. Skincare will keep doing better than other beauty subcategories. As the use of items like hand sanitizers and moisturisers becomes ingrained in people's daily routines, self-care is anticipated to experience steady increase.

- **Digitalization transformation**

Technology has already altered how people shop, eat, and pass their free time, and it will continue to do so. It has paved the path for enterprises to adopt technology and quicken their expansion. The digital revolution of business has created many new

opportunities in line with shifting market demands. A customer-focused solution that transforms the skincare goods market digitally will be advantageous to businesses as well as customers. The development of mobile websites and applications that provide a variety of services for users and everyone in need of skincare goods is thus a requirement of the digitalization in the skincare product industry.

Popular cosmetics companies like Safi, Cetaphil, Wardah and others realised the value of a strong brand image in order to compete globally. Companies that make cosmetics are increasingly spending more money on both virtual and physical technology to provide consumers attractive items. Modern technology is king and aids businesses in broadening their appeal to the public. To increase demand for their products, skincare businesses utilise a variety of online courses, content, and influencers.

PannaLab must adapt to digital change if it wants to remain prominent in a cutthroat market. It is the method of altering how an organisation uses technology, people, and processes to boost productivity and business, as well as accept new business models. All aspects of the organisation, including sales, marketing, operations, and customer service, are impacted by this cultural change. Usually, it is followed by a switch to contemporary cloud technology. Optimize customer happiness, for instance, by fully understanding how users interact with mobile and web applications.

7.4 Threat

- **Raw price inflation**

Inflation in raw material prices is PannaLab's main external economic driver. Malaysia's inflation climbed by 4.0% in November 2022. In order to maintain its product lines affordable for users and have an impact on how corporations price their products, PannaLab must contend with raw material price instability and "unprecedented" worldwide inflation.

- **Brand Loyalty**

The beauty sector includes everything from hair removal to skin care to beauty salons, hairdressing, facial surgery clinics, massage therapists, medical spas, and perfume bottles. Additionally, if you enter any of these stores, you will see hundreds of labels selling essentially the same item. Customers will test a variety of products before choosing the right one. However, they won't continue looking after that. They develop a

brand loyalty. You can sure that one company has captured their hearts, and it will take the end of public relations to liberate them.

Brand loyalty is horizontally diffused. Someone discovers Company A's favourite foundation and then discovers a new moisturiser produced by the same people. Because they already adore the foundation, they purchase the moisturiser. It is reasonable to assume that they will adore any future products released by Company A. And it continues forever. Because of this, emerging skincare companies like PannaLab are always competing for consumers' attention in a crowded market. PannaLab has changed the bottle text, container sizes, and packaging. All of this was done to capture the customer's attention for three seconds. But the fight for their approval doesn't begin and end there. The outside market, the internet, discussion forums, and reviews are also included.

Many businesses, including Loreal, Cosrx, and others, have a long history of meticulously carrying out their corporate social responsibility (CSR) initiatives. Millions of lotions and hand sanitizers have recently been supplied by Loreal towards local and front-line personnel. When it applies to social media sites, people are more beauty conscious today than ever before. The newest fashion trend is skincare and cosmetics. When a brand is well-known, such as Mac, Loreal, Cosrx, and so forth., businesses need to be cautious about what and how they market. Bodyshop prides itself on not subjecting its goods to animal testing. Due to rising moral sensitivity, Loreal was forced to remove any references to "whitening" from their products.

- **Supply chain issues caused by sourcing**

Several components used in the cosmetics business come from nations with unsteady political and economic conditions, including zinc, cocoa, and vanilla. As a result, tensions between these nations may lead to numerous supply chain interruptions. Every company in the globe has been impacted by the pandemic COVID19, including PannaLab since they rely heavily on suppliers from outside of Malaysia. As a result, the PannaLab supply chain was impacted, which caused delays in the delivery of materials. Latency in fulfilment and delivery were thus identified by PannaLab as a threat.

Making sure that the items are compliant with the appropriate temperature needed to keep and sustain these products is another challenge PannaLab faces with the supply chain. This is crucial not only for inventory storage, but is also crucial when moving these goods across vast distances. Aside from temperature, beauty products can also

become spoiled or damaged if they are carried and subjected to an improper level of moisture, humidity, or simply a bump in the road. Because cosmetic products are so delicate, the logistics procedure requires extreme caution. Many skin care products can spoil if the conditions required for production are not satisfied. PannaLab lacks the comprehensive logistical data and condition monitoring, which is crucial for keeping things under control like temperature and leads to inventory write-offs.

8.0 RECOMMENDATION

8.1 Come out with new product development (O1, O2, S1, S2)

For a business to succeed commercially, an innovative culture must be created and nurtured. For PannaLab, the new product development process encourages and drives new ideas. So, having a testing framework will inevitably result in the implementation of the new product. Customers will use lockdown in particular to figure out what they really need from businesses. Small businesses will have the chance to flourish because digital platforms will make it possible for communities to connect with them on a more personal basis. Following the pandemic, customers' shopping behaviours will change as they place less emphasis on materialism, with an interest shifting from tangible goods to emotionally charged experiences.

Additionally, when consumers do shop, they will concentrate on the brands that are associated with the products they select. Consumers will undoubtedly spend less on cosmetics and personal care items, but it does not mean they will stop spending rather, they will focus more on choosing the "perfect brands." PannaLab needs to focus more on producing hygienic, clean, and so-called trouble-care items in terms of practical contribution. Despite the pandemic's growth, consumers still value their social selves and social self-esteem as highly as skincare, therefore a specialised skincare strategy is required to let customers express their unique identities.

8.2 Collaboration with influencer (T2, W2)

The way businesses interact with their customers has changed as a result of influencers, who have a significant impact on a large number of social media users. Companies cooperate with influencers to showcase and advertise their brands because influencers personify fun and empathy. Companies use influencers to indirectly market new goods and services to consumers rather than advertising directly to consumers. Social media, which provides a forum for users to exchange knowledge, stories, and opinions, has grown in significance in the digital age. Social media is influencing more and more individuals, and 47% of millennials claim that it directly influences their shopping decisions (Opus 2016). Many businesses strive to use social media to market their brands or new items because they recognise its relevance (Opus 2016).

Influencers produce material on a variety of topics, including video games, broadcasting, food, travel, and beauty. Early content on social media focused mostly on cosmetic products, and female users still find this content to be appealing. Influencers in this

industry create and share material on cosmetic techniques and skincare product reviews in an effort to build long-lasting relationships with consumers. Influencers also provide information to their followers, provide product recommendations, and proactively develop and build customer relationships. All of these behaviours encourage customers to form favourable acceptance intentions. PannaLab needs to actively pursue the online market because the distribution of COVID-19 is harming their business. PannaLab can attempt to attract the millennial generation, who are a rising big customer in the skincare business, while capitalising on the online consumption culture that resulted from the COVID-19 pandemic. However, if PannaLab works with influencers, it can raise awareness, boost engagement, and ultimately boost sales.

8.3 Provide regular training and meeting to encourage self-improvement (O1, O2, W1)

To fix the issue of poor workplace communication, which leads to misunderstandings, confrontations, and ultimately a decline in performance and attitude. Here, it is advised that PannaLab encourage staff to provide and receive feedback frequently in order to enhance communication. Employees can learn from feedback where they are succeeding and where they require to improve. Additionally, it aids in problem-solving and performance improvement. On the other hand, PannaLab can also organise frequent team meetings that serve as a useful means of keeping everyone informed and current. Meetings also give an opportunity to spot and swiftly fix any communication problems.

As a result, PannaLab also needs to conduct performance reviews, whereby they must periodically assess employees' performance in order to help them develop their abilities and performance. Regarding these, PannaLab must give employees constructive criticism for both good and bad performance in order to assist them know what they are required to work on. Employers and employees can strengthen their interpersonal ties with co-workers by putting these tips into practise. This will ultimately result in a more successful, harmonious, and productive workplace.

9.0 CONCLUSION

In conclusion, this industrial training programme is one that offers a variety of advantages and exposure to the working world by gaining useful skills. Additionally, it can broaden each participant's understanding as a marketing student, enabling them to gain expertise not only in marketing but also in related sectors including data management, sales management, and live streaming. The students participated in this industrial training and were exposed to a real work setting where they worked alongside experienced professionals.

This makes it clear that all of the knowledge acquired during this training will be put to use when navigating the workplace. The knowledge learned will help pupils be more prepared. This is true, and it will provide them with some very useful experience. Because every person has different interests inside every business, students can develop the confidence to speak with more individuals in the workplace, whether they are superiors or subordinates.

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11.0 APPENDICES

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EXECUTIVE SUMMARY This internship report focuses on my six-month employment at Dermajass Sdn Bhd as a marketing intern, which ran from 29 August 2022 to 10 February 2023. (24 weeks). Dermajass Sdn. Bhd. has made significant investments in creating pharmaceuticals that adhere to GMP standards and has set up audit testing with global R&D automation research labs and experimental manufacturing facilities. Cosini, Nildeco, Camura, and Pannalab are just a some of the entities that fall under Dermajas Sdn. Bhd. I've had a great start to my work, where I've learned a lot and gotten engaged in Pannalab, one of the company's subsidiaries. With regard to copywriting, social media, content producers, marketing tools like sales promotion (special deals, flash sales, 12.12), ads editing, product photoshoots, video shooting, handling e-commerce (shopee, Lazada, tiktok shop), setting and handling websites, and communication skills like dealing with clients and co-workers at the workplace and warehousing, I've gained a lot of experience. I will provide all the information I know about Dermajass Sdn Bhd in this internship report, including details about one of the company's subsidiaries, PannaLab, which I have been assigned during my internship. The SWOT analysis and recommendations for the Pannalab are then included in this report. I included a description of some of the duties I had completed since my first day at Dermajass in the training reflection section that followed. Finally, I'd like to say that working with Dermajass was a pleasure for my practical training. I learned a lot there and had a lot of fun while I was there.



