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QUANTITATIVE SCIENCES

TRANSFORMED FEATURES PERFORM IN PART RELATED TO MEL-FREQUENCY CEPSTRAL COEFFICIENT BASED ON THE CLASSIFICATION RATES OF CHOSEN CLASSIFIERS WHILE IMPROVING MALAY VOWEL RECOGNITION ACCURACY

RESEARCHER: MUHAMMAD SYAHMI BIN ZAYANUN

SUPERVISOR: DR MAZLAN BIN MOHD SAPRI

Abstract

Vowel Recognition is a part of automatic speech recognition (ASR) systems that classifies speech signals into groups of vowels. The performance of Malay vowel recognition (MVR) like any multiclass classification problem depends largely on Feature Vectors (FVs). FVs such as Mel-frequency Cepstral Coefficients (MFCC) have produced high error rates due to poor phoneme information. Classifier transformed probabilistic features have proved a better alternative in conveying phoneme information. However, the high dimensionality of the probabilistic features introduces additional complexity that deteriorates ASR performance. This study aims to improve MVR performance by proposing an algorithm that transforms MFCC FVs into a new set of features using Multinomial Logistic Regression (MLR) to reduce the dimensionality of the probabilistic features. This study was carried out in four phases which are pre-processing and feature extraction, best regression coefficients generation, feature transformation, and performance evaluation. The speech corpus consists of 1953 samples of five Malay vowels of /a/, /e/, /i/, /o/ and /u/ recorded from students of two public universities in Malaysia. Two sets of algorithms were developed which are DBRCs and FELT. DBRCs algorithm determines the best regression coefficients (DBRCs) to obtain the best set of regression coefficients (RCs) from the extracted 39-MFCC FVs through resampling and data swapping approach. FELT algorithm transforms 39-MFCC FVs using logistic transformation method into FELT FVs. Vowel recognition rates of FELT and 39-MFCC FVs were compared using four different classification techniques of Artificial Neural Network, MLR, Linear Discriminant Analysis, and k-Nearest Neighbour. Classification results showed that FELT FVs surpass the performance of 39-MFCC FVs in MVR. Depending on the classifiers used, the improved performance of 1.48% - 11.70% was attained by FELT over MFCC. Furthermore, FELT significantly improved the recognition accuracy of vowels /o/ and /u/ by 5.13% and 8.04% respectively. This study contributes two algorithms for determining the best set of RCs and generating FELT FVs from MFCC. The FELT FVs eliminate the need for dimensionality reduction with comparable performances. Furthermore, FELT FVs improved MVR for all the five vowels especially /o/ and /u/. The improved MVR performance will spur the development of Malay speech-based systems, especially for the Malaysian community.

PERFORMANCE APPRAISAL TRACKER

RESEARCHER: NUR 'AFINI BINTI SHAHIDAN

SUPERVISOR: PROF. MADYA DR. NERDA ZURA BINTI ZABIDI

Abstract

This paper provides a summary of the AppSheet software-based performance evaluation system development. The system will enhance decision-making, increase staff confidence and satisfaction, and increase organisational performance. The appraisal system uses Management by Objective (MBO) to appraise their work. The data was analysed using Google Sheet. In conclusion, a performance appraisal system is essential for human resource management as it can enhance work performance; the organization's performance also gives the exemplary award or promotions to the employee and the proper training to help the staff to improve their work performance.

DIFFERENCE FACTOR BETWEEN WORK FROM HOME VS OFFICE USING SYSTEM DYNAMICS MODEL

RESEARCHER: NURUL IZZATI BINTI OSMAN

SUPERVISOR: DR. ZURINA HANAFI

Abstract

More governmental and commercial organisations are providing employees with the option of working from home. When opposed to office employment, working from home (WFH) offers both advantages and disadvantages for employees. While some research, such as Shafizadeh et al. (2000), argue that working from home boosts employee productivity, others, such as Monteiro et al. (2019), assert the contrary. This study examined a descriptive research in nature. The types of data used primary data to conduct a study. The primary data have been used, which is collect the data from observation from the numbers of people, staffs also practical student to make a research to determine the factors influencing the productivity of employees who work from home, whether the influence is positive or negative. The study's findings reveal that working from home has an effect on employee productivity. While some of the elements have either good or negative impacts, the influence of others is dependent on the traits and attitude of the employees as well as the conditions.

DEVELOPMENT OF “ABC ANALYSIS DASHBOARD” FOR TOP GLOVE CORPORATION BERHAD

RESEARCHER: AHMAD AFIQ IQMAL BIN AHMAD SAIDI

SUPERVISOR: DR. RUZELAN BIN KHALID

Abstract

ABC Analysis is one of the inventory control techniques used by Top Glove Corporation Berhad to prioritise on the inventory management, which the inventories are being categorised into three different classes, which are A (both high-demand and high-value), B (medium-demand and medium-value) and C (low-demand and low-value). Inventory that classified with A rank will be put more efforts and oversights most by the company and it able to control on the stock efficiently. However, there is issue arise in which the dataset on the ABC Analysis send by the IT Department did not utilise fully by the purchaser as manual observation needs to be done based on the material code. Hence, this research will provide on solution on this matter by developing a dashboard on the ABC Analysis dataset by using Power BI. The dataset which is the secondary data gained by the IT Department which consist of 26 types of variables will be inserted into Microsoft SharePoint and connected with Microsoft Power BI. Design phase before the development conducted to analyse on which visualization is suitable for each variable involved. Once done developed the dashboard, few trials and testing done to see on the automation on the new data inserted in the Microsoft SharePoint. By the end of this research, researcher able to have an insightful view on the data at one glance. In hope of the researcher, IT Department able to come out with a dataset consist of all factories in Top Glove, so that a single dashboard able to display on the overall status for all factories in a single view.

DEVELOPING A SYSTEM DYNAMIC MODEL TO CONTROL REDUCTION DEFECT OF LEAF SPRING IN AUTOMITIVE MANUFACTURING INDUSRY

RESEARCHER: AMIRA IZZATI BINTI AHMAD TARMIZI

SUPERVISOR: ASSOC. PROF. DR. NORHASLINDA BINTI ZAINAL ABIDIN

Abstract

The automotive industry is one of the biggest manufacturing sectors and represents an increasingly important strategic and catalytic role in the overall economy. It impacts directly on many important aspects, such as contribution to gross domestic product (GDP), employment, skills development, economic linkages, technology and innovation, and making significant contributions through taxes, and substantial foreign direct investment. Yet, defects are a manufacturing reality influencing this industry. The purpose of this paper is to show how the system dynamics methodology can be applied to reduce defects in the automotive manufacturing industry. System dynamics may improve understanding of manufacturing processes, as quality tools donot always allow the user to study and understand feedback from other factors, such as soft human issues, in the improvement of processes. Systems dynamics models are created from five stages: problem articulation, formulation of a dynamic hypothesis, formulation of a simulation model, testing of the model, and policy design and evaluation. The five steps of system dynamics modelling process are discussed into details and a causal loop diagram is developed using Vensim software version 9.1.4. The study showed that system dynamics tools can be useful in capturing and understanding the dynamic complexity of defect creation and reduction process in automotive manufacturing industry.

JOB PERFORMANCE ANALYSIS OF PERMANENT WORKERS IN OTC TRAINING CENTRE SDN. BHD. BY USING SYSTEM DYNAMICS APPROACH

RESEARCHER: CHUAH LIE CHING

SUPERVISOR: RUSDI INDRA ZUHDI @ MURAT

Abstract

Job performance is one of the important criteria among workers in a company. Job performance measurement needs to be implemented to evaluate workers' current situation. System Dynamics (SD) modelling is one of the techniques that suitable to analyze job performance. This technique has 2 important parts, which are Causal Loop Diagram (CLD) and Stock and Flow Diagram (SFD). OTC Training Centre Sdn. Bhd. had hired less of permanent workers compared to practicum students, hence job performance is important to determine the problem that may exist, finding the solutions, reducing workers' stress and increasing the company's profit. For this research, System Dynamics Approach (SD) is the current best techniques that can be applied to evaluate the workers' job performance in OTC Training Centre Sdn. Bhd. In summary, based on the results, researcher had suggested some recommendation and solution to the company's management for their future development and improvement.

THE EFFECT OF CAUSES ON THE FUEL CONSUMPTION OF TRANSPORTATION

RESEARCHER: THOO DING YING

SUPERVISOR: MADAM ROHAIZA BINTI ZAKARIA

Abstract

JA Solar wants to reduce the cost of saving funds. One of the costs that can reduce the funds is the transportation cost. Therefore, this study was done to measure the association between the total distance of the travel, the number of passengers and the type of car in order to predict the fuel consumption of transportation. A proportionated stratified random sampling technique was used to select 111 records as samples. The stratification was based on the type of car. Spearman's correlation was performed to measure the association between fuel consumption and the number of passengers, the total distance of travel and the type of car. The results showed a very strong positive association between fuel consumption and the total distance of travel while a strong positive association between fuel consumption and the number of passengers and the type of car. Multiple linear regression model was used to predict fuel consumption based on certain the number of passengers, the total distance of the travel and the type of car. The results indicated that 98.7% of the variability in fuel consumption is explained by the model. All independent variables had a significant effect on the obtained model since all p -values were less than 0.05. The findings concluded that the car Alphard will have the highest use of fuel consumption compared to the car Starex. This study should be further explored to include other types of cars that influence the fuel consumption of transportation.

EXPLORING POSSIBILITY TO ANIMATE FOR AUTO-PROGRESS UPDATE OF DOCUMENT TURNOVER BETWEEN PETRONAS AND CONTRACTOR USING DATA VISUALIZATION IN EXCEL

RESEARCHER: FARRA DEANNA BINTI NORAIS

SUPERVISOR: DR. ROSMAINI BINTI KASHIM

Abstract

Data visualization is the practice of translating information into a visual context, such as a map or graph, to make data easier for the human brain to understand and pull insights from. The main goal of data visualization in this research is to make it easier by generating a dashboard for auto-progress update of document turnover between Petronas and Contractor by using Excel Statistical Software. Data visualization is one of the steps of the data science process, which states that after data has been collected, processed and modelled, it must be visualized for conclusions to be made. Data visualization is also an element of the broader data presentation architecture (DPA) discipline, which aims to identify, locate, manipulate, format and deliver data in the most efficient way possible. A progress visualization of a project is exactly a summary of how far that the progress has gone towards the completion of a project by months, quarters, and years. By using a dataset of document turnover from the past project, the main purpose of this study is to create a dashboard that may issue a concise and accurate visualization summary of project document turnover progress.

PRIORITISING FACTORS INFLUENCING STUDENT'S PRIVATE COLLEGE CHOICE USING ANALYTHIC HIERARCHY PROCESS (AHP)

RESEARCHER: GANESWARI A/P RAMESH

SUPERVISOR: DR. NORHASLINDA BINTI ZAINAL ABIDIN

Abstract

MAHSA University is one of the fully accredited by the Malaysian Qualifications Agency (MQA) and awarded ONLINE UNIVERSITY status by the Ministry of Education Malaysia. Moving into the third decade of the 21st Century and aligning with the demands and capabilities of IR4.0, MAHSA envisions to lead research, innovation and enterprises in the areas of its expertise. This study examines the priority of factors that influenced the students in choosing their private college to continue their educational pathway. The main objective of this project is to increase the understanding of MAHSA marketing department towards the students' choice of private college by prioritizing the factor that influence students' choice of college using Analytic Hierarchy Process (AHP). The study was conducted using a limited array of organization and employee sources and personal experiences linked to marketing difficulties. The main conclusion of this study is that improving marketing's management by solving its shortcomings is possible if it is based on a coherent strategy, which may consider the economic, social, and environmental problems that need to be solved soon. The findings of this study may be used for further research in improving marketing management.

FAILURE ANALYSIS AND SUPPLIER QUALITY PERFORMANCE ANALYSIS ON SRM INTEGRATION (M) SDN. BHD.

RESEARCHER: HEE KAI XUAN

SUPERVISOR: DR. NUR AZULIA BINTI KAMARUDIN

Abstract

In general, there could be both good and bad products produced by a company. This could be caused by several things, including technical, machine, supplier, labor, and so forth. Rejection may occur when a subpar product is produced. As a result, failure analysis is crucial for a company to learn the statistics of rejection and determine the causes. In this instance, the evaluation of the supplier's quality performance can be made using the rejection rate of their output. Hence, failure analysis on the monthly overall QC rejection rate, and the contribution of suppliers, the types of part names, and failure criteria to the monthly rejection rate, and lastly the supplier's quality performance was determined in this study. As a result of the findings, the monthly overall QC rejection rate in January, February, and March 2022 is 13.05%, 8%, and 17.85%. Suppliers E, B, and S produced the greatest QC rejection rate throughout these three months. The pickup head has the largest QC rejection rate over three months. Then, the failure criteria of dimension and process have contributed to high rejection over three months. In summary, vendor M is the top vendor out of all vendors. This research will benefit SRM staff especially those in are purchasing and quality assurance department.

COST OF FINANCING OF PAWNBROKING AS MICROFINANCING

RESEARCHER: ANG HUI JUN

SUPERVISOR: PM DR. HASHIBAH BINTI HAMID

Abstract

Pawnbroking in Malaysia has conventional and Ar-Rahnu. The Compound Annual Growth Rate (CAGR) of conventional pawnshops was 8.54% over the last 10 years (2012 - 2021) and may increase in the future. When the pawnshops increase in Malaysia, the choice for the borrower to pawn their collateral becomes more due to the gold price and monthly fee published by pawnshops being different. Therefore, this study was done to measure the effect of the price of 999 gold and the margin of financing on the maximum financing; and the effect of the price of 999 gold, monthly fee, and loan tenure on the total fee charge. Spearman's correlation was performed to measure the association between maximum financing and the price of 999 gold and margin of financing, meanwhile, to measure the association between total fee charge and price of 999 gold, monthly fee, and loan tenure. The result has shown a very weak positive association between maximum financing and the price of 999 gold, while, a moderate positive association between maximum financing and margin of financing. There was a moderate positive association between the total fee charge and the price of 999 gold. The relationship between total fee charge and loan tenure was strongly positive. However, there was a weak negative association between the total fee charge and the monthly fee. Robust regression was used to predict the maximum financing and total fee charge based on the independent variables. The result indicated that 99.9% of the variability in maximum financing and 82.3% of the variability in total fee charges were explained by the model. All independent variables had a significant effect on the obtained model of maximum financing since all p-values were less than 0.05, however, all independent variables had no significant effect on the obtained model of total fee charge. The findings concluded that conventional pawnshops were given higher maximum financing than Ar-Rahnu, but Ar-Rahnu was given a lower total fee charge than conventional pawnshops. This study should be further explored to include more sample size to robust the obtained model of maximum financing and total fee charge.

DATA VISUALISATION AND ANALYTIC IN PRODUCTION PLANNING

RESEARCHER: IVY LEE XIN ZHEN

SUPERVISOR: ZAKIAH BINTI HASHIM

Abstract

This paper was written by the writer while studying the data visualisation and analytic in CoC production planning as an intern while undergoing practicum training at Inari Technology Sdn Bhd. The purpose in this study is to identify the trends and characteristics of the large amount of data from CoC production planning and transform it into data visualisation dashboard. The scope of study in this paper is start from 7 March until 7 July, with a duration of 4 months during practicum training. The focus in this research is demand, shipment and the operation in die bond process. The methodology in this paper is proceed with data pre-processing first, then perform the clean data into data visualisation dashboard by using Tableau. There are one story including 3 dashboard with viewpoints which are overview of the dashboard, weekly operation and daily operation. The result shows that product that cannot reach the shipment is due to insufficient output, so the writer discover which bonder has the least output where the bonder does not reach the daily target. The writer recommend the company to implement the data visualisation technology to ease the operations in production planning because it creates insight and able to make alternative solutions immediately.

DETERMINING SUPPLIER PREFERENCE INDEX DURING PROCUREMENT PROCESS FOR A MYANMAR CLIENT

RESEARCHER: TEE JIA EE

SUPERVISOR: PROF. MADYA DR. NAZRINA AZIZ

Abstract

To aid the organisation in making a wise procurement decision when selecting a supplier for a Myanmar project, the Multi-Criteria Decision-Making (MCDM) approach is efficiently used to determine the significance of the supplier evaluation criteria and to generate the supplier preference index (SPI). This project employs the newly established objective weighting approach, namely Method based on the Removal Effects of Criteria (MERECE) to evaluate the significance of the supplier criteria. The results indicate that the most important criterion is the responsiveness of supplier, followed by the price offered, the lead time for delivery and the location distance of shipment or reshipment. The Simple Additive Weighting (SAW) method of the MCDM approach is applied to construct the SPI. The computed SPI implies that Supplier N is the more preferred supplier for the project, while Supplier E is the less preferred supplier.

FORECASTING ON THE SALES OF PRODUCT A

RESEARCHER: TAN JIA YIN

SUPERVISOR: PROF. MADYA DR. NAZRINA AZIZ

Abstract

Product A is the top sales product in Rokko Technology Sdn Bhd. Since the Covid-19 pandemic outbreak, the sale of Product A is increasing. Rokko Technology Sdn Bhd should make future decisions, such as the production cycle, ordering the quantity of raw material, and other decisions, as sales grow, to meet the huge demand for Product A and avoid the supply not being able to meet the demand. The objectives of this study is (i) to identify the pattern of time series and (ii) identify the best forecasting model to (iii) forecast the future sales of Product A. The data is partitioned into two parts which are 90% of the modelling part and 10% of the evaluation part. The time series component of the sales of product A is trend component by using graph plotting, calculating autocorrelation function and Kruskal Wallis Test. The forecasting models selected to forecast the sales of product A are Trend Naïve Model, Simple Moving Average, Double Moving Average, Brown's Double Exponential Smoothing and Box-Jenkins (ARIMA). The result shows the error of measurements which MSE, MAE, MAPE and RMSE of Brown's Double Exponential Smoothing are the smallest compared with others model. Therefore, Brown's Double Exponential Smoothing was the best model to forecast the future sales of Product A. The sales of Product A are forecasted to increase in the future. Based on the forecasting result, Rokko Technology Sdn Bhd can plan the production cycle, order the quantity of raw material, and other decisions. The main purpose of this study is to contribute to Rokko Technology Sdn Bhd to plan an amount to produce product A to ensure the supply is fulfilling the demand to maximize their profit.

THE ADOPTING OF MARKOV ANALYSIS TO FORECAST THE RECRUITMENT

RESEARCHER: JINA EVITA PATRICK ANAK EDWARD

SUPERVISOR: DR. AIDA MAUZIAH BINTI BENJAMIN

Abstract

In the field of agent recruitment business is very important to develop it as well as the field of insurance. Competitive market competition so companies must be smart in recruiting quality agents. In promoting the job as an agent is not easy. Within the Jubilant Wealth Management agency there are two groups to recruit agents. Therefore, Markov Analysis greatly helps the company in analyzing the development of the company over a period. This method can predict the recruitment in the future so that company can achieve the target at certain time and identify the performance in recruitment between two groups.

FORECASING THE SALES OF TWIN COCONUT BUN AT SEGAMAT OUTLET

RESEARCHER: HAU JING FENG

SUPERVISOR: MOHAMAD SHUKRI BIN ABDUL HAMID

Abstract

Eco Bakery Sdn Bhd, a subsidiary of Eco-shop Marketing Sdn Bhd was establish in March 2019. Eco Bakery is bakery & pastry shop where selling buns, pastries, cakes, beverages and soft serve ice-cream. Food waste is a stockpile of food that is discarded, expired or not eaten, there are many reasons for food waste. Forecasting is used to forecast the future sales of product so that production team can control and easily to make decision for the production quantity according to the forecast sales to reduce food waste issue. From 1 September 2021 to 31 August 2022, Twin Coconut Bun is the most remain bun on service tray after the business hour at Segamat Outlet. In this study, the objectives are to determine the pattern of time series component for sales of Twin Coconut Bun, to determine the best forecasting model to forecast the sales of Twin Coconut Bun, to forecast the future sales and number of buns needed of Twin Coconut Bun for month September 2022 and to validate the forecast value from best model with actual values. Naïve model, Moving Average, Exponential Smoothing, Box-Jenkins (ARIMA) are used to forecast the pattern of time series component for the sales of Twin Coconut Bun in Segamat Outlet. Based on the forecast errors from all these models, the best model to forecast the sales of Twin Coconut Bun was 3-Days Moving Average. 3 Days Moving Average model has the smallest value of MSE, MAE, MAPE and RMSE compared with other models.

VISUALIZATION OF TAX RETURN DATASET AT CHINA STATE CONSTRUCTION ENGINEERING (M) SDN BHD USING POWER BI

RESEARCHER: LAI JING YEE

SUPERVISOR: ASSOCIATE PROF. TS. DR. MOHD FAIZAL BIN OMAR

Abstract

Every individual in Malaysia who is subject to taxation, whether they are a resident or a non-resident, is required to report their income to the Inland Revenue Board of Malaysia (IRBM) or Lembaga Hasil Dalam Negeri Malaysia (LDHN). It is the taxpayer's responsibility to file an Income Tax Return Form (ITRF) and pay income taxes on time each year. The objectives in this study are to determine the requirements for Tax Return visualization and to develop the Tax Return Visualization System at CSCEC, and also to evaluate the proposed visualization system. In this study, I will use Power BI to visualize the Tax Return dataset at CSCEC 2021. By creating a dashboard, we can overview the Tax Return Dataset easily. From the dashboard, we know that the total amount of tax payable in CSCEC 2021 is RM418.79k and it consists of 114 people who are tax payable. In conclusion, based on the report shown, a presentation of how Power BI can quickly turn a set of research data into a set of analytical reports and dashboards that can be shared has been developed.

SALES MAXIMIZING IN PLAN DECOR AND DESIGN RENOVATION COMPANY USING LINEAR PROGRAMMING APPROACH

RESEARCHER: TAN KAI YING

SUPERVISOR: DR. NOR INTAN SANIAH SULAIMAN

Abstract

Linear programming is one of the optimization techniques used to develop a solution to managerial decision-making. Linear Programming is a popular mathematical modelling technique that assists managers with resource allocation planning and decision-making. In this paper, we intend to use linear programming to maximize the profit of raw materials in Kuala Lumpur-based melamine wood board production. The data will be collected directly from the selected company, Plan Decor Design & Renovation Company. An interview is conducted with the company to learn more about the research problems. Excel solver software was used to obtain the results and the results showed that the maximum profit is RM150,000 where the company should produce 5000 of 16mm melamine board in order to attain maximum profit.

SIMULATION OF SYSTEM DYNAMICS MODELLING IN REDUCING THE RATE OF POVERTY IN PAHANG

RESEARCHER: KAMALIN FARAHIAH BINTI HISHAM

SUPERVISOR: DR. NOR INTAN SANIAH SULAIMAN

Abstract

In any country, including Malaysia, reducing poverty has always been a major priority. The government's investments to increase the income of the poor serve as evidence of this. It is through simulations that the study evaluates the effectiveness of existing poverty alleviation approaches which includes good governance. The households that continue to live in poverty are those with small businesses and a high degree of seasonality in their income. Therefore, natural resources that offer ways out of poverty are severely constrained by seasonal variability in revenue. The findings indicate that the stability and benefits are from livelihoods rather than their diversification of what drives reductions in poverty. Given what is known at the moment, a greater emphasis should be put on improving the effectiveness and efficiency of research systems in fostering widespread technical change than on significant efforts to directly target poverty in priority setting.

APPLICATION OF DIJKSTRA’S ALGORITHM IN SHORTEST PATH: CASE STUDY OF KIT LOONG SDN BHD

RESEARCHER: LAM SIEW WAH

SUPERVISOR: MADAM AZATULIFFAH BINTI ALWI

Abstract

Kit Loong Tayaria Sdn Bhd is a tire distributor company. The new salesman plans to visit competitor's dealer shops to promote products in order to increase sales. For saving time, the Dijkstra algorithm was used to calculate the shortest route for salesmen to visit all competitor's dealer shops. Secondary data was used to find the dealer location and the sample size was selected using random sampling. Google Maps was used to calculate the distance among dealer shops. The result shows that the shortest distance found is to drive 29.5km to reach 3 dealer shops, namely Hua Hin Tyres Services Sdn Bhd, Skc Tyre Sdn Bhd, and Autohaus Kl. It proves that the Dijkstra's Algorithm is feasible to use to calculate the shortest path. Further research into traffic jams may be considered and a better mathematical model should find to use to accurately calculate the shortest distance of other nodes.

EVALUATING QUALITY OF FACTORY USING ANALYTICAL HIERARCHY PROCESS

RESEARCHER: LEONG XIONG ZHENG
SUPERVISOR: DR. CH'NG CHEE KEONG

Abstract

In the 21st century, factories have to transform and improve to achieve goal of lean manufacturing by minimizing resources of factory such as less worker effort, less time and many more to lead the factory towards effective manufacturing of good quality product and become highly responsive to customer demand. The objective of study is 1) To identify factors that have impact on quality of the factory 2) To construct Analytic Hierarchy Process (AHP) to find quality's problems in factory 3) To analyse the quality problems and suggest methods to improve quality of factory. This research focuses on developing AHP to evaluate quality of factory based on hierarchical framework. Firstly, it is needed for this research to collect data by using questionnaire. After collecting data, data are input into AHP Priority Calculator – BPMSG and Microsoft excel to get the pairwise comparison matrix and degree of consistency. Then, analyse outcome from pairwise comparison matrix for each criterion and sub-criteria by ranking them. Criteria safety and time are behind in ranking compared to others criteria based on pairwise comparison analysis. Safety and time's sub-criteria will be chosen to further pairwise comparison analysis. In conclusion, sub-criteria “wear PPE”, “First aid” and “die and pin” are less satisfy according to ranking of sub-criteria. Therefore, some recommendations will be suggested to improve these two criteria.

GROSS FORECAST OF DEMAND FOR MATERIALS READINESS

RESEARCHER: CHEAH LI YEE

SUPERVISOR: PROF. MADYA DR. NOR AISHAH AHAD

Abstract

During the critical time, some materials would have higher demands, but lack of supplier produce the materials will become shortage of materials in market. The materials short in the market will affect the production line delay and difficult to meet the customers' expected delivery time. The aim for this research is used Gross Forecast to plan for Plexus demand for material readiness and to analyse the capacity planning for quarterly and yearly. Master Production Schedule (MPS) used on this research to conduct Gross Forecast. MPS can help to make changes to demand fluctuations, avoid stockouts, increase business productivity, and carry out efficient cost control. From the result of Gross Forecast, Demand Analyst department can plan to buy in materials early for future demands based on the quantity in forecast results. Gross Forecast is benefit from overcome the materials shortage in market and meet the customers expected delivery date.

THE OPTIMIZATION OF KEYWORD CLUSTERING METHOD IN SEO PROCESS

RESEARCHER: MANDY LIM MAN YEE

SUPERVISOR: DR. SHANIZAN HERMAN BIN MOHD RADZI

Abstract

Search Engine Optimization (SEO) is a set of techniques intended to improve the visibility and ranking of certain web pages in organic search results. The keyword clustering process takes part in the initial stage in the SEO process. Using keyword clustering, the company may group similar keywords. Because keyword clustering is still not automated, it consumes half of the SEO team's analytical time. This is more common in digital marketing consulting firms, like Artefact Malaysia. The SEO team takes a long time to cluster keywords for a client, and it may take longer as the number of keywords increases. Artefact Malaysia has this challenge because they cluster keywords manually, without a system or application. There is no tool for keyword clustering in digital marketing, thus optimizing the Keyword Clustering Method seems like a good idea. In this study, the objectives are set which is to determine the bottleneck of the current keyword clustering method of Artefact Malaysia. Also, this study aims to develop a keyword clustering method in order to improve the time taken by the SEO team to cluster the keyword at Artefact Malaysia. Furthermore, this study also measures the performance of the keyword clustering method at Artefact Malaysia. The Google Keyword Planner is used to acquire 500 keyword data. Then, Current Keyword Clustering Method and Python Keyword Clustering Method are used to assign keyword groups in this study. The time and workload for conducting this process are recorded and compared. The Current Keyword Clustering Method took 27 minutes to group all the terms, but Python took 18 seconds. Besides, Python Keyword Clustering Method requires less labor than the current method, which requires keying in each group manually. In conclusion, Python Language displays greater performance than the Current Keyword Clustering Method in clustering keyword search intents. Current keyword clustering method is time-consuming and labor-intensive. The Python Keyword Clustering Method improves the efficiency of keyword clustering by reducing the time and effort of Artefact Malaysia's SEO Team.

AN APPLICATION OF LINEAR PROGRAMMING MODEL TO OPTIMIZE PRODUCTION AND FINANCIAL

RESEARCHER: MAZATUL IZZA BINTI MOHD RAMLI

SUPERVISOR: DR CH'NG CHEE KEONG

Abstract

Nowdays, it is highly challenging to maintain each manufacturing output at a low cost level because the raw material are limited. The selection of raw material in the manufacture of gloves is a critical for an industrial company to maintain product quality, consumer satisfaction, and good service. So, this study was conducted to investigate the factors that lead to high production cost. To find out how much the amount of raw material (tons) required for each type of glove size. To identify how many product can be produced according to the capacity that has been set. To use a linear programming model to determine the best minimum total cost of the production. Linear programming model was applied in this research to helps in getting the main objective of the study which is to finds out the minimum total cost of production. All the equation and parameters setting has been set in the Excel Solver to get the final results of the study. However, the result has shown that there is 4,679,923 USD of the minimum total cost can be minimized during that period. Several recommendations that companies can adopt to ensure the prodcution cost are not high.

APPLICATION OF SYSTEM DYNAMICS IN INCREASING HAWKERS APPLYING LICENCE IN MPHTJ AREAS

RESEARCHER: MUHAMMAD ALIFF BIN MUHAMMAD

SUPERVISOR: DR JAFRI BIN HJ ZULKEPLI HEW

Abstract

In Asian cities, selling and eating street food has a long history. While certain norms control the preparation of food, the use of space, and the sale itself, some of them are informal and not necessarily in accordance with government standards. Despite the fact that street sellers (or hawkers) operate in a grey area between formality and informality, many hawker establishments function surprisingly successfully. The purpose of this research is to examine how a hawker centre operates. As a case study, it serves the MPHTJ area. The results show that the administration of this hawker spot is the result of an elaborate tangle of behaviours, including a tolerant administration but also obedient hawkers and customers who like this site. This entanglement, however, is not without disputes and issues. Hawkers are economically insecure and have few other options for earning a living. As a result, the report concludes with recommendations that should allow a hawker spot to serve as a traditional and well-regarded place to gather and dine, as well as a space for poor people to earn an income.

BANK'S TOP PERFORMANCE ANALYSIS BASED ON THE LEADS OF CROSS-SELLING USING ADVANCE MC. EXCEL

RESEARCHER: MUHAMMAD HAFIZUDDIN BIN MOHD YUSOFF

SUPERVISOR: PROF. MADYA DR. MOHD KAMAL M. NAWAWI

Abstract

The nation's Islamic financial sector has developed and grown significantly thanks in large part to Bank Islam, which established Islamic banking in Malaysia. Cross-selling, which is the technique of persuading customers to purchase goods or services in addition to the ones they initially intended to, is something they are adjusting to as it develops. Customers are more likely to purchase both since cross-sold items are typically complementary to one another. Top performance can be determined by branch and individuals based on the total leads. In addition to that, giving incentives for leads sold can help a firm build a stronger company culture by showing appreciation to its employees. However, the staff is not proficient in using the tools to examine the data, which makes the work process time-consuming. This study uses rankings to recognize the branches' and individuals' performances, and it greatly benefits from the use of Microsoft Excel to evaluate those performances. This study will only be carried out within the company, however it includes all Malaysian branches. The data will be taken directly from the Google Form that contains a list of the leads that the employees have sold. In order to collect data for this study, records will be submitted, and advanced Microsoft Excel will be used for the analysis. Three different time frames will be used for the analysis which are weekly, monthly, and quarterly. By the completion of the study, it will be possible to rank the best performance by individual, branch, and region. Additionally, it encourages the employee to sell more leads. However, because this study was new to the team, it also encountered a problem with resource limitations. However, encouraging staff to sell more leads still benefits the business greatly.

USING ANALYTIC HIERARCHY PROCESS (AHP) METHOD TO SELECT THE BEST RANKING FACTORS THAT AFFECT EMPLOYEES' PERFORMANCE

RESEARCHER: MUHAMMAD NUR FIRDAUS BIN SHARIF

SUPERVISOR: DR. SAHUBAR ALI BIN MOHAMED NADHAR KHAN

Abstract

The effectiveness and success of an organization depends on the performance of employees and the level of understanding between managers and employees in the priority of the type of work motivation. This study was conducted to effectively determine the best factors in improving employee performance. For this study, questionnaires were given to 4 Unit Heads in the Human Resources Division who helped me follow their experience, attention and planning to find out what factors they would choose that would improve employee performance. In the selection of the best factors that affect employee performance, a model is developed using the Analytical Hierarchy Process (AHP) that uses a qualitative and quantitative decision-making approach. The developed model contains 4 criteria which are services, HRMIS, training and staffing. The results are evaluated using an excel spreadsheet, which shows the best factors that will affect the performance of employees with the highest priority values.

EVALUATE MANAGEMENT OF EVENT BAZAR AIDILFITRI TTC USING SYSTEM DYNAMICS

RESEARCHER: MUNIRAH HUSNA BINTI SAZALI

SUPERVISOR: DR. ROSMAINI BINTI KASHIM

Abstract

To evaluate the system management for this event, want to discover from customer's side, participant's side while maintain the system from staff's side for the management. The application for join to sale in this Bazar Aidilfitri, process in random put for their sales site, payment process, setup site process and time for sale. Interview the staffs, participants and customers. Sample data from observation and data from scan Mysejahtera Application. Data collection from participants, customers and staffs. Finding reveal that the trend of Bazar Aidilfitri increasing with the management system that has been used for Bazar. What-if analysis has been used in this analysis to find the best way for the company in increasing their trend for Bazar. Improvement the management system to attract the customers. The management system for Bazar Aidilfitri TTC important to make sure the event going smoothly. To evaluate the system management that use for the event, the reseacher as intern at the company use system dynamics and data collection to estimate the result of the trend for Bazar Aidilfitri TTC.

ANALYSIS OF PURCHASED PARTS MATERIALS FROM LOCAL SUPPLIERS FOR MATERIAL PLANNING TEAM USING DATA VISUALIZATION TECHNIQUE

RESEARCHER: NINA FARHANIM NATASHA BINTI MALEK FAISAL

SUPERVISOR: DR NURAKMAL BINTI AHMAD MUSTAFFA

Abstract

This report gives the overview of all the process involved using data visualization technique in Tableau software. Tableau will enhance decision making, add operational awareness, and increase performance throughout the organization. Obtaining data from SAP to extract it into MS Excel then using Tableau software to do data visualization. To fulfill the objectives, data visualization technique is used. Thus, total purchased parts materials from local suppliers, trend of purchased parts materials from local suppliers in the past 3 years from the year 2019 until the year 2021 monthly and quarterly, and lastly, the dashboard for the material planning team have been fulfilled. So, data visualization can be used in any department or industry as long as we have data and the software that can produce data visualization like Tableau or Microsoft Power BI or Microsoft Excel and etc.

THE DETERMINANTS INFLUENCING PERSONAL FINANCIAL BEHAVIOR AMONG ASNAFS THROUGH PERSONAL FINANCIAL STRATEGY: PEJABAT ZAKAT DAERAH YAN

RESEARCHER: NOR SUWAIBAH BINTI AHMAD SAUTI

SUPERVISOR: DR. NOR INTAN SANIAH BINTI SULAIMAN

Abstract

Every person needs to have knowledge and skills in financial management in practice by planning, organizing, controlling, and evaluating. Therefore, this study examines the level of financial management, financial attitude, normative influence, and financial behavior. In addition, this study also evaluates the relationship between financial management, financial attitude, and normative influencers on the personal financial behavior of asnaf. A total of 21 asnaf are included in this study. This study uses quantitative approaches and the data collection used purposive sampling techniques. The research instrument is a questionnaire containing three elements of financial behavior, namely management, attitude, normative influencer, and behavior. The financial management elements are measured based on the 5-Likert scale. Descriptive statistics and correlation are used to explain the results of the study. The results show that the level of financial management, financial attitude, and normative influence among asnaf is moderate while the level of financial behavior is high. Furthermore, there is a significant relationship between financial management, financial attitude, and normative influence on personal financial behavior. Overall, the asnaf's level of personal financial behavior was moderate. The implications of the study suggest that the elements of planning, organizing, controlling, and evaluating the financial need to be taken seriously among asnaf.

PREFERENCE IN THREE MUSLIM MAJORITY COUNTRIES (BRUNEI, INDONESIA, AND MALAYSIA) TOWARDS THE DIFFERENCE OF POPULAR F&B HALAL FRANCHISE BRANDS USING ANOVA

RESEARCHER: NUR AFIQAH BINTI AHMAD BADRI

SUPERVISOR: DR. NOR HASLIZA BINTI MAT DESA

Abstract

The size of Muslim population nowadays are getting increasing all around the world. The three Muslim majority country in Southeast Asia which these countries contribute percent more than 50% of Muslim population and they are Brunei, Indonesia, and Malaysia. Since the Muslim population getting bigger the big popular F&B halal franchise brands that we are familiarized with (McDonald's, Kentucky Fried Chicken (KFC), Burger King, Pizza Hut, Marrybrown, Dunkin' Donuts, The Coffee Bean and Tea Leaf, etc.) are having their opportunity to penetrate the market that are populated by the overall Muslim religion. The main objective in this study is to determine whether there are the difference on physical outlets of popular Halal franchise brands among three Muslim majority countries. Next, to identify the relationship between physical outlet of popular Halal franchise brands and establishment period of brands in three Muslim majority countries. The data are collected through in-depth-interview with the consultant from other country. Based on this study, the results shows that the relationship between establishment period and physical outlet are positive since the longer the period of time for a brand the more outlet began to establish. Also, there are also difference between the physical outlet and among three Muslim country. In other words, even the percent of the Muslim population is high that does not mean the popular halal franchise brands willing to penetrate these countries.

THE EFFECTS OF CUSTOMER SATISFACTION ON ONLINE FURNITURE PURCHASES

RESEARCHER: NUR AISYAH DAYANA BINTI ISMAIL

SUPERVISOR: DR. ROSSHAIRY BINTI ABDUL RAHMAN

Abstract

People today are designed to shopping online. It is because more pleasant than traditional shopping, which is frequently associated with a lack of time, anxiety, crowds, and traffic jam. In Malaysia, the internet is still seen as a novel medium for connecting customers and business, and keeping customers on an e-retail site is the biggest challenge any e-retail store faces. Because of that, the research is to study the factors affecting customer satisfaction towards online furniture purchase. There are six factors contributed to this study, which are communication skills, delivery service, trust and confidence of customer service, products quality, time management, and price of product. Therefore, a study was conducted from the survey using a Google Forms, an online survey. The questionnaire was distributed from Shopee Simply Harmony application. In order to improve the factors that affect the residents and to know whether the satisfaction level of services in furniture online is better or otherwise, analyse the factors using IBM (SPSS) version 26. The data collection was obtained based on the quantitative method which is survey study and secondary data study. Based on the data obtained, it will be analysed using software namely Microsoft Excel and IBM (SPSS) version 26. From this study, it can be concluded that all components in factors that impact the customer satisfaction towards online furniture shopping have significant effect. As a result, this study was identified that the outcomes of the findings of the articles present a positive correlation regarding customer's satisfaction.

COMMISSIONING AND START-UP (CSU) MONITORING DASHBOARD TO MONITOR THE HEALTHINESS OF THE PLANTATION SITE USING POWER BI

RESEARCHER: NUR AMIRAH SOFEA BINTI AMINUDDIN

SUPERVISOR: DR NURAKMAL BINTI AHMAD MUSTAFFA

Abstract

The oil and gas business has grown quickly over the past ten years, and the variety of equipment and processes that are now in use make it harder for the sector to maintain control and achieve the best results for the plant. Maintaining order for the higher-ups is difficult, especially when they don't have a lot of time to visit each plantation site and meticulously inspect every small item in order to check the number of commodities and services intake by every hour. A larger level of process plant monitoring must be digitalized, especially during the commissioning and start-up (CSU), which is regarded as the most vulnerable time. An easy-to-develop one-stop monitoring system is the goal of this project. By focusing on the actual consumption of goods and services, this study intends to create a one-stop monitoring system that will make it easier for operators and other employees to monitor the plantation site's health. Pengerang Integrated Complex has eight operational units shown in operating. From 1 March 2022 through 30 September 2022, the data for those units will be directly collected from the PI System database; however, the timeframe is subject to alter at any time based on the demands of the task. As a result, the BI dashboard created has aided in monitoring the plantation site's health by using a number of charts to visualise the data and summarise it. In addition, there are a lot of challenges in getting the data because data security prevents the supplier from getting the tag numbers from the users' side. Additionally, a disorganised nomination file management has resulted in multiple delays in finishing the project. However, this study was able to identify the underlying reason for each user's insufficient supply, preventing any problems from disrupting PRefChem CSU.

PERFORMANCE MEASURING OF QUEUING SYSTEM IN REDUCING CUSTOMER WAITING TIME USING DISCRETE EVENT SIMULATION (DES) MODEL

RESEARCHER: NUR ARINA BINTI MUHAMMAD

SUPERVISOR: ASSOC. PROF. DR. NORHASLINDA BINTI ZAINAL ABIDIN

Abstract

Religious Offices are one of the important public sectors for society. Therefore, every region and even state has a religious office in their place. The same goes for the Tanah Merah area. Pejabat Agama Jajahan Tanah Merah is one of the sectors established by the government to provide various services to assist in religious matters related to household issues such as marriage, divorce, referral, and others. Furthermore, waiting times and queuing in a lengthy line are typical occurrences that have become a serious concern at a Pejabat Agama that is packed with people, especially during peak hours. Time spent waiting for customers to be served, particularly if they must wait for an extended period, can have a variety of consequences, including fatigue. This study focuses on queuing simulation of a crowded company using Arena Simulation Software. The purpose of this research is to learn more about Arena Simulation Software and to examine the queue problem in a crowded organization. The study's goals are to discover the best waiting line model for minimizing customer wait time and to uncover the reasons that cause a customer to stay in line for an extended amount of time. The research was only done during the peak hour, from 9 a.m. to 12 p.m. In addition, the observation and simulation model technique will be utilized to reduce customer wait times at Pejabat Agama Tanah Merah. Based on this scenario, this research also gives two (2) scenarios that help to minimize waiting time in a crowded restaurant, improve customer happiness, and raise organization efficiency.

DATA MINING: ANALYSIS OF REMEDIAL STUDENTS DEMOGRAPHIC INFORMATION CLASSIFICATION WITH DECISION TREE

RESEARCHER: NUR FARAH ILYANA BINTI AZWAAN

SUPERVISOR: MADAM RUZLEETA BINTI ZAKARIA

Abstract

The Learning Sector, Department of State Education objective is to improve the performance of students in educational aspects. However, it is reported that students who have literacy and numeracy problems (remedial students) among elementary schools are becoming a major concern for this organization. The objective of this project was to process remedial student demographic information by implementing data mining analysis and the decision tree technique. Here, we are solving the problem of the rising number of remedial students by analyzing the demographic remedial student's information data to better understand the characteristics of the students and the level of study of the students. This study uses orange data mining to process data with decision tree technique. In this study, the model of $test_size=0.2$ is the better model with "Jenis Sekolah" as the best features with moderate recall and accuracy would be compared. I believe that our findings lead to new initiatives in identifying remedial students at the beginning of admission, as well as in addressing the problem of dropouts that is increasing year by year.

ANALYTICAL HIERARCHY PROCESS (AHP) FOR CARDAS RESEARCH AND CONSULTING GROUP STAFFS TRANSPORTATION TO ARRIVE OFFICE

RESEARCHER: NUR MAISARAH BINTI MOHD JOHAN

SUPERVISOR: PUAN AZATULIFFAH BINTI ALWI

Abstract

A recurring problem is the requirement for transportation, particularly throughout the workweek. Since the majority of those who reside in Kuala Lumpur and Selangor drive their own cars to work, road highways are the areas they utilise the most frequently. A large number of people also take public transportation to work. By quantifying the criteria and alternative possibilities, and connecting those components to the overarching objective, the Analytical Hierarchy Process (AHP) offers a rational framework for a necessary decision. The goal of this study is CRCG office which is the first level for analytical hierarchy process. The second level have the criteria of the study and the third level consist the alternatives of the study.

PERFORMANCE OF TELEKOM MALAYSIA EMPLOYEE'S USING SYSTEM DYNAMICS

RESEARCHER: NUR SHAFIKA BINTI MOHD.GHANI

SUPERVISOR: DR. JASTINI BINTI MOHD JAMIL

Abstract

This paper is to model a Performance of Telekom Malaysia Employee's using System Dynamics. The aim of this study is to determine the key factors that affects Telekom Malaysia employee's performance. Employee performance is a difficult subject to tackle. Human behaviour has a significant impact on it, and as a result, it has been widely explored. The measuring of employees' performance is another area of employee performance management that has been intensively researched. The method of this study is simulation. Throughout this paper, we will use software tools commonly used in system dynamic such as Vensim. During the simulation, the modeller can see the changes that occur over time, and all changes are evaluated. Two interventions had been run and observe the change happen. The programmes have a favorable initial impact, and the number of top achievers is rising quickly. This have proved that good employee performance gives many advantages to them. It also proved that have a causal relationship between key variables and its impacts using system dynamics.

MODELLING INVENTORY ANALYSIS USING SYSTEM DYNAMICS APPROACH

RESEARCHER: NUR SHAFIQAH BINTI SOBRI

SUPERVISOR: TS. DR. FAZILLAH MOHMAD KAMAL

Abstract

This study will look into the variables affecting the overall volume of service and purchase requests at EPIC OG Sdn Bhd. Utilizing the methods of observation, interview, and questionnaires, the study was operationalized as a qualitative study. The results revealed that in order to reach the company goals, the flow of the documentations plays a large part by utilising the simulation modelling technique to give a picture of how work cycle will be done during the process of project management. The outcome may be indirectly impacted by unpredictability in all business-related areas. The data also demonstrate that there is an increase in service requests as a result of documentation flow problems, such as misunderstandings that lead to duplicate action notices being received. In order to see the effects of putting the incentives into practise, a simulation model was used to study additional explanation of the aspects that can help to reduce the overall number of service and purchase requisitions. By examining the area of research on the movement of documentation and inventory management in an organisation, this study makes a contribution. Based on the study's findings, other organisations might gain beneficial insights.

KEEP TRACK OF ALL TYPE CHIP RESISTORS R40 FOR KAMAYA ELECTRIC USING FORECASTING METHOD

RESEARCHER: NUR UMAIRAH BINTI ABDUL NASIR

SUPERVISOR: TS. DR. IZWAN NIZAL BIN MOHD SHAHARANEE

Abstract

The Industrial Revolution 4.0 has increased the need for chip resistors as a form of retail during the past year. This research project investigated the added value of forecasting in the production department of Kamaya Electric using a simple moving average. The overall performance of the production department at factory 2 up to April 2022 is predicted. With the results obtained, a clear understanding of when to forecast the output quantity of the taping process (R40) and the R40 cancellations lot quantity for tactical planning was obtained. Forecast quality is known by interpreting the value of MAD for this research study. Therefore, different forecasting methods can be included in the methodology to ensure a more comparative and integrated study as a future direction. From the result, it was concluded that if the taping production output increased, the taping cancellation lot output would also increase. The cancellation lot increases day by day, which makes the production department unable to achieve their monthly target.

MEASURING BOSCH'S OPERATORS HAND DEXTERITY PERFORMANCE RELIABILITY USING PEGBOARD TEST

RESEARCHER: NURARINA KHALISAH BINTI SAEDEN

SUPERVISOR: DR ROSNALINI MANSOR

Abstract

Dexterity is described as a person's ability to execute a job using their fingers, hands, and arms. The level of performance in daily living skills and work-related functioning is heavily influenced by hand function and manual dexterity. The Purdue Pegboard Test is frequently used in the selection of applicants for occupations that need fine motor dexterity and coordination, such as assembly work settings and industrial factories. It also comprises four subtests that measure a subject's ability to insert pegs into small holes with his or her dominant hand, non-dominant hand, both hands at the same time, and a bilateral assembly exercise. This study proposed to use Pegboard Test as the method to measure operator's hand dexterity performance reliability and to alleviate the operator's efficiency in handling small components. Hence, test-retest reliability chosen as the measurement to analyze the hand dexterity performance reliability. Thus, it is possible to conclude that the operators are efficient since they can get greater outcomes with each trial.

MINIMIZATION THE DELAY OF THE KASAWARI PROJECT USING HEURISTIC APPROACH BASED ON JOB SHOP SCHEDULING PROBLEM

RESEARCHER: NURUL AINA NABILAH BINTI TAHIR

SUPERVISOR: PROF. MADYA DR. SYARIZA BINTI ABDUL RAHMAN

Abstract

The purpose of the study is to highlight the effectiveness of job shop scheduling problem to minimize the number of delays of Kasawari project. To complete the analysis, the data of 2021 tenders from Kasawari project database of Malaysia Marine Heavy Engineering Holdings Berhad has been obtained. The job shop scheduling problem is used to develop heuristic technique based on earliest due date, shortest processing time and longest processing time to minimize number of delays. Data collected were analysed using Microsoft Excel software and the result shows that Shortest Processing Time (SPT) give the better result than using First Come First Serve (FCFS) method. Hence, shortest processing time method should be considered to apply on the tenders that have the same start date in order to minimize the delays.

SYSTEM DYNAMICS APPROACH FOR INVESTIGATING THE RISK EFFECT ON SCHEDULE DELAY IN CONSTRUCTION

RESEARCHER: NURUL SOLEHAH BINTI ZAMRI

SUPERVISOR: DR. ROSSHAIRY BINTI ABDUL RAHMAN

Abstract

Infrastructure projects can't be completed without careful risk management. Although there are a number of articles on managing risks in infrastructure projects, few of them look at the bigger picture and examine how dynamic risk interactions can effect a project's timeline. As a result, this study adopts a comprehensive perspective to inquire into the ways in which dynamic risk interactions contribute to a timetable delay in infrastructure projects. First, by reviewing the relevant literature and conducting a questionnaire poll, we identify the most significant hazards that can cause schedule delays in infrastructure projects. Next, causal loop diagrams are used to examine the relationships between the primary factors influencing infrastructure scheduling risks. Following this, we use the resulting causal loop diagrams and the underlying linkages among the variables to create a system dynamics (SD) model to examine the impact of risks on a project's timeline. After that, simulations are run using the model. The results provide conclusive evidence for the need of considering the dynamic interactions between the various risks inherent to an infrastructure project when assessing the potential impact of those risks on a timeline slip. Risk effects on an infrastructure project schedule delay would be greater when main hazards are collectively examined due to the complex and dynamic nature of the studied system compared to studies that investigate risk implications individually. The SD model provides a framework for evaluating the impact of various risks on a project's timeline, allowing researchers to investigate the most effective preventative measures.

MODELLING PARKING SUMMONS ANALYSIS USING SYSTEM DYNAMICS APPROACH

RESEARCHER: NURUL SYAKIRA BINTI RAZMIN

SUPERVISOR: CIK ZAKIAH BINTI HASHIM

Abstract

The most recent data shows an increasing number of registered vehicles in Malaysia over the last ten years in 2010, the most recent figures for the period 2010-2019 show a total of over 11 million new registrations, and about 1.1 million units annually on average over the ten years. Because of this data, parking can be say as an important part of transportation policy and administration, particularly in large cities. This is why some place especially cities are using coupon parking system. This research constructing a system dynamics model of parking summons to understand the cases and patterns of why parking summons occur is an important topic to research. The goal of this study is to identify the factors and causes of parking summons, determine the number of parking summons and develop a strategy for reducing the overall number of parking summons. This research employs system dynamics methodologies, and the findings are displayed on a Causal Loop Diagram and a Stock Flow Diagram, in which interrelated variables flow around the parking variable. There are two intervention that has been made which is increasing awareness pay summons rate and increasing court cases rate. Both interventions are successfully can reduce the total parking summons and indirectly increase the organization's revenue for the district development.

MEASURING CUSTOMER SATISFACTION BASED ON SERVICE QUALITY: A STUDY OF THE KUCHAI LAMA RESIDENTIAL REAL ESTATE INDUSTRY

RESEARCHER: ONG DEE SHEN

SUPERVISOR: DR ROSNALINI BT. MANSOR

Abstract

The report emphasized the role and importance of customer satisfaction and loyalty. Customers are the link to business success. A business organization should focus on a huge number of customers. For this, customer satisfaction and loyalty should be incorporated along with long-term goals. This thesis was implemented to an analysing the relationship between customer satisfaction and customer relationship. This research aims to study the concept of customer satisfaction, customer loyalty and its relationship. Moreover, this thesis studies the factors that influence customer satisfaction and loyalty. This thesis also analyses the factors that impact customer satisfaction and customer loyalty. Recommendations on improving the service quality and getting customer retention are ultimately proposed. In this thesis, the theoretical background chapter reviews customer satisfaction and loyalty studies and the relationship between these two terms. Various methods widely used to measure customer satisfaction and the outcome results of having loyal customers are presented. The thesis presents best practices and relevant recommendations to improve customer satisfaction levels. This result was accomplished using a quantitative and qualitative research method by means of a questionnaire. The questionnaire was distributed into three different parts, multiple choice questions, open questions and customers' opinions in the end. The questionnaire was distributed to the customers over a period of one month. In conclusion, the research reveals that the current service level can be marked as positive, and customers are very satisfied with the service. However, certain things should be improved to increase customer satisfaction. It is recommended that the company improve its service regarding feedback system, implement staff training, and conduct regular advertising campaigns to attract new customers and inform existing customers about upcoming events.

APPLICATION OF LINEAR PROGRAMMING IN DIGITAL MARKETING PLANNING: CASE STUDY OF SOCIO INTELLIGENCE

RESEARCHER: NG SEE TENG

SUPERVISOR: DR. ROSSHAIRY BINTI ABDUL RAHMAN

Abstract

This research aims for digital marketing plan optimization of an integrated marketing agency in TTDI by using integer Linear Programming model. The problem of this study is SOCIO Intelligence do not have any digital marketing plan for easily promote and attract the new clients. Particularly, our present study brings out clearly the necessity of using quantitative technique for achieve the objective which is minimizing cost and maximizing the engagement requirement of digital marketing plan for SOCIO Intelligence. In addition, objective 2 of this study will determine the variable for the mathematical model of the digital marketing plan. Next, for objective 3 is to formulate objective function and constraint regarding the digital marketing services. For objective 4 is to evaluate the proposed model using linear programming to recommend the optimal digital marketing plan for SOCIO Intelligence. A theoretical perspective undertaken for the present study is review of various application of linear programming which is using integer programming. Linear programming model for company is developed available data of these parameters. The model equation with adequate constraints solved using MS-Excel solver. Finally, some conclusive observations have been drawn and recommendations have been suggested. The solution in this study can be suggest as a potential alternative to SOCIO Intelligence in real-world application to optimize the digital marketing plan.

DETERMINING THE BEST MODEL FOR DEMAND FORECASTING USING TIME SERIES METHOD AT VITROX TECHNOLOGIES SDN. BHD. IN BATU KAWAN, PENANG

RESEARCHER: SEE WEN HUI

SUPERVISOR: TS. DR. JASTINI BINTI MOHD JAMIL

Abstract

ViTrox is an automated machine vision inspection solution provider. ViTrox's core products are its Machine Vision System (MVS), Automated Board Inspection (ABI) and Electronics Communication System (ECS). Demand forecasting is a very important component of any company's success. This study focused on the A Parts under MVS Order Fulfillment Department. A Part refers to the parts which account for around 80% of the company's revenue despite having a 20% overall demand. The MVS Order Fulfillment currently forecasts its monthly demand for the A Parts using a 26-month moving average. However, the accuracy is a long cry from the previous projection when compared to the actual number of A Parts. This study aims to determine the best model for the demand forecasting of A Parts using Time Series method. The study is conducted using Google Colab with Python Script. Mean Squared Error (MSE) is used to compare and choose the best forecasting model for each A Parts. As a result, the most suitable model for Part A until Part I are ARIMA (3,2,0), ARIMA (2,2,0), ARMA (2,0), ARMA (2,0), ARMA (1,0), ARIMA (3,2,0), SES, Holt's Model and ARMA (1,1) respectively. To utilize the methods provided in this study, MVS Order Fulfillment is required to record the historical demand data systematically, measure the forecast error properly, use the proposed method in the right time period, and commit to learn the proposed demand forecasting method.

THE FORECASTING OF TOKIO MARINE STOCK PRICE

RESEARCHER: SEU WEN FEI

SUPERVISOR: DR. MUHAMMAD MAT YUSOF

Abstract

The stock price is crucial to public traded companies because it roughly represents the company's overall financial health. Although the company does not directly benefit from increased stock prices, there are indirect benefits. Therefore, it is important to forecast the stock price of a company since it assists the company to develop appropriate business plan and make rational decisions based on the pattern of the stock price trend. This study aims to determine the time series components and choose the best forecasting model to forecast the future stock price of Tokio Marine. The data is partitioning to two parts which are 90% of the modelling part and 10% of the evaluation part. The time series components of the Tokio Marine stock price were identified as trend component by time series graph, autocorrelation function, and the Kruskal Wallis test. The double moving average approach, Holt's Double Exponential Smoothing technique, Brown's Holt's Double Exponential Smoothing technique, and the ARIMA model were chosen as the forecasting models to forecast the price of Tokio Marine stock. In comparison to other forecasting models, Holt's Double Exponential Smoothing technique has the lowest three error measurements. Hence, Holt's Double Exponential Smoothing technique is the best forecasting model for Tokio Marine stock price. The stock price of Tokio Marine is forecasted to increase. This study provides the general public information on Tokio Marine's stock price and helps Tokio Marine in formulating business plans and making decisions based on stock price movements.

SOLVING LECTURER-COURSE ALLOCATION USING ASSIGNMENT PROBLEM

RESEARCHER: SHERRY NUR AIDA BINTI SAHARUDIN

SUPERVISOR: DR. AIDA MAUZIAH BINTI BENJAMIN

Abstract

The study focuses on the lecturer course assignment problem of the Mathematics, Science and Computer department on selected course subject. The objective of this research is to develop a mathematical model that optimally allocates courses to lecturers based on the preferences weight, to assign a lecturer to the course based on the preferences weight and to find the optimization of lecturer-course using the developed model. This research using primary data that was collected using google form and distribute to 10 lecturer's department of Mathematics, Science and Computer. Also, secondary data was used to get more sources that accurate and reliable. To solve the problem, we used a excel solver is used to solve the assignment problem. Based on the results it can helps Mathematics, Science and Computer department to assign courses to the lecturer according to lecturer's preference.

SHEWHART CONTROL CHARTS IN STATISTICAL PROCESS MONITORING OF UNCONFIRMED AGING PURCHASE ORDER AT JABIL SDN BHD

RESEARCHER: TAN SIOW JIE

SUPERVISOR: DR AYU ABDUL RAHMAN

Abstract

Purchase order (PO) are legally binding contracts between the seller and the buyer, but legal protection does not begin until the order is confirmed. Unconfirmed PO which requires constant monitoring. Shewhart control chart is one of the useful tools in statistical process control (SPC) for monitoring the unconfirmed PO. The aim of this report was to illustrate how the Shewhart control chart can be used effectively in monitoring unconfirmed PO. For such purpose, two robust Shewhart charts had been constructed and later, their performances were compared with standard Shewhart chart. A secondary dataset which 240 data based on unconfirmed PO aging days was used and attained from JABIL SDN BHD. SPSS software used to analyze and summarize unconfirmed aging PO dataset. Meanwhile, Microsoft Excel used to construct Shewhart control charts for monitoring unconfirmed aging PO. First half of the data used for estimating control limits, while second half of the data used for monitoring unconfirmed PO in JABIL SDN BHD. This study used 20% trimmed mean and 20% winsorized mean in estimating the location parameter in Phase 1. Both were paired with median absolute deviation about the median (MAD_n) which used in estimating the dispersion parameter. The findings based on Kolmogorov-Smirnov test conducted via SPSS software show that the unconfirmed aging PO data are non-normally distributed. Robust Shewhart charts can quickly detect even a normal aging in the unconfirmed PO unlike standard Shewhart chart. As conclusion, robust control chart has a better performance than standard control chart to give company act to save more cost and time.

DEVELOPMENT OF DASHBOARD “PERKAMPUNGAN MASYARAKAT ORANG ASLI IN PAHANG 2020”

RESEARCHER: SITI AISYAH AMIRAH BINTI ZULKEFLI

SUPERVISOR: TS. DR. JASTINI BINTI MOHD JAMIL

Abstract

Dashboard is important to keeping track of organization's daily performance. It also a Decision-makers may obtain key performance indicators (KPIs) for every company. Management must regularly monitor and measure the organization's performance to ensure that business operations are aimed towards the organization's purpose and vision. The purpose of this study is to develop a dashboard to track the number of Islamic aborigines in Pahang. Dashboard of “Perkampungan Masyarakat Orang Asli in Pahang 2020” is one of statistic managements to view the current data of Muslims aborigines’ population in state of Pahang. This research will help management in actively monitoring the organization's performance in order to ensure that business operations are aimed at the organization's goals. By the end of this research, researcher able to come out with a dashboard in Tableau with the dataset connected with Microsoft Excel. Lastly, that a single dashboard able to display on the overall status for all factories in a single view.

FACTORS THAT AFFECT TELEKOM MALAYSIA EMPLOYEES' PERFORMANCE USING SYSTEM DYNAMICS

RESEARCHER: SITI RAHIEMAH BINTI LATIF

SUPERVISOR: PUAN NORHAFIZA BINTI MOHD NOOR

Abstract

This paper is to model a Factors that Affect Telekom Malaysia Employees' Performance using System Dynamics. The aim of this study is to investigate the factors that effects of working from home during pandemic Covid-19 from an employee perspective. It has a favorable impact on remote workers' engagement, contentment, and performance while having a negative impact on their stress levels. In general, working from home has benefits and disadvantages for employees, particularly in the event of a severe pandemic. Employee performance is a difficult subject to tackle. The method of this study is simulation. Throughout this paper, we will use software tools commonly used in system dynamic such as Vensim. During the simulation, the modeller can see the changes that occur over time, and all changes are evaluated. Two interventions had been run and observe the change happen. The programmes have a favorable initial impact, and the number of top achievers is rising quickly. This have proved that good employee performance gives many advantages to them. It also proved that have a causal relationship between key variables and its impacts using system dynamics.

EMPLOYEES' JOB SATISFACTION AT PUTRA MEDICAL CENTRE (PMC)

RESEARCHER: KHOH SOO YING

SUPERVISOR: DR. SAADI BIN AHMAD KAMARUDDIN

Abstract

The ultimate goal of Putra Medical Centre (PMC) is to deliver quality healthcare services comprehensively and consistently to the community. This goal cannot be achieved without the support of employees in providing quality services. Job performance has an imperative relationship with the employees' job satisfaction. In this study, secondary data was taken from Human Resources Department to determine the employees' job satisfaction level at PMC. The objective to identify whether the job satisfaction level of the employees at PMC is significantly different by gender, designation and age groups was achieved by using independent sample z-test and one-way ANOVA test. Spearman's rank correlation analysis was used to measure the strength of the correlation between employees' job satisfaction toward the company, top management and direct superior with regard to job satisfaction. The findings showed that the employees at PMC were satisfied and very satisfied with their work. The job satisfaction level did not differ by gender, designation and age groups. Besides, a strongly positive relationship existed between the company and direct superior with job satisfaction, but the relationship was moderate between top management and job satisfaction. In conclusion, the employees at PMC had a high job satisfaction level. For future betterment, it was suggested to include more facets to explore the relationship between the facets with job satisfaction level.

SELECTION OF BEST TREATMENTS TO SOLVE RISK FACTOR IN PADDY PRODUCTION USING THE AHP METHOD

RESEARCHER: SYAAMALA A/P SATHGURUNATHAN

SUPERVISOR: DR. AIDA MAUZIAH BINTI BENJAMIN

Abstract

Rice is the Malaysian staple food. Malaysian population has grown by over thirty- two million people, and ranks number forty-five as the most populous country. As the population grows, so does the demand for food, which must be met by the food supply to ensure the continued survival of humans. This study is done to determine the risk factors that have been affecting the production of paddy and the best alternative to overcome the risk factors using the Analytic Hierarchy Process (AHP) method. This research uses primary data by interviewing the superior of the Policy and Strategic Planning department. Microsoft Excel was the software that was used to compute the result of the matrix. The result of the studies shows that Climate Smart Agriculture (CSA) method is the best alternative to overcome all the risk factors that has been affecting the productivity of the paddy.

DETERMINE THE SHORTEST ROUTE FOR AIA TELUK WANJAH AGENTS TO DO DIRECT APPROACH PROMOTIONS IN ALOR SETAR USING TRAVELLING SALESMAN PROBLEM (TSP)

RESEARCHER: MUHAMMAD SYAFI BIN SUKRI

SUPERVISOR: DR. MOHAMMAD ZUKUWWAN ZAINOL ABIDIN

Abstract

Sometimes, each agent has to conduct a direct approach around Alor Setar. Therefore, they need the best route that will make them work more easily. The main objective of this study is to develop a TSP model that specifies the shortest route to do a direct approach in popular places around Alor Setar. In this study, a TSP model was created using all the data obtained and compared it with other TSPs to find the shortest path. There are two types of greedy techniques that have been selected in solving TSP (Nearest Greedy Method and Cheapest Arc Greedy). According to the results, the optimal solution is the Cheapest Arc Greedy which is the shortest route with a total distance of 17.8 KM that may be travelled by the agent to do a direct approach promotion compared to the Nearest Greedy Method which is 19.9KM. It is impossible to say which strategy is better. Each has its own advantages and disadvantages. In future studies, researchers need to manage time effectively because effective time management can make researchers more productive as a researcher and minimize the factors that drain researcher's time such as procrastination and interruptions.

MONTHLY PRODUCTION USING DECISION SUPPORT SYSTEM

RESEARCHER: TUAN ANIS ANIRA BINTI TUAN MOHD SAIHAN

SUPERVISOR: DR NORAKMAL AHMAD MUSTAFFA

Abstract

Insurance is a tool for risk management. You purchase protection against unforeseen financial losses when you purchase insurance. If something unpleasant happens to you, the insurance company pays you or someone else of your choosing. Monthly production will monitor each agent's production every week, month, and year to help simulate competitiveness amongst agents. One Power Vision needs to calculate monthly production; a small error will cause the computation to be automatically incorrect. Using a decision support system to ensure monthly production results are completed accurately would be more effective and practical for admin and agent. If you don't have insurance and an accident occurs, you can be liable for all expenses. The purpose of this study is to improve efficiency production table using decision support system. The main objective of this study are to keep track every month submitted cases and production by agent in OPV. As conclusion, this study will include the detail information of OPV in part of introduction, problem statement, research objective, scope of study and the conclusion in this study.

AFFILIATE MARKETING NETWORK SELECTION USING ANALYTIC HIERARCHY PROCESS (AHP) AT PHOTOBOOK WORLDWIDE HQ

RESEARCHER: VENUSHA A/P RAVICHANDRAN

SUPERVISOR: ASSOC. PROF. DR. RUZELAN KHALID

Abstract

Affiliate marketing is a performance-based marketing in which a company compensates one or more affiliates for each visitor or customer brought in through the affiliate's own marketing efforts. The purpose of this study was to determine the most potential affiliate network out of five networks by using the Analytic Hierarchy Process method. The model was developed using Microsoft Excel. There was total of five criterions which are the revenue, number of orders, new customers, existing customers, and clicks. Based on the computed result, Involve Asia ranked first as the most potential affiliate network and the revenue was the most important criteria for a potential affiliate.

CREDIT RISK MODEL ON TELCOM DATA

RESEARCHER: WAN HAWANI AFRINA BINTI WAN ZAWAWI

SUPERVISOR: DR. AYU BINTI ABDUL RAHMAN

Abstract

Credit risk is when a lender lends money to a borrower but may not be paid back. if a organization extends credit to a user, there could be a risk that the user might not pay their invoices. The aim of this study is to help the organization to calculate the credit risk of user by using the best credit risk model that will be propose to the organization. Sample data were used in this study as the real data of the organization is confidential, by using the sample data that related to telecommunication will give a clear picture of the result. Exploratory Data Analysis (EDA) and 2 Machine Learning algorithm; Random Forest and Logistics Regression were used in analyzing the data. Based on the accuracy and confusion matrix that we predicted, Logistics Regression model we the best model to calculate the credit risk of a user where the accuracy is 73.8% and true positive that were predict correctly are the highest which is 161 users.

FORECASTING OF RGA'S STOCK PRICE FOR THE SECOND QUARTER OF YEAR 2022

RESEARCHER: NG WENG HONG

SUPERVISOR: ASSOCIATE PROF. DR ZAKIYAH BINTI ZAIN

Abstract

This study shares the idea of developing an analytical framework to forecast the RGA's stock price for the second quarter of 2022. The quantitative method is being applied by using the secondary data which is RGA's quarterly stock price from 2001 to 2021 obtained from the company's public website to conduct the study. Firstly, a total of 84 data is divided into modelling and evaluation parts. A line graph of stock price against time is plotted. Then, seven forecasting models are developed to compute the fitted value and error measures for both the modelling and evaluation part of the data. There are three types of error measures being applied to evaluate the models. Error measures for the modelling and evaluation part are presented in a tabular form with their respective rank, where the lowest error measure is assigned the lowest rank or vice versa. From the findings, there is an upward trend component that existed from 2001 until 2019 and a cyclical component exists in the data set. However, there is no irregular and seasonality component existed. Then, the Naïve Forecast model is determined as the most appropriate model to forecast the RGA's stock price as it accounted for the lowest value of all error measures and the lowest total rank as compared with other methods for both modelling and evaluation parts. RGA's stock price for 2022 Q2 is estimated to be US\$110.91. It is recommended that more data should be obtained to provide more approximate forecasts.

DEVELOPING DATABASE SYSTEM BY USING MICROSOFT EXCEL FOR ACQUIRING PART IN OPERATION & TECHNOLOGY DIVISION IN CARD OPERATION DEPARTMENT IN OCBC BANK

RESEARCHER: GOO XIN RONG

SUPERVISOR: DR NURUL NAZIHAH BINTI HAWARI

Abstract

In this project, a Decision Support System (DSS) will be developed using Microsoft Excel. The problem of this project is the acquiring chargeback analyst of the Card Operation department was that they record the clients' data manually in Microsoft Excel repeatedly daily. It is also difficult to find out the clients' data they wanted easily from the huge dataset as this is a huge amount of work where they are not only doing it repeatedly but also by different employees. The main objective of this project is to develop a database system using Microsoft Excel for acquiring part in Operation and Technology (O&T) division in the Card Operation department in OCBC Bank. The sub objectives are to keep and record the clients' and merchants' information efficiently, to interpret and analyse the clients' and merchants' information and to identify the status of merchants for each chargeback case via the database system for acquiring part in the Operation and Technology (O&T) division in the Card Operation department in OCBC Bank. Finally, some conclusive results have been drawn and recommendations have been suggested. The DSS can be suggested as a potential alternative to the people who record the data manually. In real world application, DSS can be applying in business that with data.

THE FORECASTING OF SCHLUMBERGER STOCK PRICE

RESEARCHER: AOW YONG KEONG

SUPERVISOR: BAHTIAR JAMILI BIN ZAINI

Abstract

Stocks known as equities or publicly traded corporations are ownership interests in companies that choose to make their stock available to the general public. A share of stock indicates its current value or its market value. It is important for management to know the future trend of the market stock price of the company as the stock price is critical for a company's business strategy. Therefore, forecasting stock price can help the company to understand the future trends of the company and the management is able to construct their company strategy. Based on the time series data plot, Autocorrection Function and Kruskal Wallis test, the data contain a trend pattern but do not have a seasonal pattern. Hence, six forecasting models are selected in this study to choose the best forecasting model by comparing their forecasting errors. Based on the result, the best model to forecast the Schlumberger stock price is the 3-Month Double Exponential Smoothing method which has the smallest value of MSE, MAE, MAPE and RMSE compared with other models. Hence, the 3-Month Double Exponential Smoothing is used to forecast the future Schlumberger stock price.

EVALUATING THE EFFECTIVENESS OF A TRAINING PROGRAM IN OTC TRAINING CENTRE SDN. BHD. BY USING FOUR LEVEL KIRKPATRICK MODEL

RESEARCHER: KOMATHI A/P SELVARAJU

SUPERVISOR: DR. ABDUL MALEK BIN YAAKOB

Abstract

Training and development enhances efficiency and develops a systematic way of performing duties and assigned tasks. Training like any other organizational activity requires time, energy and money. This paper aims to evaluating the effectiveness of a training program in OTC Training Centre Sdn Bhd. Using the Kirkpatrick's four levels of evaluation model, this paper specifically examines: (i) the reactions of the employees to the training programs; (ii) the level of employee's learning; and (iii) the employee's transfer of training. A sample of 15 participants whom attended a training of Microsoft Excel (Basic Level) was selected to evaluate the effectiveness of training in OTC Training Centre. Training feedback questionnaires, pre and posttests were used to evaluate the effectiveness of the training. The study revealed that the training conducted had resulted in evidence to two of the four levels of Kirkpatrick's model. The reactions to the training received on average 4 of the 5-point Likert scale. Pre and post test to determine learning resulted in an average increase in knowledge of 35.33 percent. The findings therefore, measure and evaluate the effectiveness of training program conducted by OTC Training Centre and to identify the solutions to improve the effectiveness of training program in future.

IDENTIFY THE EXCEPTION REASON OF THE LOGISTICS DRIVERS USING CONDITIONAL PROBABILITY APPROACH

RESEARCHER: NUR MIZA LINA BINTI MOHAMMAD MAHFUD

SUPERVISOR: PROF. MADYA DR. SHAMSHURITAWATI BINTI SHARIF

Abstract

The logistics industry has been through many automation phases already. A lot of companies replaced manual labour with technology and updated their services. But given the complexity of the processes involved, logistics still suffers from the issues that arise from a lack of automation and, unfortunately, chaotic management. At the end of the day, customers are the driving force for any logistics company, and the demands set by customers should provide objectives for developing innovative solutions. Customers would like to have flexible options such order online or offline, have a package delivered or pick it up in the store, and the ability to track their shipments at any stage. Faster delivery is another crucial point to work on. Modern customers want their orders to arrive as fast as possible, which requires more local storage and delivery complexity from logistics businesses. Package delivery would occur on time without any issues or delays. But, in some instances, shipments can arrive with damage, faults, and incorrect attributes and others reasons. Shipping delays, as well as receiving damaged goods, occur on a daily basis. In the KVC Industrial Supplies Sdn Bhd, the issues of delayed the customers goods also happens. These issues create angry customers eager to find out why they occur and how soon they will receive the package or compensation. Preventing delayed deliveries requires a holistic approach where it also help in reducing the transportation issues in the company.

THE FORECASTING WPP & GROUPM OF STOCK PRICES

RESEARCHER: TAN YONG

SUPERVISOR: PROF. MADYA DR. SHAMSHURITAWATI BINTI SHARIF

Abstract

This project will focus on the forecast the future stock prices for GroupM (WPP). From the historical data form Investing.com the WPP stock price decreases sharply total all 52.38% within 2 months on Feb 2020 decreases 22.33% and March 2020 decreases 30.05%. It is very important to understand the changes in the price of gold because our company stock prices will fall due to the world's economy, company internal environment and financial health conditions of company. The company will know the performance of the company stock price in the investment markets. Because the stock price can show the leading to a stock's future worth. Rising stock prices may also result in favorable press for the company and are frequently used to validate the company's management and business operations. Finally, due to the stock prices are frequently used as a gauge of a company's business financial health, a high stock value indicates that the company is still doing well.

INFORMATION TECHNOLOGY

TABUNG SERAMBI MEKAH MANAGEMENT SYSTEM (TSMMS)

RESEARCHER: MUHAMAD IRWAN IHFAN BIN KHALID

SUPERVISOR: DR. ROHAYA BINTI DAHARI @ DAMIRI

Executive Summary

Tabung Serambi Mekah Management System is good system for admin keep record and manage of information user or applicant. All data user will record so that if something happens at Pejabat Tanah dan Jajahan Pasir Mas Negeri Kelantan there is evidence where the user or clients record is kept. Besides that, this system will give benefit to Pejabat Tanah dan Jajahan Pasir Mas Negeri Kelantan such as it can avoid from missing user or client information because before this department just use application form and file for record information. This study presents Tabung Serambi Mekah Management System as a TSM management system. This system that can manage user or client information easily using PHP and Xampp. In addition, Tabung Serambi Mekah Management System will make easier for Pejabat Tanah staff to record user or client information who apply Bantuan Tabung Serambi Mekah into system. Before this Pejabat Tanah dan Jajahan Pasir Mas Negeri Kelantan just use manual method which mean handwriting to fill the application form and keep user or client information in file. This project system under goes RAD methodology which are requirement/planning, user design, construction and cutover in order to accommodate this project. The system will complete development after the final presentation. Then the final report will be sent and this study takes six months to complete.

BIG DATA ANALYTICS: UMOBILE USER DATA

RESEARCHER: ANIS NAJIAH BINTI ISMAIL

SUPERVISOR: MR. MOHD. RUSHDI BIN IDRUS

Executive Summary

Big Data Analytics: U Mobile User Data is developed for U Mobile business user to view and analyze the report easily. It is a dashboard that using Microsoft Power BI application that convenient the user to view and analyse report. The dashboard of BDA was designed according to Big Data Analytics: U Mobile User Data requirements and needs. The dashboard were processed for U Mobile business user to view the data in graph and dashboard form instead of using manual excel graph to present the report. This will reduce the time taken for business user to make decision and analysis. The data were managed by using Microsoft Oracle and query the data by using Structured Query Language. The methodology used in this project is Spiral Method.

ICT INVENTORY MANAGEMENT SYSTEM

RESEARCHER: NUR ARDANI BINTI AZIZAN

SUPERVISOR: DR. FATHEY MUHAMMED ABDUALRAKEB MUHAMMED

Executive Summary

This project is named as ICT Inventory Management System. This project was developed to design a ICT inventory system to serving the needs of the ICT department. To meet the needs of the consumers, the project should be designed in a systematic manner. This project undergoes 6 Rapid Application Development phases; analysis and quick design, construction, demonstration, refinement, testing, and implementation. This project took 6 months to fully complete.

YOUTHS TODAY PROJECT MANAGEMENT SYSTEM (YTPMS)

RESEARCHER: ASVATH A/L MANOHARAN

SUPERVISOR: DR. HASLINA BT MOHD

Executive Summary

A student's life includes an important period called industrial training. A professional attitude is greatly aided by an industrial training programme that is well planned, effectively carried out, and critically reviewed. It fosters the awareness of the industrial approach to issue solving, which is based on a thorough comprehension of organizational process and mode of operation. In order to aid me as a student studying information technology, the purpose and motive of this industrial training is to provide me with the discipline, skills, teamwork, and technical knowledge through a suitable training environment. My internship with Youths Today Sdn Bhd. as an information technology and project management executive has been exciting and demanding. During my six months of training at Youths Today Sdn Bhd., my work responsibilities as an intern as an information technology and project management executive will be to create new and interesting technologies with groups of motivated and energized people and to contribute to the development of our system. I was tasked with developing a website for this business as well as an admin, client, and user-friendly system. As a result, it is crucial for me to meet the company's basic requirements because doing so will help the business run more effectively. I have gained knowledge about how to design a system that is necessary for the system and have been able to put what I have learned over the past year as a student at the Universiti Utara Malaysia pursuing a bachelor's degree in information technology (data science) into practise.

SW LEAVE MANAGEMENT SYSTEM

RESEARCHER: BO KE JUN

SUPERVISOR: SHARMILA BINTI MAT YUSOF

Executive Summary

SW leave management system is a web-based application that could help organizations in enhancing their productivity, ease of checking current leave status, easier when applying leave. SW leave management system is a leave management system that help to manage the employee's leave. Employee can apply leave using the application and can check for the status of the leave anytime. The supervisor or leave approval for the employee can approve the leave using the system. The system has different types of leave to apply for, employee can choose the suitable one such as medical leave or annual leave. Employee can check the leave summary to manage their leave better for example planning on a vacation.

WEBBY BOOKING

RESEARCHER: ERNA SRIWIJAYA BINTI EDDI SUSANTO

SUPERVISOR: DR. ABDUL RAZAK BIN RAHMAT

Executive Summary

This paper proposed Webby Booking System to replace the current company manual system. This Web-based system will emerge the company system management. The current manual system is messy and time-consuming with a lack of efficiency. The main objective of this project is to engage all parties in one collaborative online system systematically as a medium for exchanging information for appointment booking. Developing the system involves knowledge of web design, web setup, database design, database setup, and server setup. Webby Booking System developed in an open source environment. Using Windows operating system on the server platform, the system will utilize MySQL as its database system and Laragon as the Web server. The scripting language on the server side is PHP and Laravel Framework while HTML with JavaScript is written on the client side. Considering three user groups for Webby Booking System, there will be different interfaces and functions for each group. The administrator will be managing the system with the task of handling user registrations and accounts. This web-enabled booking appointment and its associated features are strongly worth, feasible, and relevant in fulfilling the endeavors of the parties concerned.

ALTERNATE BUYING JOURNEY UNIFI HOME BROADBAND

RESEARCHER: FASEHAH ARMA BINTI MOHD RASID

SUPERVISOR: DR. MOHD. NIZAM BIN OMAR

Executive Summary

This project is named as Alternate Buying Journey unifi Home Broadband. This project was developed to design a website for buying process for user apply or buying plan unifi broadband plan to help the Digital Solution improve they website interface for user more attract and user-friendly. This project undergoes Rapid Application Development (RAD) has four phases which are requirement planning, user design, construction, and cutover. This project took 6 months to fully complete.

PBS DOCUMENT MANAGEMENT SYSTEM

RESEARCHER: MUHAMMAD FIRDAUS BIN RUZAINI

SUPERVISOR: ASSOC PROF DR HASLINA MOHD

Executive Summary

PBS Document Management System (PBSDMS) is a web-based application that focus to store and share the document and list of upcoming programs in one platform to facilitate the work of admin and staff of Pusat Budaya Dan Seni. This type of web-based application is used to replace old storage management systems with new ones that integrate information technology and, therefore, follow to the Industrial Revolution 4.0. The mainly is to develop this system is to remove the older system that which is the document is store in the different laptop and different owner and want to change it to the new system. The new system which is PBS Document Management System is the platform for store the document in the one system and it can share all the document to the whole staff at the Pusat Budaya Dan Seni. This system is used to help the PBS staff to overcome problems to store the document in the one file. With this web-based application, which is PBS Document Management System, staff at Pusat Budaya Dan Seni can store the document in the system and can share the document with quick and easy. The old system has caused many problems such as have a difficulty to find the document, take longer time to find the document and do not know the owner of the document. With this PBS Document Management System, they can find the document with easy, quick and can know who the owner of the document. In this system, it has three main function which is manage file, manage admin and manage user. The method adopted to develop this web-based application was a prototyping. This prototyping process has seven step that is planning, analysis, design, implementation, system prototype, implementation, and system that must follow in order to develop the proposed system and give it to the user for the testing, evaluation and feedback. Next, this web-based application needs to evaluate the usability of the PBSDMS. Besides that, the researcher also carried out the evaluation of the usability of the PBSDMS.

DEVELOPING MOBILE APPLICATION

RESEARCHER: ALDUAIS HASAN GAMAL ABDULLAH

SUPERVISOR: DR. RAFIDAH ABDUL RAZAK

Executive Summary

Given the importance of the content that the Ministry of Finance provides this application to help staff collocation of taxes from qat farmers, and in continuation of the ministry's permanent work to save the time of the staff to contact farmers and staff from tax authorities to collect tax money, it has provided this application on smart devices, in order to ensure its access to all users from anywhere, and due to its constant endeavor to cover all requirements For farmers and save money and time , the idea came to provide an app that can make all the farmers but there qat numbers on it and there information so the tax authority can contact with them easily on smart devices directly and easily. Currently, and farmers who want to use the application from the ministry they are facing difficulties to reach, Employers will reach every important places that the farmers work and give them guide and help to use the application, so by the time pass many farmers will see how this application help them in their work. Therefore, with this "Qat Sales Tax application" it will Display to the users (the vis ion of the app, the technique vision of Ministry of Finance and the app goals) , The ministry will show list for all guides, This app will allow to reach and view all the qat sales and taxes money . The main objective of this project is to develop Qat Sales Tax Application, which are gathering, developing and evaluating the application. Rapid Application Development (RAD) is use in developing this project. RAD methodology has four phases which are require ment planning, user design, construction, and cutover. Thus, the proposed Qat Sales Tax is set to find a more convenient, well organized, faster, reliable and accurate means of processing the current manual ways to be accessed from various locations.

WAREHOUSE MOBILE APPLICATION SYSTEM (WMAS)

RESEARCHER: MOHAMMEDI KHALIL

SUPERVISOR: MOHD TARMIZI B MUSA

Executive Summary

A triple bottom line approach is the foundation for the multifaceted notion of a sustainable warehouse management system's performance. Developing a model for assessing the direct and indirect indicators, as well as identifying the essential performance metrics for a sustainable warehouse management system, has proven difficult. We must conquer this obstacle. This study offers a technique for employing structural equation modelling to find and weight sustainability indicators in a sustainable warehouse management system. A thorough examination of the literature and a questionnaire survey of subject-matter experts have both been done. Warehouse metrics measurement is essential for giving management a clear picture of possible problems and areas for development. Metrics are intimately related to business strategy, and operations effectiveness determines the organization's financial performance. Warehouses must monitor their performance using ideal metrics if they are to contribute to becoming a source of adding value to the supply chain. In addition, the automated procedure would be a fantastic complement to the team's assistance because the final report would be more structured, quicker, more dependable, and accurate than if the team had done it manually, which may lead to human mistake.

VOYAGER: CUSTOMER RELATIONSHIP MANAGEMENT (CRM) FOR COMPANY MANAGEMENT AND OPERATIONS

RESEARCHER: KOGULAN MOHAN
SUPERVISOR: DR. KANG ENG THYE

Executive Summary

VOYAGER: Customer Relationship Management (CRM) for company Operations and Management is developed to manage Infinite Asia Solutions. Previously, the company implemented a manual-centric and classical method of management where most details are recorded verbally, which leads to no track digital trail of record. This has allowed certain information to be manipulated or inaccurate in the long run. On the other hand, there were also difficulties in handling tasks, task segregation, keeping up with the project timeline as well as maintaining a healthy relationship with the clients. Therefore, by implementing this CRM, tasks can be managed well, the project timeline is kept on track and relationship with customers improved. Communication between employees and directors improved as well as task segregation and timeline were recorded through a digital platform. The CRM was developed majorly using PHP and other programming languages like SQL and Javascript Framework. The methodology used to complete this project is through the AGILE Method.

APJC S&P THIRD PARTY OPERATION TRAINING SYSTEM

RESEARCHER: CHEE LI WEN

SUPERVISOR: DR. MOHD NIZAM BIN OMAR

Executive Summary

APJC S&P Third Party Ops Training System is developed for help all the inside sales representative to revise back and received the training material at anytime and anywhere and at the same time it also allows the sales operational team admin to add, modify, update and delete the training event and material to the training system. It is an online internal web application which is easier for the team members that they do not need to download the application to their devices. The interface of the APJC S&P Third Party Ops Training System was designed according to the Dell Sales Operational Team's requirements and needs. The records were managed using Microsoft SQL Server database. It was done by End-to-End Web Application. Currently this project web application is in testing and refining phase and ready to go live soon.

CTC GLOBAL INVENTORY MANAGEMENT SYSTEM

RESEARCHER: MAGESAN A/L MURUGAN

SUPERVISOR: DR. FAZLI BIN AZZALI

Executive Summary

CTC Global's Inventory Management System is a web-based system which is created to help CTC Global Sdn Bhd handle the inventories strategically. With the completion of this system, administration and employees have a simple way to keep track of the in and out, disposal, and updating of inventories. Administration has access to the system to monitor the inventories and communicates frequently with the employee to determine the state of the inventories. The intended users are the administration and employees of CTC Global Sdn Bhd. Users will have access to a variety of functions through the system, including the opportunity to check their login information, the status of their inventories, any disposals that have taken place, in and out of the inventories up to date and all of their inventory's details. The CTC Global staff able to add and alter the inventories, but admin only got the authorization to delete the inventory details and updates from the system and manage the CTC Global's Inventory Management System. Keeping inventory records up to date will also be easier, and less paper will be used to hold inventory data. In comparison to doing it manually, it is also a solution that helps speed up the inventory management process. As a result, by reducing the likelihood of data inaccuracies and providing a fluid inventory management flow, this solution significantly reduces human labour.

SISTEM PERMOHONAN RUMAH KERAJAAN DAERAH KUDAT (SPRKDT)

RESEARCHER: MOHD NAZREEN BIN MUKIM

SUPERVISOR: DR. BAHARUDIN BIN OSMAN

Executive Summary

Sistem Permohonan Rumah Kerajaan very important system to keep all work that has been updated and outdated. This study presents System Permohonan Rumah Kerajaan Daerah Kudat (SPRKDT) Web Based System. This system can manage the SPRKDT system easily by using PHP and Xampp. In addition, SPRKDT Web-Based System will make it easier for the user which means the staff to record the information into the system because before this the staff collects data by using a manual method such as using paper. This project system undergoes System Prototyping methodology which is requirement/planning, user design, construction, and cutover to accommodate this project. The system will complete development after the final presentation. Then the final report will be sent, and this study takes six months to complete.

MARSAME EMPIRE(ME) WEB BASED SYSTEM

RESEARCHER: MOHD RAMAHDAN BIN DATU MOHD YAHYA

SUPERVISOR: DR BAHARUDIN BIN OSMAN

Executive Summary

Website is a purpose of convince website visitors that they should become client of the company. This is done by positioning the company as a dependable, trust worthy and experienced service provider in the target market. Nowadays, there are many fraudsters who do business online. So, the significance of having a website for company is to get a gain trust from a client. Websites can be created by an individual, group, business or organization to serve a variety of purposes. Although it is sometimes called “web page,” this definition is wrong, since a website consists of several webpages. A website is also known as a “web presence” or simply “site”. Developer use agile methodology for this project. The significance about this project is for clients save their time to explore more about the company. For the admin panel, it make their easier to reply the message and email that the clients send.

E-LEAVE MANAGEMENT SYSTEM

RESEARCHER: NORFATIAH BINTI AMIR

SUPERVISOR: DR. HAPINI BIN AWANG

Executive Summary

The report of Industrial Training has two main objectives where the first objective is the assignment given during the internship which is related to system development, E-Leave Management System and the second objective is do the industrial training at Lovely Deco House (LDH) company. The report focuses more on first objective which is the assignment given within 6 months of internship. The task that I need to do are related to what I have learn from university. For example, coding, load the data base, built the software and designing the system interface. Besides that, I also given a chance to cooperate with Lovely Deco House (LDH) developer to develop the LDH website using World Press. It interesting because this is my first time using and explore the World Press. I'm happy because I can get new achievement and experience using this kind of software. The second objective is related to the Lovely Deco House company background which include the company vision, mission and logo. With the information stated in the report, people can know more about Lovely Deco House. All assignments given to trainees during the training period are specified in this report.

ALF AGENCY OFFICIAL WEBSITE & SYSTEM

RESEARCHER: NORIZZATI BINTI MUHAMAD SOFI

SUPERVISOR: TS. ALI YUSNY BIN DAUD

Executive Summary

Digital advertising has evolved into an important tool for both small and large organizations looking to expand their target market and products. According to the strategies utilised, digital advertising can not only save time and money, but it can also be done fast, broadly, efficiently, and accurately to the right target. On the other hand, digital advertising refers to advertisements that are displayed on the internet and on digital devices. The dual system project that is the ALF Agency website was created with the intention of giving the company an official website that would provide it with information and marketing services. The purpose of this project is to ensure that the organization is trustworthy and reliable when working with clients who demand marketing services such as Facebook advertisements, YouTube ads, Google Search Ads, SMS, and social media. This can be accomplished with a variety of tactics, including search engine optimization (SEO) as a digital marketing approach to attract clients from all over the world. In addition, the staff can quickly allocate and update new data, such as client information, a list of business partners, and services that are generally available. With this system and official website in place, the company's reputation grows along with its capacity to perform more efficiently, conveniently, and truthfully. Clients can quickly locate a trusted advertising agency to obtain the appropriate digital advertising on the Internet. Clients can also look over the website's available advertising packages. With time, this approach may be refined to boost engagement with potential clients as well as credibility and creativity. Clients and employees are also given priority while using this system to access and get the materials required for digital marketing.

MIDTOWN PERDA SYSTEM (MPS)

RESEARCHER: NUR AFIQAH BINTI ZURHAN

SUPERVISOR: DR. IDYAWATI BINTI HUSSEIN @ HUSSEN

Executive Summary

This project is about Midtown PERDA Website System. This project was developed to solve a problem system that can be a medium for public to book or rent the premises in this company. The company have a department that organize a complex that provides special premises to entrepreneurs and local residents such as a conducive hall, an open square and a very spacious parking lot and more which mean that this company needs their own department website system to organize the rent or booking platform for their customers. The function of this system is, to book or rent and either received or delivered through a more systematic and structured method replace the manual method at this department unit. This project will use the Rapid Application Development Lifecycle (RAD) as its methodology. The phase-in this method involves requirement planning, user design, construction, and cutover. Then completing for the final presentation, the system already completes develop and a final report will be submitted. This study will take six months.

E-PRINTING UUM PRESS SYSTEM

RESEARCHER: NUR NAZIFA SYASYA BINTI OTHMAN

SUPERVISOR: MOHD. RUSHDI BIN IDRUS

Executive Summary

This project is about e-Printing UUM Press System. This project was developed to solve a problem system that can be a medium for the staffs to records all job received from customers no matter inside or outside the university. The function of this system is it will have an easy record controlling and make the data reliable to helps user manage it effectively. Hence, it will make it easier for the user to key in their records or retrieve the data. The system will be managed through a more systematic and structured method replace the manual method at this department unit. Functionality of the system consist five (5) major functions are “sign up account”, “login account”, “manage customer information”, “manage printing information”, “manage material information” and “view information”. For the code, Hypertext Markup Language (HTML), JavaScript, Cascading Style Sheets (CSS), and Hypertext Preprocessor (PHP) languages were utilized for the design system and code component. This project will use the Rapid Application Development Lifecycle (RAD) as its methodology. The phase-in this method involves requirement planning, user design, construction, and cutover. Then completing for the final presentation, the system already completes develop and a final report will be submitted. This study will take six months.

DOCUMENTATION MANAGEMENT SYSTEM

RESEARCHER: NURSHAFIQAH ZAHIRAH BINTI MOHD SHAFIE

SUPERVISOR: MRS. NOR FARZANA BINTI ABD GHANI

Executive Summary

The main objective of this project is to solve the problems faced by the Padang Terap District Education Office. This organization needs to keep data or information about the documentation that has been implemented. At the moment, the organization uses a manual method that is to use written text that is through the Whatsapp application. This will cause reports such as pictures, complete details of documentation to be difficult to access and difficult to store. In addition, there is data about documentation that needs to be manually saved into this file, causing the information to become disorganized and difficult to work with. With this system in place, it can help users store documentation information by category efficiently. This project uses Rapid Application Development (RAD) for a methodology model that has requirements planning, system design, development and evaluation. At the end of the project, the Documentation Management System can help users manage, store and view the documentation information that has been organized. Therefore, by having a Documentation Management System, all data or information about documentation can be stored safely. The ability of this system is that it can store all the information about the documentation that can be accessed by the user to view and print the documentation report.

E-LEAVE MANAGEMENT OF FEREENA MARKETING

RESEARCHER: NURUL HUSNA BINTI MOHAMAD ZAHIR

SUPERVISOR: DR AMRAN BIN AHMAD

Executive Summary

The report of Industrial Training has two main aspects: the first is the task assigned during the internship that is related to system development, specifically website development, and the second is the study of the Fereena Marketing Sdh Bhd environment's Information Technology Department. The report mainly focused more on the first aspect which is the task given within 6 months of internship. The task given are very related to what is being learned in the university such as coding, designing the system interface and study of the technique of managing a company and business. Other than that, I also involved in technical support such as assisting staff with ICT equipment and learned how to setup office WIFI router and PC. The second aspect is about the Information Technology Department of Fereena Marketing Sdh Bhd background which include the company vision, mission and logo. With the information stated in the report, people can know more about Fereena Marketing Sdh Bhd especially the Information Technology Department itself. All the task given for the intern during the internship period are stated in this report.

TESMAL OUTING SYSTEM, SCHOOL MANAGEMENT SECTOR, PPD KEMAMAN

RESEARCHER: NURULHUDA BAHARIAH BINTI AB AZIZ

SUPERVISOR: MADAM NOR FARZANA ABD GHANI

Executive Summary

The main objective of this project is to help with the problems faced in the dormitory at Mak Lagam Elit Secondary School. They still use the log book to fill in the data and movement of students in and out during the outing and the week to return home. Currently, the TESMaL dormitory still uses the old method as an information collector for students entering and exiting. This makes time management and student entry and exit data disorganised and it is difficult to know the affairs of all students. For example, they still use the log book as a place to record the information of the dormitory students during this time and use handwriting. With this method, the warden cannot check the data easily. In addition, all students must live in the dormitory, and the number of students is quite large. Having this system can help warden dormitory to check the checklist of students and can trace the students when they got late enter the dormitory easily. The project used for a methodological model that has requirement analysis, quick design, build a prototype, user evaluation, refining prototype, deployment and maintenance. At the end of the project, the TESMaL Outing system can help the warden manage, store the student's information and trace the students's entry and exit time easily. Therefore, by having a TESMaL Outing System, all data or information about students can be stored securely. The ability of this system is that it can automatically can trace the time out and entry time of student when they key in the id's. In addition, warden may know all about the time management entry and exit student's hostel.

SISTEM PENGURUSAN MAKLUMAT PEKERJA

RESEARCHER: NURUL NURLIYANA BINTI ALIYAS

SUPERVISOR: MADAM NUR AZZAH BINTI ABU BAKAR

Executive Summary

"Employee Management System" (EMS) is a mobile based application viz developed specifically for staff use at Everlife Pharmacy, Lunas. This application system was developed based on three main problems that have been identified, namely, poor management of employee information, difficulty in finding employee information, as well as difficulty seeing information about the pharmacy correctly. Therefore, "Employee Management System" can be an ideal solution for them because it is convenient and helpful in terms of managing and organizing employee information. This application was developed using Visual Studio and Microsoft Access. The selected methodology used throughout the entire development process is System Development Life Cycle (SDLC). The application can help staff at Everlife Pharmacy to store employee data and information in a systematic and secure manner.

THE DEVELOPMENT DATA BANK DASHBOARD HERITAGE AND HISTORICAL BUILDING IN MALAYSIA

RESEARCHER: PITRI YENI BINTI AZWAR

SUPERVISOR: DR. AMRAN BIN AHMAD

Executive Summary

The report on Industrial Training has two main aspects whereby the first aspect is the task given during the internship which is related to system development whereby The Development Data Bank Dashboard Heritage and Historical Building in Malaysia and the second aspect is the study of the research department. The report mainly focused more on the first aspect which is the task given within 6 months of internship. The task given is very related to what is being learned in the university such as coding, designing the system interface, and the use of the framework but might be slightly different in terms of the new framework that I never used before which is Google Data Studio development. Other than that, I am also involved in research assistant roles which are involved in many project management in IASDO. The second aspect is the IASDO background which includes the company's vision, mission, and history. With the information stated in the report, people can know more about IASDO. All the tasks given to the intern during the internship period are stated in this report.

YOUTHS TODAY PROJECT MANAGEMENT SYSTEM (TYPMS)

RESEARCHER: PRAVINDRAJ A/L CHANDRAN

SUPERVISOR: DR. KANG ENG THYE

Executive Summary

A student's life includes an important period called industrial training. A professional attitude can be greatly aided by an industrial training programme that is well planned, effectively carried out, and assessed. It enhances the awareness of the industrial approach to issue solving, which is based on a thorough comprehension of organizational process and mode of operation. The aim and motivation of this industrial training is to receive discipline, skills, teamwork, and technical knowledge through a proper training environment, which will help me, as a student in the field of Information Technology. Internship as Information Technology and Project Management Executive at YToday Sdn. Bhd. has been interesting and challenging for me. As an intern my job scope as Information Technology and Project Management Executive will create new and exciting technologies with theme of passionate and energetic individuals and contribute to our system development during a period of six months training at YToday Sdn. Bhd. I was assigned to create a webpage for this company which would be useful system for Admin, Client, and User. As a result, I am vital to achieve the minimum requirement of the company, and I also believe that my Youth Today Project Management System would help the company to operate efficiently. Throughout this industrial training, I have been learned to explore more on how to develop a system that is required for the system and able to implement what I have learnt for the past year as a Bachelor's of Science in Information Technology.

HOTEL MASTER

RESEARCHER: SAFWAN BIN SUFIAN CHANG

SUPERVISOR: DR. KANG ENG THYE

Executive Summary

This report will cover the project and the task and assignment given throughout the internship. The project for the internship is creating a Hotel Master Menu. Hotel master menu is web-based system that ease tourist to find a hotel that meet their preferences. The menu was developed using Code Charge, Notepad++, and SQLYog. As our border is reopening, we expect tourist across the globe will come visit Malaysia. But due to the pandemic, a lot of hotels were forced to shut down their business as hotel owner unable to sustain the cost of the business. This caused tourist having hard time planning their trip. Thus, by developing the Hotel Master menu using Rapid Development Application (RAD) method, we are hoping that this could ease tourist planning their trip. RAD consist of 4 phase which include is define project requirements, user design, rapid construction and feedback gathering and finalize product or implementation. Throughout the internship several task and assignment were given. For example, creating report using PowerBI, testing the system, assist client with their problem and more.

ICT TOOL RESERVATION SYSTEM

RESEARCHER: SITI NOR MISALI BINTI CHE DIN

SUPERVISOR: DR FAZLI BIN AZZALI

Executive Summary

Industrial Training based on the period 7 March 2022 to 8 September 2022 at the Information and Communication Technology (ICT) Unit of Hospital Tanah Merah. This final report describes the activities on industrial training in organizations where students have participated in the Practicum Course (STIX3998). Before graduating with a Bachelor of Science with Honors (Information Technology) every student must complete this training to train students before entering the real world of work. This final report includes activities, final projects and learning during six months of practical training at Information and Communication Technology (ICT) Unit. In addition, in carrying out this practical, students can increase their knowledge related to the field of IT such as related to technical support, network, services and so on. This report also has limitations and recommendations from students to organizations to provide more efficient services.

MDHT - COMPLAINT MANAGEMENT SYSTEM

RESEARCHER: MUHAMMAD SYAHMI AIMAN BIN MULIYADI

SUPERVISOR: DR. HASLINA BINTI MOHD

Executive Summary

The Hulu Terengganu District Council uses a system called the Complaint Management System (E-aduan), which was developed by the system developer. This system was created online, thus a website is required to access it. Users must have an internet connection on their device in order to use this system. The complete Malay language was adopted in the creation of this complaint management system since doing so simplifies it for consumers to comprehend. This system's major objective is to make it easier for users to file complaints, particularly the general public. Before, people had to visit the office to file a complaint. They find it challenging since they must waste time and incur additional expenses, like fuelling the vehicle, to get there. Additionally, this technique can lessen workplace red tape. This approach is helpful for users who are administrators or staff because it can lessen face-to-face interaction. It can also cut costs for them by reducing the use of paper, accumulated files, and other resources. Additionally, administrators of this complaint management system are permitted to save an unlimited amount of data in the system database. In addition, this system has replaced the manual approach that was in place with a more straightforward and user-friendly one. The Prototype Model methodology is used to create this system. This process consists of six phases: requirements and analysis, quick design, prototype development, initial user testing, prototype refinement, and implementation and maintenance. Finally, after going through the Prototype Model methodology's phases, the system can be completely utilised. Once the system has been fully constructed, a final report will be written.

IT EQUIPMENT ROOM INVENTORY SYSTEM (ITERIS)

RESEARCHER: THARSHAAN NAIR A/L THAMODHARAN

SUPERVISOR: PUAN MUSYRIFAH BINTI MAHMUD

Executive Summary

The Windows-based IT Equipment Room Inventory System was created to assist Toyo Tires IT employees in managing and keeping track of the inventory of IT equipment. It operates locally on the device's operating system. The importance of this project lies in the ability of the employees to successfully track inventory once the system has been designed and developed. The IT Equipment Inventory System was created primarily for the IT workers, although it may be used by anyone without prior extensive computer system experience. There isn't currently a good system in place to manage the inventory in the equipment room. The process of tracking and classifying products has been deemed useless and inefficient since it carries a high risk of inaccuracy. The system developed will be helpful to the business because it intends to cut down on paperwork, do away with human error and improve data accuracy, gain more control over the inventory, speed up work processes and make better use of labour resources, as well as give instant inventory. Users can add inventory, change the count, and delete goods using the system. As a result, the system's development aims to increase inventory-based job efficiency and lessen the workload of the IT Equipment team. The development of an internal Windows-based IT Equipment Room Inventory System is the primary goal of this project. This Windows-based application was created using the Rapid Application Development technique (RAD). RAD divides the product into pieces and speeds up the delivery of functionality to end users rather than implementing the entire program's functionality at once.

NIRMALA AGENCY PORTAL (NAP)

RESEARCHER: THIVYAH D/O BALLU

SUPERVISOR: DR FATHEY MOHAMMED ABDUALRAKEB MOHAMMED

Executive Summary

Nirmala Agency Portal is a web-based system which consists of user panel and admin panel. Nirmala Agency portal mainly developed to help Nirmala NRP Agency to present and promote their insurance products and services to public users. Public users on internet can view various types of insurance products offered by them with its specifications. Besides, this system can be used by the agency manager to identify and recruit talented new agents and employees across Malaysia. Admin can manage agents and employee's details at admin panel by adding, updating and deleting it. The methodology used in this project is Rapid Application Development (RAD) Model. The purpose of this system is to promote their insurance products and services to people where it can help the agency to boost their sales by reaching more people on internet.

VOC FEEDBACK MANAGEMENT SYSTEM (VOCFM SYSTEM)

RESEARCHER: ZAHIDAH BINTI MOHAMAD SAID

SUPERVISOR: DR. AZIZI BIN ABAS

Executive Summary

This project is about VoC Feedback Management System (VoCFM System). This project was developed to solve a problem about customer rating feedback after installation. Before this, once the TM installer is done with the Unifi installation, the customer has a one-month warranty under the installer. If any issue occurs within the one-month period, the customer can directly call the installer to fix the issue. However, some of the customers do not understand the procedure and make a report to TM which cause several KPIs to redden. The main objective of this project is to develop a system that can be a medium for staff to monitor and manage the feedback given by the customer within the one-month warranty. The function of this system is, to keep track the number of completed installation orders per day as well as send a WhatsApp link to the customer for them to give feedback after a week of using Unifi to prevent the customer from making any complaints. Functionality of the system consists of five (5) major functions are “create an account”, “login”, “key in data”, “manage data”, and “submit answer”. For the code, HTML, JavaScript, CSS, and PHP were used for the design system and project development. The methodology used for this project is Waterfall Model. The phase in this methodology involves requirement planning, analysis, design, implementation and maintenance. Then completing for the final presentation, the system already complete develop and a final report will be submitted. This study will take six months.

TELEKOM MALAYSIA BERHAD: A STUDY OF FRAUD MANAGEMENT SYSTEM AND TECHONOLOGY

RESEARCHER: NUR AINA SYAZANA BINTI KHALID

SUPERVISOR: TS. WAN HUSSAIN BIN WAN ISHAK

Executive Summary

Fraud became a challenge in managing organization regardless the type of industries. In fact, fraud risk differs from each type of industries and required different prevention actions. Failures to prevent and detect fraud have serious consequences to organizations. This research was the proactive prevention of fraud through Fraud Management System (FMS). This study focused on identifying fraud type, behavior and control mechanism and included the technology that will use to detect the potential fraudulent event that may give an impact to TM revenue. The impact of fraud occurring in Telekom Malaysia can be significant. In addition to potential revenue losses, fraud has damaging effects on an organization's reputation, placing at risk the ability to implement programmes effectively, and establish partnerships. Fraud prevention, detection, and investigations, therefore, play a key role in safeguarding Telekom Malaysia interests against these negative impacts. Telecommunication fraud, mostly considered under a broader context as Cybercrime, makes it difficult to isolate it and deal with it as a specific problem in most public discussions. Most of the frauds perpetrated by the fraudsters or cyber criminals are similar to what is being committed in the telecom industry but with slight variations. It is very important for a Telekom Malaysia in the management of their investigation to prevent themselves from loses the revenue, Also, the customers are often deceived into accepting these charges while signing promotional materials or through social engineering techniques like negative option marketing, frauds thereby defrauding subscribers Telecom's fraudsters are becoming more innovative in their techniques, the services, and products they target.

ACCOUNTING

THE AUDIT PROCEDURE FOR THE USEFULNESS OF INFORMATION IN THE PRIVATE ENTITY'S FINANCIAL STATEMENTS

RESEARCHER: CHUA MEI YIN

SUPERVISOR: ASSOCIATE PROF. DR. NOR ZALINA BINTI MOHAMAD YUSOF

Abstract

This report will present an overview of the preparation of the private entities' financial information which is useful information. The useful information is about the economic resources and changes in transparency as a result of the entity's performance. With the new reporting framework for private entities, the Malaysian Private Entities Reporting Standards (MPERS) which were established by the Malaysian Accounting Standards Board (MASB), and the adoption will be represented by presentation and disclosure, going concerned, and consistency of an entity throughout the financial information. In order to produce useful financial statements, according to the framework, there was not only compliance with the specific standards in a specific account but there also was a need to comply with the qualitative characteristics as a principal concept in giving assurance to the related stakeholder by the auditor. Thus, this report, there will present some of the audit findings through the audit fieldwork in order to produce the final audit report with useful financial information for the private entities.

EVALUATION OF THE SALES SYSTEM IN MRF SOLUTIONS SDN BHD

RESEARCHER: SHAH NASYITAH BINTI SHAHRIN

SUPERVISOR: DR. RUSNIZA BINTI ABDUL RAHMAN

Abstract

This study intends to investigate how MRF Solutions Sdn Bhd that located in Selangor, Malaysia, manage their sales systems. This study also to identify any activities that occur in the sales system and how many and which person that participate into the process of sales systems in MRF Solutions Sdn Bhd also to evaluate any strength and weakness that could appear. To accomplish this report study several methods have been use such as observation and research. Other than that, this report explain how MRF sales system capture every sale that occur in the company. Last but not least, this study suggested some recommendation toward the weakness of the sales system in MRF Solutions Sdn Bhd.

AP SERVICE MANAGEMENT SYSTEM NEXPERIA MALAYSIA SDN BHD

RESEARCHER: FATIN NUR SYAHIRA BINTI MOHD ZAIN

SUPERVISOR: DR MOHD HISHAM BIN MOHD SHARIF

Abstract

Practical training is an important phase of a student's life. A well planned and evaluated practical training helps a lot in developing a professional attitude. The practical training begins on 02 March 2022 until 08 September 2022. Nexperia Malaysia Sdn Bhd accepted this application to do practical training. This company is mainly focus on semiconductor activities. I have been producing a system related to Nexperia Malaysia Sdn Bhd to ease the manager's works especially for Account Payable (AP). I have applied all my knowledge in Information Technology such as System Analysis and Design, Database and Programming that involves all the methods which were used to finalize this system so the system could be used according to the plan and produce a good system for the organisation. This project is designed to help users maintain and organize all matters relating to AP tasks. Also, this system is developed by using NetBeans IDE and localhost that are mainly focused on AP where managers could assign and monitor service invoice working status, record about clients and staff data by using my system. I have looked into detailed performances of my system to ensure it runs smoothly and take the consideration to design the most convenient system.

THE USE OF COMPUTER-ASSISTED AUDIT TECHNIQUES IN PERFORMING AUDIT PROCEDURES BY MCMILLAN WOODS CHEW & PARTNERS

RESEARCHER: LEE POH CHOO

SUPERVISOR: DR. MAZRAH BINTI MALIK @ MALEK

Abstract

Computer-Assisted Audit Techniques (CAATs) are tools for reaching inferences and gathering trustworthy and applicable evidence that deliver auditors direct access to digital data, allowing them to carry out current audits more effectively and efficiently as well as simplifying the process for them to develop and apply new types of IT-related audit assessments. This report's objective is to look into how McMillan Woods Chew & Partners implemented computer-assisted audit techniques (CAATs) to carry out the audit procedures. Furthermore, the report covered the CAATs' benefits. Moreover, this study aims to discover the problems that staff members had when using the CAATs. Therefore, suggestions and recommendations were given to ensure that the problems are resolved in order for forthcoming audit procedures to go more smoothly. For the completion of the study, various approaches like interview, observation, survey, and web research have been used to collect data and materials. As a result, the discussion's findings would suggest that the objectives were achieved. In conclusion, the objective of this study is to emphasize the value of CAATs in conducting audit procedures since they provide auditors with the essential knowledge and resources.

MOTOROLA SOLUTIONS MALAYSIA BAYAN LEPAS, PENANG

RESEARCHER: ADAM AKHMAL BIN MOHD ZAKI MUBARAK

SUPERVISOR: PROF MADYA DR SITRASELVI A/P CHANDREN

Abstract

Purpose - The study general objective was to evaluate the system and internal control of the company. This objective is important as to give a clear view of this report. This study aims to explain in detail about the E-Business Suite (EBS) and Operational Data Store (ODS) of Motorola Solutions Malaysia. This study seeks to assess the system's efficacy during practical training.

Methodology – A description of the methodology used in this study will be discussed, including the use of internet browsing data, observation and experience, and consultation with colleagues.

Discussion – This about the system used by Motorola Solutions Malaysia which are Operational Data Store (ODS) and Oracle E-Business Suite (EBS) to process the reports. Detailed explanations of the system's functions, its strengths and weaknesses, and the results will be provided.

Conclusion – In the last part, we discussed the system from a global perspective and the necessity for businesses to change in order to keep up with the advancements in technology.

EVALUATION OF THE SPECIFIC ACCOUNTING PROCEDURE: IFRS 16 LEASES

RESEARCHER: ADAM AIMAN BIN MUHAMMAD RAZLAN

SUPERVISOR: PROF. MADYA SAMIHAH BT HAJI SAAD @ ISMAIL

Abstract

This report was prepared as part of course work and for the partial fulfilment of the requirements for completion for the degree of Bachelor of Accounting with Honours. This study will give a practical exhibition on IFRS 16 Leases audit procedure implemented by an audit firm. The introduction of this standard to the accounting world had given a vital impact towards lease accounting particularly affecting corporates from certain sectors, as some would describe it as the most significant changes to lease accounting after over several decades. Thus, the purpose of this report is gain understanding the latest IFRS 16 issued by International Accounting Standards Boards (IASB) and to gain understanding the audit procedure implemented by Grant Thornton Malaysia PLT on assessing the compliance and IFRS 16 impact on client's leases. In this practicum report, I will elaborate on the general applicability of IFRS 16 in this report using the extensive knowledge that I gained throughout my industrial training and during my studies in universities. In addition, I will demonstrate the audit procedure implemented by Grant Thornton using working papers, agreement and software used that could improve the efficacy and efficiency of this report.

INTEGRITY AMONG AUDITORS TO OBTAIN AUDIT EVIDENCE IN CONCLUDE AN AUDIT CONCLUSION

RESEARCHER: AHMAD FIRDAUS BIN ARBI

SUPERVISOR: DR. SERI DELIMA BINTI ABDUL MALAK

Abstract

The objective of this study is to understand integrity among auditors to obtain audit evidence in conclude an audit conclusion in MNZWAJA. Initially, it will be an introduction about the topic of the study. In the following part would be the methodology used to gather information and data, discussion on the integrity among auditors and the impacts of integrity in conclude audit conclusion to the audit firm if it is being ignored. At the end of the study, focus on suggestion how to improve integrity among auditors in MNZWAJA to draw audit conclusion for more accurate audit opinion in audit report.

PRODUCTION PLANNING PROCEDURE OF KOBELCO PRECISION TECHNOLOGY

RESEARCHER: AHMAD IZZAT MALHOKY BIN IDRUS

SUPERVISOR: PROF. MADYA SAMIHAH BT HAJI SAAD @ ISMAIL

Abstract

This report was prepared to achieve the objectives set to describe specific procedure that being used by company. The purposed of this report is to explain all the achieved real-life working experience during my internship at Kobelco Precision Technology Sdn Bhd (KPTEC) which were gained by applying the theoretical knowledge in the work which I have acquired from the degree program. The study will be focused on procedure of Production Planning process. The purpose of this findings is to describe the planning systems that have been use and develop by the company to improve their planning and control of operational capability. In order to identified it, they are few methods that have been used which are mainly via student's observation, interview with staff and clients, and finding through articles. Some related laws and regulations have been included in report. After completing these methods, major findings are the internal control of the company is good, planning and control of industrial processes are run smoothly. In conclusion, production planning is very important for the company to ensure that products meet the quality standards and efficiency of the company can be achieved.

DOCUMENT MANAGEMENT SYSTEM - ORGANIZE DOCUMENTS AND IT'S TRANSFERRED RESPONSIBILITIES

RESEARCHER: AHMAD FADLI BIN IBRAHIM

SUPERVISOR: DR. AKILAH BT ABDULLAH

Abstract

The presence of a proper document management system that could record, manage, and track the current location of the documents, would be very crucial especially for the accounting firm such as Hazrall & Co., this project analyse on how the owner and employees within a professional services firm such as Hazrall & Co. could solve their manual document management's problems through the use of a new computerized system. To answer the question, I have come out with the idea of creating a system that would be suitable for that purpose by considering all the business problems and situations that currently been faced by the firm. As a result, I was able to create a simple document management system that fulfilled the features to assist Hazrall & Co. in solving their current document management problems, but this system seems to be still lacking in several aspects of its own. From the security perspectives, I have also included the access control features in the system, but it still cannot completely prevent the possibilities of data breaches due to hackers or virus from occurring.

SPECIFIC ISSUES ON PRACTICUM COMPANY PROSES INSTRUMEN SDN. BHD.

RESEARCHER: AINAA SYAHIRAH BINTI ISMAIL

SUPERVISOR: DR. ROBIAH BINTI AB. BAKAR

Abstract

This report is made for the purpose of analysing the issues related to account especially on the system applied in the company. At the beginning of this report will be an introduction about the topic of study and followed by objective of the study. The aim of this paper is to demonstrate on the specific issues and also recommend way on overcoming the problems. There is objective that I aim to achieve after finishing the practicum report. Issue related is the problem that face by the company throughout six months' period of internship. The specific issue will be more discuss about the system developed by the company. As summary, the system not fully function as perfect as what has learnt in accounting. In order to get information, I use two types of methodology that were included in this report and with those information, the discussion will be discussed. Generally, every problem must be ways to overcome or reduce the problems. As for that, the recommendations are followed after the discussion part. At the end of this report, it will be the conclusion part as overall of this study.

EMPLOYEE TURNOVER IN AN AUDIT FIRM – INFLUENCE FACTORS AND COUNTERMEASURE

RESEARCHER: AININA NURSYAZWINA BINTI SHAHIDIN

SUPERVISOR: DR. MUDZAMIR BIN MOHAMED

Abstract

This study focused on employee turnover in an audit firm. It is to have a better understanding of employee turnover, causes of employee turnover, SWOT analysis of the company, and the countermeasure strategies in an organization. Key research findings show that individuals leave their jobs for a variety of reasons, including low wages, heavy workloads as well as lack of work-life balance. A SWOT analysis also has been conducted to identify the business's strengths, weaknesses, opportunities, and threats. In order to solve the issue of employee turnover in an organization, a company may adopt several countermeasures such as hiring more people to work with the company, providing a fair compensation benefit and more incentives, prioritizing employees' work-life balance, encouraging the employees to take breaks, and providing training and access to the APT system. All these factors and countermeasures will be discussed further in this report in order to fulfill the objective of the research.

EVALUATION OF THE BUDGETING PROCESS IN TAIPING MUNICIPAL COUNCIL

RESEARCHER: SITI AISYAH BT SHERIFF

SUPERVISOR: DR. WAN NORHAYATI BT. WAN AHMAD

Abstract

This report was prepared to achieve the objectives of explaining the concept of budgeting in public sector and the code of account for budgeting items. The discussion will start with explaining the purposes and roles of budgeting. Several principles of good budgeting also are being aligned in the same section. The report will focus on the detailed explanation of the process of preparing budget in Taiping Municipal Council. At the end of the study, several discussions on several issues arise during the budgeting process and its recommendations are aligned. The findings were being analysed by observations and interview sessions. The findings in this study contribute to the public sector management accounting literature in the area of budget in Malaysian local authorities. This study could assist in obtaining sufficient knowledge on the concept of budgeting in public sector as well as developing knowledge in explaining the process of preparing budget in local authorities.

MARKETING CAMPAIGN MANAGEMENT SYSTEM

RESEARCHER: AIZAT FIRDAUS BIN AZLI

SUPERVISOR: PROF. MADYA DR. AKILAH BINTI ABDULLAH

Abstract

Nowadays, a lot of organizations have chosen to implement marketing program outside their business premises. Instead of customers come to business, business needs to take a huge step by approaching the customers at their community to stay competitive and achieve their goals and objective. As a finance institution that offer various services, Lembaga Tabung Haji also opt to perform marketing programs, or also known as marketing campaign outside their office to achieve their own marketing target and objectives. As a state office of Lembaga Tabung Haji, Lembaga Tabung Haji Negeri Kedah also involve actively in marketing campaigns. However, without a proper system to assist in the marketing campaign management, a lot of problems has been faced by the staffs in managing the marketing campaigns. This project aims to identify the weakness in the current system used and solve the problems encountered by Lembaga Tabung Haji Negeri Kedah staffs by developing a Marketing Campaigns Management System.

THE EFFICACY OF AUDIT PROCESS IN KHR

RESEARCHER: ALIAA AIMI BINTI NASARUDDIN

SUPERVISOR: DR. AZHARUDIN BIN ALI

Abstract

Every audit process is unique for different industries, but the procedure is very much similar to each other. It contains few stages, some use 4 stages, some use 5 steps, some use 10-14 steps, but in general, it covers almost the same thing, from planning, fieldwork, review, reporting, finalisation and completion. All these phases would be covered in the report, what would be the task of the auditors in each phase, and who would hold the biggest responsibility in the certain phase. Though the process is well implied in the firm, problems might still occur due to weaknesses or discrepancies from the process or from the individual itself. Hence, it is very important to detect the weaknesses and propose solutions to the weaknesses that causes problem that had weakened the efficacy of the audit process. My study revealed that it is important for the firm to ask the fellow staff about what aspects in the firm that needs to be improved to ensure the quality of the services being served is top-notch.

THE IMPLICATIONS OF PAPERLESS AUDIT IN BDO PLT IN AUDITING

RESEARCHER: AMELIA LEE CHENG RU

SUPERVISOR: DR. SAZALI BIN SAAD

Abstract

Development of technology has brought in paperless audit to audit professions. Audit firms are expected to start to carry out paperless audit. The purpose of this study is to identify the implications of paperless audit BDO PLT in auditing and to examine the solutions that can improve paperless audit in BDO PLT. This is achieved through the distribution of questionnaire to 20 audit professionals in BDO PLT and obtain their perceptions on paperless audit. Paperless audit refers to the conduct of audit through electronic data. Based on the results, paperless audit increases the efficiency in audit work, provide flexibility to work, facilitate the access and storage of information, more secured and reliable information. However, appropriate internal control measures should be taken to mitigate the exposure of information technology risks. Thus, BDO PLT should provide information technology trainings to the auditors to increase the awareness on the security issue. In conclusion, continuous innovation on audit software is required to improve the effectiveness and efficiency of the implementation of paperless audit. Continuous update and innovations on audit software improves the effectiveness and efficiency of the implementation of paperless audit.

POOR BOOKKEEPING PRACTICES AND TECHNIQUES AMONG SMALL COMPANIES AND THEIR IMPLICATIONS

RESEARCHER: AMRINA RASYADA BINTI ISMAIL

SUPERVISOR: MR. SOHIMI BIN RAMLI

Abstract

Bookkeeping practice is the process of recording an entity's financial and accounting actions, and every company requires an appropriate bookkeeping practice. If companies use bad bookkeeping practices, it will harm their growth and profitability. The report's objectives are to recognize issues that arise, the causes of poor bookkeeping practices, and the implications of having poor bookkeeping practices and techniques among small companies. The student has adopted two data collection methods in performing this report to collect relevant data and information, which are observation and interview methods. During the practicum, the student faced several problems, including small companies that did not keep accurate accounting documents and records, invoicing mistakes, the need to pay higher taxes, and exposure to legal issues. The causes of these problems are improper expense tracking techniques, uncategorized transactions, and using a manual accounting documentation system. Accordingly, these small companies faced particular implications, including improper cash flow, tax problems, errors, and fraud. The student has proposed some recommendations, such as saving source documents, implementing internal controls, staff training, and adopting an automated recordkeeping system. An automated bookkeeping system is an effective technique that can assist small companies in avoiding some of the usual errors and fraud.

DIFFICULTIES ENCOUNTERED WHILE COMPLETING AUDIT PROCESSES IN ISMAWADEE & CO. ALOR SETAR

RESEARCHER: ANIS NADHIRAH BINTI ADNAN

SUPERVISOR: DR. NOR LAILI BINTI HASSAN

Abstract

The research was conducted to study issues arising while completing audit procedures in Ismawadee & Co. At the beginning of this study, there will be an introduction about the related topic of study, followed by the company background and objective of this study. For this study, it will demonstrate main objectives, which I will highlight, 1) To identify function and importance of audit in businesses, 2) To explain audit procedures used in the company, 3) To examine issues and problems arising while preparing audit report in the company. All these objectives will be described and explained further in order to fulfil the objectives. At the end of this study, some recommendations were made to suggest auditors can take a few actions to overcome the problems arise in the company.

USERS PERCEPTION ON PWC AUDIT SOFTWARE: AURA PLATINUM

RESEARCHER: ANIS FADHILAH BINTI AMIRUDIN

SUPERVISOR: DR AZHARUDIN ALI

Abstract

PricewaterhouseCoopers (PwC) has used Aura, which is its global enterprise resource planning (ERP) system in every PwC audit across the global, including in Malaysia. Building on the current Aura, Aura Platinum was launched in August 2019. This Aura Platinum is the next generation audit documentation software which aims to transform the way PwC approach the audit and evidencing the work done. Thus, this report studies the perception of its users, especially PwC employees and its audit interns regarding the overall performance of the Aura Platinum. The aim of the study is to discuss the Aura Platinum interface which guides the overall auditing process, as well to find out the interesting features that Aura Platinum offers to its users. Another objective in this study also is to investigate the users experience when using the Aura Platinum. To gather information, a questionnaire using a Google Forms was distributed to the 20 respondents which comprises of PwC audit teams and audit interns. The findings show that the Aura Platinum interface indeed guides the overall auditing process, and it was found that the coaching notes, quality checks and status are the top three features in the Aura Platinum. Overall, the respondents are satisfied with the current Aura Platinum. However, the Aura Platinum need to have a continuous improvement to reduce time lag due to high traffic during peak period. Since PwC is currently taking measures to enhance the Aura Platinum, the results in this report may assist the PwC IT team for the future Aura Platinum improvement.

ISSUES ENCOUNTERED DURING THE AUDITING PROCESS

RESEARCHER: ATIQAH AIN BINTI ABRAHAM

SUPERVISOR: DR. MUDZAMIR BIN MOHAMED

Abstract

This report discusses the process of auditing and the issues encountered during the auditing process at Bal & Partners PLT Chartered Accountant with the objectives to discuss the auditing process and problems faced while preparing audit documentation, to identify Strength, Weaknesses, Opportunity and Threat (SWOT) of the Firm, and to provide suggestion or recommendation to overcome the issues. The study was conducted through interview, observation and by referring to the Internet and textbooks. It was found that staffs and interns are suffering with the problem of insufficient supporting documents, lack of knowledge among interns, time management and facilities problem. Thus, some recommendation has been provided to Bal & Partners to overcome the problems based on the SWOT Analysis of the Firm.

EVALUATION OF THE INVENTORY MANAGEMENT SYSTEM AND INTERNAL CONTROL FOR JY BAKERY INGREDIENT HOUSE

RESEARCHER: AU CHYI YIH

SUPERVISOR: ASSOC PROF DR MUNUSAMY MARIMUTHU

Abstract

Retail inventory management involves keeping the right amount of merchandise neither insufficient nor too much on hand to satisfy customer demand. Retailers may meet client demand without running out of product by properly managing their inventory. Retailers need to manage their inventory since doing so increases their profits. They are more likely to prevent overstocking and save costs while maintaining an adequate inventory to take advantage of every potential sale. Systems for tracking changes as sales occur, managing the flow of goods from purchase to final sale, and checking stock counts are all part of how retail inventory management works. These systems' information can help company benefit from retail inventory management, including cheaper costs and larger profit margins. However, some inventory management system is not effective and can create some issues in a company. Therefore this paper aims to analyze whether the inventory management system of JY Bakery Ingredient House is effectively implemented or not. This paper will include discussion on several issues and risks that arise due to ineffective monitoring system in the company. There are three objectives that need to be achieved related to inventory management system of JY. The methodology that is used to support discussion by giving evidence and information are primary data that came up by interviewing supervisor as well as manager and secondary data that came from journal, guidelines, blog, and internet source. Hopefully, this methodology will help author to achieve those objectives. Finally, there is a recommended solution to improve the inventory management system by creating a dashboard to visualize the inventory record performance in order to keep sustainability for a better and more effective monitoring system.

THE ADVANTAGES AND DISADVANTAGES OF ELWANY CONCEPT ENTERPRISE PURCHASE CYCLE

RESEARCHER: AYU ARAFIAH IRYANI BINTI MOKHTAR

SUPERVISOR: MR SOHIMI BIN RAMLI

Abstract

This study describes a comprehensive assessment and perspective of the purchase cycle of ELWANY CONCEPT ENTERPRISE from analysing needs until the final step, which is recording process, in acquiring stocks from SAJED, its single supplier. The purpose of this paper is to explore the advantages and disadvantages of ELWANY CONCEPT ENTERPRISE purchase cycles and its single sourcing strategy while understanding how ELWANY CONCEPT ENTERPRISE conducts the purchase cycles. Four methods, including conversation, observation, practical training experiences, and internet browsing, were used to collect the data and information for this study. The result indicates that there are ten advantages and five disadvantages of ELWANY CONCEPT ENTERPRISE purchase cycles.

Keywords: purchase cycle, single supplier.

EVALUATION OF THE SYSTEM/INTERNAL CONTROL OF NASHIRNET AT SAUDI ARABIA

RESEARCHER: BAZARAH ANAS HUSSEIN MOHAMMED

SUPERVISOR: DR. SAMIHAH BT HAJI SAAD @ ISMAIL

Abstract

The motivation of this paper is to evaluate the internal control system of NashirNet company. This paper aims to have a better understanding of the existence of the accounting system of the company to evaluate the internal control system. Students need to know what the internal control procedures are to see whether the internal control system is effective or not. To have a better understanding of the system, students need to involve in the company activities and use the accounting software because this will help them to understand the accounting system. The students use qualitative data collection by interviewing the accountant to gain more details about the internal control system and accounting system. The students also will use Zoho Books software since the company uses it. The software is more flexible and has a lot of features that make the accountant work goes smoothly. Moreover, students will use observation to collect information that can evaluate whether the system has effectiveness or not and give some recommendations if applicable. Lastly, the final part of the report will discuss the overall conclusion of the research which is the evaluation of the internal control of the company and the procedures that the company is applying.

OSRAM ATTENDANCE HR

RESEARCHER: ONG CECIL

SUPERVISOR: DR. RUSMAN BIN GHANI

Abstract

OSRAM AttendanceHR is a useful and more complete system for staff to access and update working hours during work from home or site. The interface of it would be simple easy to use for staff, with functions and features that is enough to help the drivers in their needs. Whereby, this application allows the employee to record working hours in a systematic and very simple way. The main objective for build this system is to encourage the staff to update the information in computerized method for leading to a more prefect management and build a peace and lovely working environment. With OSRAM AttendanceHR, it will increase the efficiency and effectiveness for the company. The methodology that being used to develop OSRAM AttendanceHR was System Development Life Cycle (SDLC) and every process is followed by each phase in SDLC model during the development process. The software and hardware used to develop OSRAM AttendanceHR were NetBeans, XAMPP, Microsoft Word, and laptop. The additional website used to develop OSRAM AttendanceHR were phpMyAdmin, Lucidchart, and W3Schools.

DELL TECHNOLOGIES ATTENDANCE MANAGEMENT SYSTEM

RESEARCHER: CHAN CHAI A/L AI PON

SUPERVISOR: DR RAFAEH BINTI MAT SAAT

Abstract

A well designed and systematic system will determine the efficiency and effectiveness of each management, despite which and what functions they are in. This is due to the reason that an efficient system will assist them in managing, planning and performing decision making processes those related to the organization in a more accurate. Most of large-scale companies are still practicing remote and hybrid working, and no proper attendance system was put in place. This is a good practice to be implemented, but considering human's behaviors and natures, sometimes it is unfavorable for not having a proper attendance management system in daily operation of the particular company. This project or system is about developing an appropriate attendance management system to cope with the current practice of Dell Technologies where it provides flexibilities to employees in terms of working styles. By applying knowledge throughout the study in Bachelor of Accounting (Information Systems), the system is developed accordingly to the best match methodology which is waterfall model. At the end, a complete attendance management system is developed and documented down in this report, together with explanation of outcomes, features and shortcomings of the system.

EVALUATION OF AUDIT PROCEDURES ON MFRS 15 REVENUE FROM CONTACTS WITH CUSTOMERS

RESEARCHER: SAW CHI SYAN

SUPERVISOR: DR. ARYATI JULIANA BINTI SULAIMAN

Abstract

MFRS 15 Revenue from Contract with Customers, equivalent to IFRS 15 is a standard introduced by IASB, issued on 2 September 2014 and effective for the annual reporting periods starting on or after 1 January 2018. This study will focus on the 5-step models that had been introduced in MFRS 15 Revenue from Contract with Customers in order to help the organization in recognizing their revenue depicts the transfer of the promised goods to customers in an amount that the corporation is expected to be entitled in the exchange for the goods or services. Therefore, this study will explain how the auditor performs audit procedures in order to ensure their customers comply with the standard in recognition of their revenue. Other than that, this study will discuss the differences between MFRS 15, Revenue from Contract with Customers and MFRS 118 Revenue and the reason why MFRS 118 will be replaced by MFRS 15 in 2018. As a result, this study will also provide further discussion and recommendations for the enhancement of the professionalism held in the audit process while facing the change in accounting standards.

AUDIT CHALLENGES AND ITS IMPACT TO S.I.A. MANAGEMENT SERVICES (KANGAR) SDN. BHD.

RESEARCHER: CHIN SHIR YEE

SUPERVISOR: DR. NOR ATIKAH BINTI SHAFAI

Abstract

The audit process can be conducted internally by employees of the organization or externally by an outside Certified Public Accountant (CPA) firm. Every organization including the private corporations, public company, and even a non-profit organization are required to prepare annual reports on its financial operations. Those prepared reports are required to be lodge to the Registrar and to prove the financial statement of organization is presenting a true and fair view. In this study was conducted through clearly discuss the audit procedure and audit process of S.I.A. Management Services (Kangar) Sdn. Bhd. Throughout those engagement, there are some main challenges faced by S.I.A. Management Services (Kangar) Sdn. Bhd. such as time pressures and communication problems. These challenges had led impact to the company like fail to meet the deadline, turnover rate of employees, quality of audit work and so on. The recommendations on the challenges faced had been provided in order to enable S.I.A. Management Services (Kangar) Sdn. Bhd. improve the quality of its services. In conclusion, the audit procedure and audit process of the company can consider as effective and complete.

THE APPLICATION OF MARA COMPUTERIZED INFORMATION SYSTEM (SISTEM MAKLUMAT BERKOMPUTER MARA) IN THE OPERATION OF MARA DISTRICT OFFICE

RESEARCHER: DAYANG IFA NATASHA BINTI AWANG RAMLAN

SUPERVISOR: DR. ARYATI JULIANA BINTI SULAIMAN

Abstract

Computerized Information Systems have become an essential component of any organization's information management to run its operations. Previously, organizations chose not to capitalize on any of the potential benefits of this Computerized Information System. With the increasing rise of IT and its major impact on the competitiveness of public and private companies worldwide, as well as the global push to adopt various forms of information systems, many organizations have followed suit. MARA, as one of the outstanding organizations, takes proactive action in establishing their own MARA Computerized Information System with distinguishing features to differentiate their system from other information systems. This report clarified the background of the system, the procedure of operation using the system, the efficacy of the system, as well as the system's strengths, weaknesses, and internal control, which provide insight into how the system functions in the organization.

ACCOUNT RECEIVABLE MANAGEMENT OF SAMCHEM AND ITS CHALLENGES

RESEARCHER: DIVYA A/P K. MOORTHI

SUPERVISOR: DR NOR ATIKAH BINTI SHAFAI

Abstract

Industrial training is a learning methodology that focuses on dynamic and participative learning. Industrial training enables students to improve their reasoning and learning abilities in real world situations. An industrial training is advantageous in terms of learning procedures because it can expose oneself to the genuine environment, in the long run, instruct and direct him towards the errand consummation. This study seeks to identify the specific challenges encountered by Samchem while performing the account receivable management for their customers, as well as to make a few recommendations on how to avoid and overcome those challenges in the future. There are few major issues in the company that have an impact on the company's performance and reputation, which will be explained and discussed further in this study. Specific objectives and methodologies were extracted meanwhile the achievement of the objectives can be seen through findings in the discussion. This makes the company to realise the rise of these challenges and take several ways to reduce and overcome the problems in the future.

AUDIT MONITORING SYSTEM

RESEARCHER: NOOR EISYA ELANY BINTI CHE ANI

SUPERVISOR: DR. FARIZA HANIM BINTI RUSLY

Abstract

Audit engagement is a contractual arrangement in which the clients agree for the auditors to perform audit services to their financial statements. There will be specific procedures planned and performed to audit the clients' financial statements. Every audit firm has their own approach to perform and manage the audit procedures which their tasks, period and engagements varies for each audit firm. It also includes the utilization of information technology. They can choose either to make use of the information technology or do it manually to manage the audit work progress. This project focuses on developing a system which can help audit firms (specifically Gee & Co) to monitor their audit progress. The system will be developed by using Microsoft Package, Access. Aims to assist especially the supervisor, to monitor the auditors' audit progress in more detail and precisely, this system allows the auditors to key in total hours spent on each audit procedures and automate the calculation of the audit fee. The development of this system will be based on System Development Life Cycle concept which the system will be presented in the form of context diagram, data flow diagram and entity relationship diagram.

PROBLEM OF INSUFFICIENT SUPPORTING DOCUMENTS IN PREPARING ACCOUNTING REPORTS

RESEARCHER: EITA NAZIRA BINTI MOHAMED ZAKI

SUPERVISOR: DR SAIDATUL NURUL HIDAYAH JANNATUN NAIM BT. NOR AHMAD

Abstract

The purpose of this study is to find out how to deal with the problems of insufficient supporting documents in preparing accounting reports and how the company can improve their system or internal control in the storage of supporting documents or in their documentation in the future. The studies will begin with introduction to the topic of the study, followed by the objectives of the study. After that, data for this study will be collected using two methods: data collection and data analysis. After the data is analyzed and interpreted, there will be a discussion for the study. As a result, the debate will lead to a conclusion and some recommendations are also given to Uniti Office Sdn Bhd so that the company can take their action to improve and deliver services in the future and as well as to deliver the true and fair view of the report after the study is finished and the complete report is delivered.

SPECIFIC ISSUES IN AUDIT FEE INVOICE MANAGEMENT OF BAKER HUGHES

RESEARCHER: ELLAVALAGI A/P MATHURAIVEERAN

SUPERVISOR: DR. MUDZAMIR BIN MOHAMAD

Abstract

This research was undertaken to study the issues and problems faced by the company employees particularly in audit fee invoice management team due to weaknesses in the invoice management system and the effects of less systematic payment process of the invoice. This research was undertaken to study the issues and problems in the audit fee invoice management of Baker Hughes. This study conducted using observation method and one-to-one interview for the purpose of discussing the way of the organization cope with the issues mentioned. After analyzing the problems and issues, the alternative solutions are recommended for Baker Hughes to improve the performance of audit fee invoice management team and have more concern on the issue arise in the team.

AUDITING PROCEDURES OF TRADE RECEIVABLES

RESEARCHER: MICHELLE LAI ENG YEE

SUPERVISOR: ASSOC. PROFESSOR DR. MUNUSAMY MARIMUTHU

Abstract

The trade receivables account is usually one of the material items to be presented in an entity's financial statements and may involve risks related to the intentional manipulation of sales revenue. The purpose of this study is to discuss about the auditing procedures for trade receivables. The study collects information via observation during practical experience, interview of audit staffs and resources from online platforms. It is essential to understand concepts like the audit assertions, risk factors and risks of material misstatements related to trade receivables before discussing its auditing procedures which include tests of control and substantive procedures. This study presents that the primary substantive procedures to audit trade receivables include agreement of subledger to general ledger, verification of existence using confirmation, cutoff testing as well as evaluation of provision, other adjustments and credit balances related to trade receivables account. The study also discusses about the challenges encountered during the audit of trade receivables and their respective recommended resolutions. As conclusion, it is important to identify the relevant assertions and risks of materials misstatements so that the auditors could design and perform the auditing procedures to address them and to obtain sufficient appropriate audit evidence to base their audit conclusion.

SPECIFIC ISSUES ON PROTON EDAR HATI LURUS AUTO SERVICE SDN BHD

RESEARCHER: ERNI ANNATI BINTI ZAMRI

SUPERVISOR: DR RUSNIZA BINTI ABDUL RAHMAN

Abstract

This report is focusing on specific issues that arise while performing an internship at the practicum company which is Proton Edar Hati Lurus Auto Service Sdn Bhd. During the internship, there are some issues arise especially when it's time for the company account to be sent for audit purposes. Usually, all problems that arises have their own causes and solutions. The main context in this report is whether the issues arise will affect company productions, client or employees itself. The study was conducted based on my experience, careful observation, discussion with other internship students, colleagues and also the company supervisor. It is found that this issue has arisen for years. Indirectly, it will affect accounting procedure and the time consume to prepare account will increase. To be conclude, the causes has been found and solutions have been implemented, so the company will be able to avoid this issue from arising in the future.

POOR HUMAN RESOURCES MANAGEMENT LEAD NEGATIVE EFFECT IN PBS ADVISORY SDN. BHD.

RESEARCHER: FARISSHA BINTI MOHD TAHIR

SUPERVISOR: DR FAIDZULAINI BINTI MUHAMMAD

Abstract

In the accounting industry also have the system and flow of how a company operates the business. Human resource management also not exclude in advance the company specially to make sure employees and performance of the company is maintained and stable. In this report, I specified the problem statement that have in PBS Advisory Sdn. Bhd. because of poor human resource management and point out the issues that arise from problem statement based on my experiences and research that I have made. During my internship programme I have the opportunity to learn in several job scopes since the company have provide mostly of accounting things such as accounting, company secretary, audit and tax services. Although I do not learn in more depth in every job scope but I have gained more knowledge, experience and able to try each of the jobs that have in the company. Many obstacles and challenges I through and I can say it not easy to adjust in each job scope within these 6 months. So throughout from there I was able to identify problem statement, issues that arise, research questions and research objective that I can apply all of it in this writing report. It normal for every company have strength and weaknesses in operating its business so in this report, I will explain more related to this case study in the report.

EY ATTENDANCE MANAGEMENT SYSTEM

RESEARCHER: FATIN NABILA BINTI ABDUL RAHIM

SUPERVISOR: DR. RAUDAH BINTI DANILA

Abstract

Attendance Management System been developed to improve the efficiency of way of working in Ernst & Young Kuantan. Despite all the computerized system been practiced in this organization, they still practice the manual way of taking the attendance by signing in a sheet of paper every day. This system helps all the staffs in Ernst & Young Kuantan to clock in their attendance with just one click away. The main objective of this system is to know or trace the location for each staff as it is very crucial in working towards an efficiency way. To complete this project, the System Development Life Cycle (SDLC) has been implemented by having seven phases altogether. The phases include planning, analyzing, designing, developing, testing and maintenance. The software requirements to complete the system are Netbeans, Xampp and MySql. Among the constraints faced throughout completing this project are limited of knowledge of Php and MySql application as there are still a few functions that cannot be utilize in the system. The suggestion is to improve the knowledge of coding more by taking an additional class for this subject as it is very useful in the future.

ATTENDANCE MANAGEMENT SYSTEM

RESEARCHER: FATIN NAJIHAH BINTI SULAIMAN

SUPERVISOR: DR RAFEAH BINTI MAT SAAT

Abstract

Nowadays, the attendance management system is one of the essential tools primarily used in companies from all sectors in Malaysia. It is used chiefly to manage related things such as keeping track of workers and clock-in and clock-out information from a technical perspective. However, many companies in Malaysia still operate manually, and it is because they do not have adequate software to manage their operation records. The purpose of this project is to describe the Attendance Management System, which is a software package developed specifically to monitor, track and also report worker attendance in Kuala Kangsar District Health Office. Any company might utilise the Attendance Management System's robust process to automate the compilation of reports on worker attendance as a staff management tool.

TELEMARKETING SALES MANAGEMENT SYSTEM OHR MARKETING SDN BHD

RESEARCHER: FATRISHA AMIRA BINTI JAAFAR

SUPERVISOR: DR. AKILAH BINTI ABDULLAH

Abstract

Telemarketing sales is an essential part of overall sales for OHR Marketing Sdn Bhd, a company that sells organic products. The problems faced by the existing system include the absence of an effective platform that could assist the company to record telemarketing sales, lack of useful information that could help the company in decision-making, and a high probability of human errors occurring. So, the purpose of this project is to develop a system that implements the computerization of telemarketing sales and helps manage data efficiently. The methodology used in developing the system is Systems Development Life Cycle. This system has its own capabilities and boundaries as well as functional and non-functional requirements. It has been built with certain features that will be able to address and solve the stated problems. Hence, this system is meant to collect and centralize vast telemarketing sales data on a single platform, provide useful information to the user and help the company in making effective decisions, and reduce the workloads and mistakes made by staff due to manual process, which will enhance the staff's performance. However, it is unable to forecast future telemarketing sales, offer suggestions on how to improve them, or predict consumer behavior.

THE SWOT ANALYSIS OF KK SHA CONSULTING SDN. BHD.

RESEARCHER: FAWZAN AZEEMA BINTI MOHD FAUZI

SUPERVISOR: DR. NUR AZLIANI HANIZA BINTI CHE PAK

Abstract

Accounting becomes one of the importance elements for a company to conduct its business. It's not just in Malaysia but all around the world. As the accounting become a crucial part of a business, company need someone with knowledge in accounting to handle their accounts and some of them choose to hire an accounting firm to act on their behalf. This study aims to discuss the strengths, weaknesses, opportunities, and threats for an accounting firm in completing account on behalf of its client. In completing this study, a collection of primary data such as interview and observation, and secondary data like articles and journals will be gathered. Based on the analysis, some of the recommendations to reduce its weaknesses and threats are implement brand awareness, have a proper way in organizing the client's file, enhance the professional standard of accounting personnel, deliver excellent customer service, and pay attention to management of information security for which will improve the company's performance and sustainability in the marketplace.

THE IMPORTANCE OF PROPER DOCUMENTATION IN PLANNING FINANCIAL REPORTING

RESEARCHER: FAZIRA AMIRA BINTI AMIR HAMZAH

SUPERVISOR: DR SITI SERI DELIMA BINTI ABDUL MALAK

Abstract

This report was written in order to accomplish the goals of explaining the importance of proper documentation in financial reporting. The first section in this study is to discuss the history of Ahamad Naina Mydin & Associates in detail including the types of services they offered. The main objective of this study is to analyse the cause of accounting to be prepared inaccurately. After that, it will discuss the methodology used in this study in detail. There are three types of method were using in order to collect data for this study. The data were collected based on discussion with employee of Ahamad Naina Mydin & Associates, real life observation and experience and lastly by using internet search for extra information that related to the purpose of the study. From the methodology, four discussion were successfully created and discussed in the next section. The first discussion is to discuss the accounting procedures at Ahamad Naina Mydin & Associates, to determine what cause the accounting to be prepared inaccurately, to investigate the risk of poor accounting process documentation and last but not least is to study how accounting documentation could solve the issue. The last part of the study is to summarize my full journey as an account trainee at Ahamad Naina Mydin & Associates and to describe my findings and recommendations were given based on the overall discussion from this study.

WEEKLY REPORT SYSTEM

RESEARCHER: ALYA SYAKIRAH BINTI ANUAR

SUPERVISOR: DR. HAFIZAH MOHAMAD HSBOLLAH

Abstract

This paper examines issues, discussion, and solution for the issues. As the overall, there were requirement to explore throughout the company's environment in order to discover whether any issues occurs. Exploring and find out the issues and having a discussion with supervisors and other staffs to create a suitable system which could be adapt in the company. Since Mohamed Awang & Co. now were using the manual record progress report which shall be collected every two weeks and submit it to the senior auditor in order to check for the progress of each of the staff and also includes internship's student. There were a few methods used in this project there were discussions and interviewing. Interviewing the senior auditor regarding the current system used in the company and what are the problems that actually affect the company's situation. There were responds towards the questions and having a discussion by suggesting the idea that were planned to be done. In order to complete this project, the system that was suitable to be develop was the progress task systems which actually focus on the progress for each of the staff in audit department since audit department does not apply any system and only record each of their progress manually. This system would help the senior auditor as the head of department to be checked their progress.

ENGAGEMENT MANAGEMENT INFORMATION SYSTEM

RESEARCHER: IDA SALINA BINTI AZIZ

SUPERVISOR: DR. HAFIZAH MOHAMAD HSBOLLAH

Abstract

The engagement management information system is used to help Shan & Co to avoid miss communication between the client and the management. The client can request appointment using the system and also can request to know the status of their audit file. This Engagement Mis system also let the staff to update their status file, so the management can aware about the progress of their staff either the staff follow the timeline given or not. Hence, from the status file updated in the system, the management can know problem that happen cause of the file pending if the audit staff not follow the timeline. Using this system, its more efficient for the management and they can avoid time consuming to deal with the client one by one. In addition, by the end of the month, the system will show summary of all status file completed in Engagement MIS system, so the management can target how many file that they can allocate to each of their staff. This system would be the solution to increase the efficiency to fulfill the client needs and strengthen the engagement management system in this firm. This system's target user is the staffs of Shan & Co and there are three users for this system, they are staff, management and the client. The method chosen to develop this system is System Development Life Cycle (SDLC). There are six phases under SDLC, which are plan, analysis, design, development, testing, and maintenance. The software used to develop this system are NetBeans, Apache, and Xampp. The constraint during developing this system is limited information obtained from the management. The suggestion for further improve the project is by having more research about application system to gather more creative idea and knowledge to enhance the system. Moreover, a formal and effective interview should be conducted and get involvement of different level of employees to get different perspective or view from different level of personnel. It is to ensure that the entire concept of the process could be truly understood and discover any potential weaknesses in the process. In the nutshell, this system could solve the current weaknesses and bring advantages to the organisation and people in the organisation.

PROCEDURES & ISSUES ENCOUNTERED WHILE PREPARING ACCOUNTS IN ASEL TECHNOLOGIES SDN BHD

RESEARCHER: JAGETHESWARI A/P VERIAH
SUPERVISOR: DR NOR ATIKAH BINTI SHAFAI

Abstract

First and foremost, as many new businesses are being founded in Malaysia nowadays, an accountant and an accounting company are equally crucial. Due to the need to create financial statements, the need for accountants occasionally rises. Hence, it is necessary to develop efficient accounting practices and procedures to produce valuable financial information for users. In fact, an accountant or accounting company also may deal with several issues in order to carry out their duties. Along with that, the focus of this study was to identify the significance of accounting in business, to describe accounting principles, accounting policy, and accounting procedures, to identify accounting practices and procedures adapted in Asel Technologies Sdn Bhd, as well as to scrutinise issues encountered while preparing account in the company. To obtain relevant data for the study, this study employed discussion with company's accountant and supervisor as well as collecting factual information from internet. It also used observations and experiences from the training as well as those during those interactions. Lastly, based on the several issues faced while preparing accounts in the company, there are several recommendations have been given in the last part of this study to overcome such issues.

INCOMING AND OUTGOING DOCUMENT SYSTEM

RESEARCHER: JENNIFER WOO

SUPERVISOR: DR. MARHAIZA BINTI IBRAHIM

Abstract

The purpose of the report was designed to understand the document management of GTC Associates. The report will explain the incoming and outgoing forms used by GTC Associates to send out and receive documents. Next, the report will focus on the problem faced when using a manual documentation form by GTC Associates. Those issues are lack of document management control, taking a lot of space and manual documentation forms being time consuming. The study discussed all the matters that relate to the new system including the objective of the system, the scope of the system, the importance of the new system, the requirement to build the system, the methodology used for the new system, and the project outcomes including Context Data Flow Diagram (DFD), Data Flow Diagram (DFD) Level 0, Data Flow Diagram (DFD) Level 1 and Entity Relationship Diagram (ERD). In conclusion, there are still some problems that were faced during the project, which is code errors, however, the problem still can be improved by doing more research.

EVALUATION ON AUDIT PROCEDURE OF GTC ASSOCIATES

RESEARCHER: KAALA SHINI VISVARANJAN

SUPERVISOR: ASSOCIATE PROF. DR. HAZELINE BT. AYOUP

Abstract

The purpose of the report was designed to understand the audit procedure of GTC Associates. Next, the report will focus on the audit procedure for income statement schedule that is being adopted by GTC Associates. The report will explain the accounting transactions tests on all income statement schedules, which are transaction testing and cut-off tests on revenue and cost of sales, and all audit testing adopted by GTC Associates on other income, administrative expenses, selling and marketing expenses, and other expenses. The study discussed all the matters that relate to income statement schedule audit procedure and the final audit process. The report ends with issues in audit procedures of GTC Associates when performing an audit. The issues had been discussed and suitable recommendations had also been addressed. These issues include a lack of internal control testing prior to performing audits for clients, unfavourable sample basis selection, and sloppy management accounts provided by clients. In conclusion, the audit procedure of the income statement schedule for GTC Associates can be considered effective and complete. For example, auditors of GTC Associates will perform many audits on each schedule in the income statement to ensure that the amount stated in the financial statement is free from material misstatement and no revenue and expense manipulation by the client. However, there is still improvement that can be made to increase the quality of audit work.

HUMAN RESOURCE MANAGEMENT SYSTEM

RESEARCHER: KAREN CHIANG CHIA YING

SUPERVISOR: DR. NORHAIZA BINTI KHAIRUDIN

Abstract

In today's world, most of the companies are working hard in lowering their turnover rate. Ernst & Young, one of the "Big 4" in the industry, experienced an extremely high turnover rate over the years. The organisation and industry had emphasised on the work-life-balance and competitive salary to retain the talent. Organisation raised high urgency in building people relationships and addressing the talent loss issue. Human resource management is the beginning phase to bring in talents, gather and retain. Therefore, the scope of research concentrated on the human resource management system to achieve the company's objectives. To develop this system, the team collected reliable data from the target organisation, Ernst & Young and conducted the procedures starting from planning until implementation phase of the system. This project objective is to develop an effective yet simplified human resource management system and also to keep employee's information secured. The system provided basic features such as information update, leave application, company information update, register users and generate reports. This is accomplished by designing strong cohesion with minimal coupling. The development of the human resource management system integrated several functions such as employee database, leave application, company information maintenance thus enhanced the effectiveness in data processing.

PROCEDURE AND PROBLEMS ENCOUNTERED WHILE PREPARING CLIENT'S ACCOUNT IN WEE & TAN

RESEARCHER: KARNNIKKAA A/P EH SUT

SUPERVISOR: DR. MUHAMMAD SYAHIR BIN ABDUL WAHAD

Abstract

Industrial Training is the placement of students in an organisation to complete supervised practical training in the industry sector. The students are required to take this programme to complete their studies. As evidence, the students need to write and submit their report based on the industrial training. The purpose of this report is to describe the issues that occur in the practicum company, Wee & Tan. Besides, it is to explain the role and importance of accounting in business. The accounting practice and procedures that have been practiced by the company also have been discussed in this study. In order to achieve the objective of the study, some methods are used to gather the information. The methods used to complete this study are journal articles, internet sources, interviews and also by observations. The problems that are encountered by the company while preparing the account mostly comes from the clients. As a result, the recommended solution is suggested to overcome problems that occur in the company. Overall, it can be concluded that companies need to play an important role in order to reduce the problems encountered in the company, especially while preparing clients' accounts.

SPECIFIC ISSUES ON PRACTICUM COMPANY ERNST & YOUNG PLT

RESEARCHER: KAUSALLYA A/P APALASAMY

SUPERVISOR: DR MASANITA BINTI MAT NOH

Abstract

The problem statement of this study are the issues faced by the practicum company that were observed during internship period. There are a total of three issues namely work from home issue, EY Canvas Client Portal (a website used by EY to transfer documents between client), and lastly lack of training among newcomers. The purpose of this study is to identify the causes, effects, and ways to solve the issues. The method used is through questionnaire using google form filled by the engagement team members. The issues are analyzed from the perspective of the various stakeholders. The second method is by using EY Database which includes EY Canvas (a website used by EY to store audit documentation). The findings of this study are the causes, effects, and ways to solve the issues which are explained in the discussion section in more detail. In conclusion, the causes, effects, and ways to solve the issues are summarized. Recommendations are also provided to help prevent similar issues from happening in the future.

AUDIT PROCEDURE OF TONG AND WONG PARTNERS SPECIFIC TO PROFIT & LOSS ITEMS

RESEARCHER: KHAIRUNNISA BINTI HAMZAH

SUPERVISOR: DR. MUHAMMAD SYAHIR BIN ABDUL WAHAB

Abstract

This internship report serves the purpose to go in detail of my industrial training which conducted at Tong and Wong Partners, which one of the audit firms in Bintulu, Sarawak. This report will cover the details of my internship for a duration of six months which began from 7th March 2022 to 8th September 2022 at Tong and Wong Partners, which is located at No. 236, Jalan Sultan Iskandar, Assyakirin Commerce Square Phase 2, Sarawak, 97000 Bintulu, Sarawak Malaysia. The objective of having this industrial training is to give exposure to the students to the real working life, enables the students to develop a deeper understanding on the course which they are undertaking and to provide the appropriate work-related trainings to them in the field of accounting profession. Besides that, to cultivate teamwork, spirit and familiarize with colleagues. By undergo the industrial training, students will create a trust and responsible person. Besides the objective of industrial training is to build self-confidence among students and let students know the technical knowledge and professionalism. My experience as an audit intern for six months has given me a lot of exposure to the auditing field. It had provided me the opportunity to get know deeper what the process of auditing and the steps involved during audit performed. It had benefited me in many ways and one of the greatest benefits for me is to be able to gain valuable experience by getting involved directly in the task relating to auditing.

CLIENT MANAGEMENT SYSTEM CROWE MALAYSIA

RESEARCHER: KIRUTHIGAH D/O KANDASAMY

SUPERVISOR: DR. MOHD HISHAM BIN MOHD SHARIF

Abstract

In this digital world there is various systems are taking over all the manual repetitive task. Systems are more important than ever for organizations to remain viable and competitive. In my practicum project, a client management system is created to help to track the clients' existence and their payment records. The management in this branch has been more on the traditional ways for all these years. It is done manually where all the client registration and resignation and managed by the administrative staffs. While the administrative staff doing the great job on the task there is several disadvantages which is time consuming to running the manual process system, problems on archiving and storing the information and receiving last minute update on client status. The purpose of this system is to solve all the problems and provide systematic and affluence experience for the users and the management. The Software Development Life Cycle (SDLC) is used to develop this project step by steps. This client management system is useful to the management and the user will find the client status with a single click along with their job portfolio.

EMPLOYEE LEAVE MANAGEMENT SYSTEM (ELMS)

RESEARCHER: KU UMMI SYAKIRAH BINTI KU SAIDI

SUPERVISOR: ASSOCIATE PROF. DR. RAFAEH BINTI MAT SAAT

Abstract

The employee leave management system integrates a number of processes and systems to automate and simplify the management of employee data, leave requests, and leave approvals. Employees are eligible for various types of leave, which are issued in accordance with company rules. The department of human resources is primarily responsible for managing and approving leave requests. Little Raudhah Network utilised traditional methods for leave request, approval, and management. In the typical procedure, leave is requested manually by filling out a paper form and handing it to the manager. The manager then forwards the document to the executive of human resources for approval. This method is time-consuming, error-prone, paper-intensive, and challenging to manage. The system was developed by utilising web-based technologies like as PHP, HTML, CSS, and JS to create an automated employee leave management system that operates on the Windows operating system. The method is error-free, quicker, and permits employees to seek time off in a timely manner.

TASK MANAGEMENT SYSTEM FOR PWC

RESEARCHER: LAI JIAN WEI

SUPERVISOR: DR. MOHD HADZRAMI BIN HARUN RASIT

Abstract

This project aims to develop a task management system for PriceWaterhouseCoopers (PwC). The task management system refers to a system that enables the engagement leader to track the status of task delegated to team members in the specific audit engagement team. PwC is a global leader in providing professional services to the clients across Tax, Assurance, Consulting, Deals, Digital Services, Entrepreneurial and Private Business, and Risk Assurance Services. The PwC's purpose was "to build trust in society and solve important problems" that they make a lot of effort to build close connections with others and gain an understanding of their concerns and objectives. The organization utilized "Google Sheet," a real-time collaboration application, to execute a manual system. However, despite the fast rate of global innovation, the organization may face troubles due to the current system's inability to meet its needs. The main issue with the manual method is that it lacks an effective task updating procedure for the team members, preventing the engagement leader from effectively reviewing and managing the tasks assigned. By using the task management system that has been proposed to the organization, the organization is able to track the task status effectively and use the cost-effective time to review all the tasks in their respective projects by the engagement leader. As a result, the organization can complete all the tasks on time and submit all necessary reports to clients when all the audit work has been completed and examined. Lastly, it was believed that the task management system would be implemented into the business since it was simple for administrators, engagement leaders, and team members to use, and it might give the organization a competitive advantage in offering professional service in line with the business purpose.

ISSUES IN AUDIT PROCESS AND INTERNAL CONTROL IN ASSURANCE DEPARTMENT OF ERNST & YOUNG PLT JOHOR BAHRU

RESEARCHER: LAU JIE LIN

SUPERVISOR: DR SAUDAH BINTI AHMAD

Abstract

In recent years, auditing has become increasingly important in capital markets as people are relying on auditing to assess the credibility of organization especially the economy has undergone recession over the past few years. The quality of audit is always a concern of investors who make significant investment in companies. Hence, the purpose of the study is to assess the audit process and internal control of Ernst & Young Johor Bahru that are considered as the core factors that affect the audit quality. The weaknesses of both the audit process and internal control implemented in the company are identified and recommendations are provided to eliminate the limitations which further improve audit quality. The data are collected through observations, interview, documents and records as well as internet searches. According to the research, the noncooperation of clients and bank, the inexperienced auditors and client's staff, the insufficient duration to complete audit, as well as poor control on employees are the weaknesses that should be dealt with. The finding of the report concludes that audit process and internal control of the company should be refined and improved to increase the audit quality which further enhance the confidence of public towards the audit report.

THE IMPLEMENTATION OF PAPERLESS ACCOUNT PAYABLE (AP) SYSTEM IN XINYI

RESEARCHER: LEE ZHI YAN

SUPERVISOR: ASSOCIATE PROFESSOR DR MUNUSAMY MARIMUTHU

Abstract

Generally, this report provides an overview of Account Payable (AP) system implementation in Xinyi Group. For information, Xinyi's headquarters in China has successfully implemented paperless invoice processing to enhance the efficiency and productivity of their AP team. In contrary, Xinyi's subsidiary in Malaysia still relies heavily on paper-centric AP system which requires manual invoice processing, data entry, verification, and payment approval. In this report, the researcher will figure out the reasons behind different system implemented by the headquarters and its subsidiary after carrying out study on the advantages of AP system adopted by the headquarters, follow by the evaluation on strengths and weaknesses of paper-based AP system currently practised by Malaysia's subsidiary using the SWOT analysis. The three methods use to gather all primary and secondary data includes interview, observation as well as the websites and reports. At the end of the report, the researcher will suggest whether transition into paperless AP system should take place in Xinyi's subsidiary and provide recommendations to deal with the obstacles that resist transition.

THE EXTENT OF APPLICATION OF ACCOUNTING TREATMENTS, TYPES OF TRANSFER PRICING REPORT ISSUED TO CLIENT, AND EFFECT ON INTERNAL CONTROL TOWARD THE BAKER TILLY MALAYSIA DURING INTERNSHIP PERIOD

RESEARCHER: HOO LEONG SOON

SUPERVISOR: ASSOCIATE PROFESSOR DR. NORHANI BINTI AIRPIN

Abstract

This report aims to discuss the issues that findings in Baker Tilly Malaysia. The issues related to the extent of application of accounting treatments, types of transfer pricing report issued to client and effect on internal control toward the operation of Baker Tilly. The extent of application of accounting treatments is important which it provides the most reliable measure of the arm's length result should be used in order to understand and proved the client transaction between related party transaction is within the arm length range. Besides, it is important to choose the suitable report to the client based on their related party transaction and timeliness because we will document the significant transaction rather than insignificant transaction to decide the type of report we need to apply. Having a good internal control will positively impacts the efficiency and effectiveness of operations. During my internship period in Baker Tilly, I realized there have a weak internal control such as lack of information security. I will elaborate on those issues faced by the company and provide my recommendation.

THE APPLICATION OF AUDIT PROCEDURES IN BDO PLT AND ITS LIMITATION

RESEARCHER: LIM YIK CHIEN

SUPERVISOR: DR. SAUDAH BINTI AHMAD

Abstract

Financial frauds and scandals have become an issue that is unable to disregard nowadays as more and more companies in the world have been suspected involved in this scenario. This led to the need of audit to minimize the risks of stakeholders of the companies to avoid financial loss and ensure the stability of the world economic. Hence, the objectives of this report would be included understanding how the audit procedures to be carried out for a company and the reasons to carried out those audit procedures. However, not everything is in the ideal situation. There are companies who involved in financial frauds and scandals that have been audited but no issue has been proposed by the auditors for few years. Thus, the limitation of auditing should be enforced in this report. Then, this report would also examine the problems occurred while practicing the audit procedures and the solutions to figure out all these problems. The findings of this report would be able to provide a good understanding about the audit procedures to the stakeholders of the companies and acts as the reference while they are making financial decision.

THE PROBLEMS FACED BY PWC AUDITORS WHEN PERFORMING AUDIT PROCEDURES AND THE FACTORS LEAD TO THE PROBLEM ARISE FROM PERFORMING AUDIT PROCEDURES

RESEARCHER: MATHAN RAJ A/L RAJASEKARAN

SUPERVISOR: DR HALIMAH@NASIBAH BINTI AHMAD

Abstract

This study demonstrates the problems faced by PwC auditors when performing audit procedures and the factors lead to the problem arise from performing audit procedures. I will briefly mention the overall audit process as per PwC practice, then followed by the discussions on the problems faced by auditors when performing specific audit procedures. Subsequently, I will discuss the determinants of the problems encountered and the factors lead to the problem arise from performing audit procedures. Then, specific objectives and methodologies were extracted, and the achievement of the objectives can be seen through findings and discussions.

FACTORS INFLUENCING TIMELINESS OF FINANCIAL STATEMENTS SUBMISSIONS: A CASE OF EUROGAIN CORPORATE SOLUTIONS SDN BHD

RESEARCHER: MATHUTHARANI A/P ARIVALAGAN

SUPERVISOR: DR. MOHAMMAD AZHAR BIN IBRAHIM

Abstract

The main aim of this study is to identify the specific issue that encountered during preparation of financial statements for private entities to submit to auditors and tax agents and to provide recommendation on how the identified specific issues could be overcome in future days. This study is focus on timeliness of financial statements and its determinants which influence it. Through this, the timeliness of financial statements described thorough, come across several its determinants and the effects of delaying the financial statement submissions to various parties as well as strategies that can be implemented to overcome these factors or determinants. Specific objectives and methodologies were extracted, and the objectives achievement can be seen through findings in discussion. This makes the accountants to realize the rise of these issue and take several ways to reduce it in future accounting projects at their respected firms.

TALENT RETENTION IN ERNST & YOUNG IPOH

RESEARCHER: FOO MEI KEE

SUPERVISOR: DR. SAUDAH BINTI AHMAD

Abstract

Talent retention is extremely important in an audit company to ensure that audit engagements are completed effectively, efficiently, and on time. Low talent retention in an audit company is a serious issue that causes the company to lose competitiveness in comparison to other companies in the same industry. The purposes of this study are to identify audit procedures, positions, and responsibilities in EY Ipoh's audit department that influence employee job satisfaction and turnover intention, to investigate the causes and consequences of low talent retention in EY Ipoh and to make recommendations to improve talent retention in EY Ipoh. This study employs an interview, questionnaires, and observation to collect quantitative and qualitative data on talent retention at EY Ipoh. Talent retention is the organizational goal to keep talented employees while also lowering turnover rates. The major findings of this study are that excessive workload is the main cause of low talent retention in EY Ipoh, while low job satisfaction level of audit staff as a main consequence. This study includes recommendations to improve the low talent retention issue, such as revising benefits and salary, as well as continuous feedback from counsellor to prevent the issue from worsening.

REVIEW OF CLIENT FINANCIAL STATEMENT

RESEARCHER: MHITHRAA A/P RAMAKRISHNAN

SUPERVISOR: DR. MOHAMMAD AZHAR BIN IBRAHIM

Abstract

The main purpose of this study is to discuss on evaluation of the specific accounting procedure in the firm and to provide recommendation on how to overcome challenges in fulfilling the accounting procedure. This study is focus on 'Review of Client Financial Statement' and challenges faced by company in fulfilling the task of reviewing Client Financial Statement. Through this, the process flows in reviewing Client Financial Statement were discussed thorough, come across accounting standards that applied with it. Specific objectives and methodologies were extracted and the objectives achievement can be seen through findings in discussion. This enable the accountants to realize there are few concerns to be raised and take up strategies that can overcome challenges in fulfilling Client Financial Statements review.

SPECIFIC ISSUES ON PRACTICUM COMPANY CROWE MELAKA OFFICE

RESEARCHER: LEE MING MIN

SUPERVISOR: DR AMIR SAMSUDIN

Abstract

To give assurance that the financial statements of an entity is free from material misstatement and its financial information give a true and fair view, there is a need for auditors to undergo audit process. In the audit process, audit procedures will be carried out based on the audit assertions. The purpose of conducting this study is to understand the audit process of Crowe Melaka Office and identify the challenges faced by the auditors in the audit process. There are three stages in the audit process which are pre-audit, during audit and post audit. With the understand of Crowe Melaka Office's audit process, the effectiveness of its audit procedures implemented can be further determined. Moreover, the impact of paperless auditing on Crowe Melaka Office's audit process will be discussed from the aspect of its advantages and disadvantages.

DIGITALIZATION OF AUDITING PROCESS

RESEARCHER: ONG MINN JING

SUPERVISOR: DR. HALIMAH @ NASIBAH BT AHMAD

Abstract

The research is to explore the digitalization of the auditing process to improve the auditors' performance and quality of audit and the factors affecting the utilization of technology and digital in the auditing process. The research problem is analyze based on the TOE framework on what factors could have a significant impact in affecting the utilization of technology tools during auditing'', and the research aims to introduce the digitalization of audit with the main trends. The paper will also discuss the challenges and obstacles faced in digital audits and recommendations on how to overcome these issues. This paper would like to raise awareness of the importance of the knowledge and skills of information technology of an auditor.

CONSTRAINT IN OBTAINING SUFFICIENT AUDIT EVIDENCE

RESEARCHER: MOHAMMAD MUZAFFAR BIN MOHD NAZLI

SUPERVISOR: DR. MAZRAH BINTI MALIK @ MALEK

Abstract

The purpose of this study was to figure out how to deal with the constraint in obtaining sufficient audit evidence at Ismawadee & Co. (Alor Setar branch). The research will begin with the introduction and background of the study, followed by the objective of the study. There is some information regarding the research methods utilised to accomplish this study in the next section of this research. The data for this study was collected utilising two methods: data collection and data analysis. After the data has been analysed and interpreted, there will be a discussion regarding the study. As a result, the debates will highlight the necessity of having sufficient audit evidence in performing audit work. At the end of this study, the conclusion and some recommendations given as a suggestion for Ismawadee & Co. (Alor Setar branch) to take action in order to improve their services and deliver a true and fair view audit report were made at the end of this research.

WIDAD PROJECT MANAGEMENT SYSTEM

RESEARCHER: MUHAMAD HARITH IRFAN BIN RIZUAN

SUPERVISOR: DR HAFIZAH BINTI MOHAMAD HSBOLLAH

Abstract

The main purpose of this project is to solve the problem arose in Widad Business Group where there is no proper platform for all the workers to sort all the tender that they list every day. To solve the problem arose, a system was designed and developed by using Hypertext Preprocessor (PHP) codes and the system was named Widad Project Management System. There are few objectives of this project such as overdue tender submission, does not know person in charge for each tender and delay update on progress. The system was designed and developed from time to time according to the phases in Systems Development Life Cycle (SDLC). On top of that, the software and hardware requirements, functional requirements as well as non-functional requirements also become a vital part in this project. In conclusion, the system was developed successfully, and it has solved the primary problems arose. However, there are some limitations of the developed system.

SPECIFIC ISSUES IN LIMITED LIABILITY PARTNERSHIP

RESEARCHER: MUHAMMAD AKMAL BIN AHMAD LATFI

SUPERVISOR: DR SITI SERI DELIMA ABDUL MALAK

Abstract

Limited Liability Partnership (LLP) is an alternative business vehicle to carry out business which combines the characteristics of a private company and a conventional partnership. LLP provides limited liability status to its partners and offers the flexibility of internal arrangement through an agreement between the partners. This combination will give entrepreneurs and businessmen a more structured business vehicle compared to a sole proprietorship or a conventional partnership. It provides the flexibility of controlling the business operation in accordance with the partnership agreement whilst enjoying the limited liability status compared to a company which is subject to strict compliance requirements under the Companies Act 2016 in most of its affairs. The first finding is based on knowledge of Limited Liability Partnership (LLP). Next, it is important to know the regulation related LLP. The second finding is knowledge of the differentiation of LLP and other company entities. During the six months of 's practical training, various methods, including observation, interviews with my supervisor, and Internet research, have been used to gain extra knowledge and information for a better understanding. The main reason for understanding the regulations and the process to register various company entities. In addition, LLP is a one of the new entities that have been introduce in Malaysia.

THE EFFICIENT PROCESS OF TAX COMPUTATION LED TO A SMOOTH PROCESS OF TAX COMPUTATION AT 2SH CONSULTING SDN. BHD.

RESEARCHER: MUHAMMAD ALIF NAJMUDIN BIN AHMAD

SUPERVISOR: DR. SITI SERI DELIMA BINTI ABDUL MALAK

Abstract

This report is prepared to achieve the objective to study the process of preparing tax return for clients of 2SH Consulting Sdn. Bhd. This study focuses on the process of tax return and issues arise during the preparing of tax return. The report will begin with the introduction of this study and the background of 2SH Consulting Sdn. Bhd. and its partners. The second part will explain the methodology used while conducting this study which is used of internet sources, textbook, observation, and interview. Next, we are going through the process of preparing tax return at 2SH Consulting Sdn. Bhd. It will be explained in detail of the process and the real practice by the staff at 2SH Consulting Sdn. Bhd. This report will continue with discussion of the issues arise when conducting tax return and conducting SWOT analysis into this company. Next, in the following section, I will be conducting TOWS analysis to come out the best recommendation for this company to improve their procedure and company operation. By the last of the content, the conclusion was made to discuss roughly the process of the preparing tax return. The appendices for the related event have been neatly included.

EVALUATION OF THE SPECIFIC ACCOUNTING PROCEDURE

RESEARCHER: MUHAMMAD FAIZ BIN SUMAMBRI

SUPERVISOR: DR OOI SUE CHERN

Abstract

This study demonstrates one of the accounting procedures that involved in manufacturing industry. In this paper will briefly contain the accounting procedure that involved with the manufacturing company and its impact to the product cost, then followed by details explanation of the accounting procedure as well as acts/standards that relating to it. Subsequently, the discussion will be on the analysis of the findings in term of the effectiveness on the selected accounting procedure. Then, specific objectives and methodologies were extracted, and the achievement of the objectives can be seen through findings and discussions.

PROBLEM ENCOUNTERED WHILE PERFORMING AUDIT PROCEDURE IN WAN NADZIR & CO.

RESEARCHER: MUHAMMAD NABAWI BIN SAFIDIN

SUPERVISOR: PROF. MADYA DR. SITRASELVI A/P CHANDREN

Abstract

Purpose – The study conducted as to observe the specific issues on the practicum company on the problem encountered while performing audit procedures. This objective of study is crucial as to give an understanding and a clearer view of real world of working environment. On this study I emphasize of determining the problems that happened in the Audit Firm nowadays.

Methodology – There are several types of methodologies have been conducted first is by observation. By this method I will get a lot of evidence that can be used while preparing the report. Method of observe required me to join into the team of auditors while preparing the audit process. Next by inquiry, I also spoke with my supervisor and other employees about it in order to get a better understand to the problems related to the audit process. Third by refer to regulations, this is to ensure that which standards that the client mostly not complied with. And lastly, by referring to internet such as Google Scholar searching for the past research paper as to gain some strengthen evidence to support my statement.

Discussion – This section related to the objective that we want to achieve throughout I this report. This section will discuss on further related to the 3 main contribution to the problems arise which is the factor influence the problem, error of accounting standards in financial statement and the impact due to the problems into the firm.

Recommendations – This recommendation is only based on my own personal opinion to reduce the problems that occur and want to make this firm to better in future. The recommendations will be as such the firm can consider implementing a new method of collecting the outstanding audit fee from the client, for instance make an installment of paying and make a written agreement. Apart from that, as to minimize the misstatement in financial statement. The firm can suggest to the client to use the service provided by the firm in preparing the Financial Statement.

Conclusion – To successfully in the future apply the standard, it is crucial to comprehend the framework's workings and needs. All departments within an organization must support the execution of the new methods of recommendations in order for the firm to be more competitive and efficient in their management.

PROBLEMS ENCOUNTERED WHILE PERFORMING AUDIT PROCEDURE IN BAHUDIN & ASSOCIATES

RESEARCHER: MUHAMMAD NUR AIMAN BIN RAZALI

SUPERVISOR: DR. RUSNIZA BINTI ABDUL RAHMAN

Abstract

This report is made for the purpose of studying the problems that the auditors encountered while performing audit procedures in Bahudin & Associates. This report starts with the introduction of the topic and then moving to the objective of this report. It then followed by the methodology that are being used in order to gain information and findings for this report. Then, it continued with the discussion of the report in which it divided into the problems that the auditors encountered while doing audit procedure, the factors that lead to the problems and the consequences of the problems to the related parties. At the end of the report, the recommendations and conclusions were made to give solutions that the company can take in order to reduce and overcome these problems in the future.

THE EFFECT OF INSUFFICIENT OF AUDIT EVIDENCE ON AUDIT REPORT QUALITY AND LACK OF INTERNAL CONTROL AT NSY TAX AND ACCOUNTING SERVICES

RESEARCHER: MUHAMMAD IRMAN BIN ROSLAN

SUPERVISOR: DR. MUHAMMAD SYAHIR B. ABD. WAHAB

Abstract

The research is made for the purpose of studying the effect of insufficient of audit evidence on audit report quality and lack of internal control at NSY Tax and Accounting Services. Starting this research with introduction about the research topic and followed by the objective of the study. In the following part of this research, explaining on methodology used to complete this research. In this research, the data used for this research were gathered through data collection method and data analysis method. Then, the discussion of this research exists after the analysis and interpretation of this gathered data. Therefore, the discussions will show the importance and benefits of sufficient audit evidence and high level of internal control on audit quality at NSY Tax and Accounting Services. At the end of this research, the conclusion and few recommendations were made as to suggest a few actions needed that NSY Tax and Accounting Services should take in order to improve their services to provide high quality of audit.

EVALUATION OF THE SPECIFIC ACCOUNTING PROCEDURE IN YAYASAN PAHANG PLANTATION HOLDINGS

RESEARCHER: MUHAMMAD KHAIRURRIJAL BIN MD SALLEH

SUPERVISOR: PROF MADYA DR SITRASELVI A/P CHANDREN

Abstract

Purpose - The study general objective was to evaluate the procurement and payment procedure of the company. This objective is important as to give a clear view of this report. This study aims to explain in detail about the procurement and payment procedure of YP Plantation Holdings Berhad. This study seeks to evaluate the effectiveness of procurement and payment procedure.

Methodology - Company Policy by referring to company set of accounting procedure that they use for their businesses. Using the detail of the procedure and explain in this study.

Discussion – YP Plantation Holdings (YPPH) procurement procedure has a series of distinctive steps with activities commencing once the need for procurement is identified and end when the transaction is completed. Every business should have an efficient and consistent process for paying the invoices it receives from its suppliers. If they don't, they risk incurring late payment fees and damaging the relationships they have with their suppliers. YP Plantation Holdings (YPPH) has an effective payment process because they have a proper procedure from receive invoice until payment was made.

Conclusion - The accounting procedure is defined as the process of standardized nature that performs a specific accounting function designed to incorporate better risk management policies so that these functions are completed more productively and efficiently. The accounting department performs several functions, such as billings for their customers, providing invoices to suppliers, and performing bank reconciliation; hence such tasks normally require comprehensive and streamlined procedures.

THE CHALLENGES IN CREATING A PAPERLESS ENVIRONMENT SS MANAGEMENT SERVICES TOWARDS THEIR CLIENTS

RESEARCHER: NAJMA LIYANA BINTI AHMAD NAWAWI

SUPERVISOR: DR. FAISOL B ELHAM

Abstract

With my experience at SS Management Services (SSMS), I now have a better understanding of how the paperless accounting and paperless auditing processes work. Many issues have been identified in SS Management Services and its clients that prevent them from operating in a paperless environment. The goal of this research is to find the best solutions to this problem. Primary data was gathered through meetings and discussions, while secondary data was obtained through journal articles and website documentation. According to the study's findings, SS Management Services should eliminate small things that are manually recorded, and its clients should use accounting software such as QuickBooks to help them record accounting related information in an organised manner.

EVALUATION OF THE BUSINESS TAX COMPLIANCE PROCEDURE PRACTICED BY DELOITTE

RESEARCHER: NG SU TING

SUPERVISOR: MR. AZLAN BIN ZAINOL ABIDIN

Abstract

This report demonstrates the business tax compliance framework practiced in an organization. It provides an overview of the phases in proper business tax compliance procedures based on the author's understanding during her internship period and knowledge learned from university. The purpose of this study is to improve the understanding of the business tax compliance framework and to discuss and provide evaluation on the software and implications used by the tax profession in Deloitte Malaysia. There are three main phases in the business tax compliance framework practiced by the Deloitte which consist of planning, execution, and completion phases. The three phases will be presented in detail to meet the objectives of the report. Moreover, the current software and tools used by the organization will be presented. For ensuring smooth transition, compatible software and in-house IT team should be set up in order to support the business tax compliance procedures and enhance the effectiveness and efficiency of the workflow.

REVENUE AND COST RECOGNITION FOR PROPERTY DEVELOPMENT

RESEARCHER: NIK NOR AISYAH BT NIK ISMAIL

SUPERVISOR: DR NOR ZALINA MOHAMMAD YUSOF

Abstract

The complexity and many different factors that occurred in property development activities had provided quite a challenge in treating accounting for the business. Unlike other industries, the activities performed for developing a project would usually take more than one accounting period. For encountering that problem, the authorities had specifically prescribed certain standard which is MASB 32 Property Development Activities with the main objective of providing detailed accounting treatment and allocation of property development revenue and costs to the accounting periods in which the property development activities are performed. In this report, there will be explanation on the principles and practices in accounting for property development activities, which focused only on recognition of revenue and costs for the activities. Discussion on how the recognition shall be done is described with details, using the guidance from the Standard. The report also lists down all the criteria that need to be met for a revenue to be recognized, methods for measuring stage of completion, and types of related property development costs that are exists. There are also examples attached in the report, of how a real property development company recognize and present its revenue and costs in the financial statement.

THE EFFECTIVENESS AND EFFICIENCY LEVEL OF SECRETARIAL MANAGEMENT

RESEARCHER: NOOR ANIS NAJWA BINTI YAACOB

SUPERVISOR: DR. FAISOL B ELHAM

Abstract

Secretary is centuries-old profession which had contributed to the development of human civilization since the ancient time. It performs both clerical and administrative functions in the government and business as well. As a profession, it has evolved as the business and work environment change. Today the title administrative professional has redefined the roles and responsibilities of the office secretary to a wider and broader management function as partners of the executives and the CEOs, not merely as subordinates that follow instruction but as partners to assist them in the process of decision making (ASMI Klabat, 2014). Through this study, the aim is to identify the level of effectiveness and efficiency of secretarial management service offered by NJ Corporate Consultant. This will be followed by identifying the problem facing, rating the level of effectiveness and efficiency, examining and evaluating the process of preparing, lodging, updating and tracing and prescribing some solutions.

IMPERFECT AGREED-UPON PROCEDURES AUDIT IN THE ENTERTAINMENT INDUSTRY

RESEARCHER: NOOR MUNIERA FARHIN BINTI ZAMBRI

SUPERVISOR: MR FAISOL BIN ELHAM

Abstract

An audit on procedures that have been agreed upon is a series of criteria that are outlined by the client before an external auditor is hired to undertake an audit on a particular testing or business process. The processes, which are collectively referred to as audit standards, are conceived of and settled on by the organisation that is carrying out the audit in conjunction with any relevant third parties. This report discusses the agreed upon procedures audit especially in entertainment industry where the client hired an external auditor to perform audit on production expenditures incurred by production house. The report also discusses the issues arise from the implementation of current agreed upon procedures audit in entertainment industry and the possible recommendation to overcome the issues. Agreed upon procedures audit deals with a set of standards being agreed in advance which expose the process to limitations. The imperfectness level varies from one engagement to another. This study focuses on agreed upon procedures engagement between external auditor, PwC, the client, FINAS, and the third party, FIMI Applicant which is the production house. Issues arise are to be tackle with simply clearer procedures being set into the said engagement.

AUDIT PROCEDURE ON REVENUE FOR PUBLIC SECTOR IN ALJEFFRIDEAN PLT - PUTRAJAYA

RESEARCHER: NOR QUARATU AIN BINTI SHAIFULYAZAN

SUPERVISOR: DR. ADURA BINTI AHMAD

Abstract

The goal of auditing is to verify that the financial statements produced by a company are true and fair. It is critical that an entity's financial statements, whether private or public, be audited. Furthermore, each item in the financial statements has its own audit procedure, which also applies to revenue. As a result, based on my practicum experience, internet research, and a literature review, this report will concentrate on analysing revenue audit procedures for entities in the public sector. We will examine whether the current audit procedure is adequate for covering all areas of revenue transactions. We will examine whether the current procedure is deficient in any way and capable of achieving its goal. As a result of my observations, I may conclude that the existing technique is adequate. This is because existing procedure requires auditors to conduct a thorough assessment of revenue transactions. Aside from that, the process can demonstrate that they are sufficient to meet the goal of this study. Although we often audit on a sample basis, the technique can verify whether the revenue recorded by the organisation is true and fair.

EFFECTIVENESS OF COMPANY INTERNAL CONTROL ON AUDITING PROCESS IN MOHAMED AWANG & CO.

RESEARCHER: NOR SHAHIRA BINTI HARUN

SUPERVISOR: DR. WAN NORHAYATI BT. WAN AHMAD

Abstract

The research is being conducted to investigate the efficacy of internal controls in the auditing process at Mohamed Awang & Co. This research will begin with an introduction to the topic of the investigation, followed by the study's purpose. The research approach used to perform this study is discussed in the following section of this research. The data utilised in this study were acquired using a data collection method and a data analysis approach in order to obtain the information. Following the data analysis and interpretation, there follows a discussion of this research. As a result, the discussions will demonstrate how the internal control implemented in the company and efficiency of the internal control applied by Mohamed Awang & Co. The conclusion and some recommendations were made at the end of this research to suggest a few steps that Mohamed Awang & Co. should take in order to improve their services and give effective internal control in their firm.

EVALUATION ON THE FINANCIAL PERFORMANCE IN RZ JALAI ENTERPRISE

RESEARCHER: NOR SHASLEEN ASYHRANI BINTI ISMAIL

SUPERVISOR: DR. SAMIHAH BT HAJI SAAD @ ISMAIL

Abstract

Industrial training is an important phase of a student life. A well planned properly executed and evaluated practicum helps a lot in developing a professional attitude. It develops an awareness of industrial approach to problem solving, based on a broad understanding of process and mode of operation or organization. The aim and motivation of this industrial training is to receive discipline, skills, teamwork and technical knowledge through a proper training environment, which will help me as a student in the field of accounting, to develop a responsiveness of the self-disciplinary nature of problems in accounting. During a period of six(6) months training at RZ Jalai Enterprise, I acted as multitasking employee. I do work related to accounting and help with external work. This study is made for the purpose of studying the financial performance in RZ Jalai Enterprise. There will be an introduction about the topic of the study at the beginning of this study and followed by the objectives of the study. In the following part of this study, methodology used in completing this study has been mentioned which is through the data collection method and data analysis method. Next, the discussion on this study exists after the analysis and interpretation of the collected data. The discussion will show the importance of making the financial analysis in RZ Jalai Enterprise. At the end of this study, conclusion and some recommendations were made as to suggest a few actions that RZ Jalai Enterprise should take in order to improve their company's performance.

THE COMPETENCY OF REANDA LLKG INTERNATIONAL AUDIT DOCUMENTATION

RESEARCHER: NOR SYAZWANI BINTI MOHD FAUZI

SUPERVISOR: DR MUDZAMIR BIN MOHAMED

Abstract

The paper examines the competency of the audit documentation in Reanda LLKG International. The primary record of the auditing techniques used, the evidence gathered and the conclusions drawn by the auditor during the engagement is the audit documentation. The auditor's professional judgement should be used to determine the volume, type and content of audit documents. To get better information and a real view from the auditor's side, a survey has been distributed to the auditors in the firm. Observations and experiences as well as internet research were also methods used in this study. This paper will discuss in depth the audit documentation implemented by Reanda and the issues identified pertaining to the audit documentation problems faced by the auditors. Based on the survey, the problems that arose were primarily connected to the preparation of the working papers and the storing of the audit files. Therefore, for the firm to overcome the problems, team manager need to properly review the preparers works and provide the guidelines related to audit documentation or audit procedures, all the team members should pay more attention when assembling the final audit files and the firm should add more racks or stores to keep their audit files.

UNDERSTANDING CONTROL IN THE AUDIT PROCEDURE OF AUDIT FIRM

RESEARCHER: NORAZIZAH BINTI IDRIS

SUPERVISOR: DR. ARYATI JULIANA BINTI SULAIMAN

Abstract

The report is containing an internship experience, audit procedure and internal control on audit firm which is Adam & Co, Bangi. This report will detail and explain Norazizah Binti Idris's internship knowledge, which lasted 27 weeks in the completion of his Bachelor of Accounting. The training period started on 7th March 2022 and ended on 8th September 2022. I was guided by my academic supervisor, Dr Afiatul Juliana Binti Sulaiman and industrial supervisor which is Miss Maizatul Amirah Binti Mohd Tarmizi. The goal of this programme is to complete the required courses in order to complete the degree from Universiti Utara Malaysia, Sintok. The training refers to real-world job experience that is important to professional growth and will benefit the student in the future. Firstly, will starting to define the term industrial training and describe the goals of such training. This section also goes through the objectives of the industrial report in depth. The company's background, history, vision, mission, service philosophy, operation and function and organizational chart. Then in discussion will explain audit procedure in Adam & Co, internal control in audit procedure and advantages in internal control. Other than that, provides an overview of the training and the student's experience in working of audit procedure in training place. Last but not least, the trainee had the opportunity to learn more about accounting and auditing a client's business. This training also provides students with valuable work experience that is connected to their study. Finally, in this report will explain some recommendation to Adam & Co that can make an improvement to be effectiveness in internal control and audit procedure.

PAYROLL MANAGEMENT SYSTEM FOR STUDENT TRAINEE

RESEARCHER: NUR ABSARINA BINTI AZIZAN

SUPERVISOR: DR RAUDAH BINTI DANILA

Abstract

The payroll management system nowadays plays important roles in all fields as the process is streamlined to provide quick, transparent and standardized payroll management for student intern to reduce the risk of employee misunderstandings and conflicts. This project is about payroll claim for intern student that will transfer manual system to computerized and online system. Every routine task can be efficiently handled with the help of a well-organized management system. The Payroll Management System is an online system that will aid in the company's internal management. The primary goal of this proposed system was to develop and implement the payroll claim, an integrated and secure system that can improve and simplify day-to-day work. This system prioritizes management and intern students. Currently, Schlumberger already have a system by using spreadsheet however, sometime the problem is arisen due to the lacking functions that been used. Spreadsheets is good platform to be used, but the tendency error are happened is quite high, for example during entering the data and for sure data the error cannot been detect. To reducing same mistake, I decided to have a system to manage the payroll for their staff efficiently and effectively. When using a system, time will be saved, and the information is easy to view by user or admin. I have decided to develop a computerized payroll system for intern student and been designed according to the criteria that stated.

AUDIT PROCEDURE AND PROBLEMS ENCOUNTERED WHILE AUDITING COMPANIES IN S ASSOCIATES

RESEARCHER: NUR ADIBAH NAJIHAH BINTI RUSLAN

SUPERVISOR: DR. MOHD FARID ASRAF BIN MD HASHIM

Abstract

This report is prepared to study the audit procedure while auditing companies' financial statement and the problems encountered while performing audit at S Associates. Audit procedures are measures taken by auditors in gathering all information regarding the accuracy of financial information provided by companies. These information helps auditors in forming an opinion on the financial statements to see whether they reflect the true and fair view of an organization's financial position. This report is prepared to study the audit procedure while auditing companies' financial statement and the problems encountered while performing audit at S Associates. Auditors as S Associates had encountered a few problems during performing their audit such as insufficient supporting documents, data entry errors and tax-deductible items in income statements.

ESM INVOICE TRACKING SYSTEM

RESEARCHER: NUR AIN ADILA BINTI JAMALUDEN

SUPERVISOR: DR. RAFAEH BINTI MAT SAAT

Abstract

ESM Invoice Tracking System (EITS) is a system that create from MS Access platform that enables employees from Finance-Account department in Evyap Sabun Malaysia Sdn. Bhd. to retrieve and view all current and previous invoice information and where they located. The system is developed in accordance with the Systems Development Life Cycle (SDLC) method over the course of 6 months. Through the use of this system, employees could access to the location of invoice documents without locate a certain invoice among the jumble of documents. Currently, the management archival of the invoices are done by manual means that involves physical storage. With the development of this system, the department could take advantage of the automated system and saves a substantial amount of time in archiving those documents. The output of this project would to an extent, help and improve the business process of storing and retrieving the invoice documents, hence maximizing productivity.

PROCEDURES AT GRANT THORNTON MALAYSIA PLT

RESEARCHER: NUR AINA MAISARAH BINTI TAJUL MAZLAN

SUPERVISOR: DR. MUDZAMIR BIN MOHAMED

Abstract

This industrial training report of Nur Aina Maisarah binti Tajul Mazlan to undergo an industrial training for a period of six (6) months prior to completing the Bachelor Degree courses. Industrial training starting on 7th March 2022 until 8th September 2022, at Grant Thornton Malaysia PLT.

The aim of this program is to complete the course requirements in order to graduate from university and complete the Bachelor Degrees. Prior to graduation, practical training refers to work experience that is relevant to professional development. Students enrolled in the Bachelor of Accounting with Honours programme who have completed practical training must write and submit a report. This report is an important platform for them to communicate what they learned and experienced during the practicum.

This report defines the description of industrial training, the objectives of the practicum report writing and the methodology used to collect data for this report in the first section. This section describes the objectives of the industrial training report and the industrial report in detail. The background of the organization and an overview of the audit department are presented in the following section of the report.

The next section describes the discussion section, which shows the results of the chosen topic, which is the System Evaluation and Internal Control. First and foremost, this section defines the audit system description, the audit procedures, the audit system flowchart and its description and the SWOT analysis of the audit system. The description of internal control and the principle of control activities are also defined in this section.

Finally, the following chapter provides a conclusion and recommendations for this study to improve. Following the conclusion sections, there will be details of all references used to complete this report writing, as well as appendices to disclose any supporting documents to support this report.

AUTOMATED LEAVE APPLICATION SYSTEM FOR JAMAL, AMIN & PARTNERS, KL

RESEARCHER: NUR ATHIRAH HAZIQAH BINTI MOHD SAID

SUPERVISOR: DR KHAIRINA BINTI ROSLI

Abstract

In the existing leave process, Jamal, Amin & Partners (JAP) follows manual leave procedure in which the staff who intend to take time off are required to fill in a form at least a week before the leave date. The leave application status will be released after receiving approval from manager and human resources manager. Most of the time, the staff will never know the status of their applied leave. At the end of the day, they just assume that their leave has been approved if they did not receive any reply from the administrative clerk. This may increase the curiosity among the staff regard to their leave application status. Besides, this manual leave procedure requires more time consuming. This work can be automated through the use of this application. Automated Leave Application System give advantages mainly for Jamal, Amin & Partners (HQ), Kuala Lumpur and any company who still be using manual leave application system in applying time off. This application can also allow users to check the pending leaves that they have. The objective of this project is to eliminate paperwork and manual intervention and improve communication between human resource department and employees. It will allow the employees to apply for leave anywhere, anytime if they can access the internet.

TAX DISPUTE: THE ROLE OF THE TAX AGENT

RESEARCHER: NUR ANIS LIANA BINTI ALIAS

SUPERVISOR: DR. AHMAD FADHIL AQMAL BIN HASHIM

Abstract

Ever since the taxation system existed, the dispute over it is unavoidable since it is impossible to satisfy two parties with opposite intentions. The first party, the tax administrator or in this case the Inland Revenue Board Malaysia (IRBM) worked with the proper system that give them an upper hand in this situation. If compared to the taxpayers, most of them especially individual and small business taxpayers do not really understand how the system work and the law and regulation behind it, thus the odds are usually not on their side. This paper will unravel the tax administration process in order to understand more about the dispute that happened and how the action is taken or can be taken by both parties. The paper also explains the importance of the tax agent in this event. This report is been made by referring to the Income Tax Act 1967 as the main source in order to explain the process accurately. This study also looks over a few past cases to understand more about the application of this matter. The reports show that taxpayers need to work side by side with the tax agents to strategically convey their opinion in regard to the dispute. It is important that this report will help give insight into the rights and power that both parties have in upholding their belief.

DETERMINANTS OF DELAY AND INEFFECTIVENESS IN THE PROCESS OF PREPARING CLIENT'S ACCOUNT

RESEARCHER: NUR ATHIRAH BINTI MOHAMAD TAUFIK

SUPERVISOR: MADAM MASANITA BINTI MAT NOH

Abstract

Practicum is one of the compulsory subjects that should be taken by the undergraduate whose study in Universiti Utara Malaysia (UUM). It is requisite for all students who already passed all subjects for seven semesters. It is also one of the important assessments that student needs to complete as a requirement prior to graduate. The practicum refers to work experience that is relevant to professional development prior to graduate. The purpose of practicum is to expose students to the real work environment in the field or industry related to the course taken. In addition, students also could improve their knowledge and skills in addition to practice what they learn at the university. This practicum report is a record of overall reports throughout the industrial training. This report explains the determinants of delay and ineffectiveness in process of preparing account for clients, comparison between MYOB Accounting Software and AutoCount Accounting Software, ways to overcome the delay and ineffectiveness in accounting process, conclusions or summaries to the entire report that has been made, and comments related to the training carried out as well as recommendations for the organization to improve the process in the future. Overall, this practicum report is presented for the UUM to evaluate and understand every work that has been done by students during their industrial training at the organization. Therefore, this practicum report is expected to be useful to readers as an additional reading material and source of knowledge in the relevant field.

CASH MANAGEMENT SYSTEM

RESEARCHER: NUR ATHIRAH BINTI MOHAMAD TAUFIK

SUPERVISOR: DR. RAUDAH BINTI DANILA

Abstract

Cash management is a vital practise for a company's well-being because it entails the assemblage and control of cash flow and is a crucial part of the stability in terms of a company's financial (CFI Team, 2022). Ar-Rahnu KPPKNK frequently uses cash in its everyday activities, however automated cash management technologies are still underutilised. The issues encountered in this company include the lack of a systematic system to assist staff in preparing daily cash statements, and no effective platform to track monthly cash transactions. So, the goal of this project is to create a system that will aid management in managing and coordinating daily cash sheets, as well as allowing staff and management to observe their daily or monthly cash income, cash spending, and online transactions. The SDLC technique was utilised to design the system. This system has its own features, limits, and functional and non-functional requirements. It has been designed with specific functionality that will tackle and deal with the issues mentioned. Hence, this system intends to simplify Ar-Rahnu KPPKNK's daily routine by empowering them to control their cash data on a single platform, increasing the company's efficiency. It cannot, however, provide the net profits of the entire organisation, determine the pawn value of gold jewellery, or forecast future cash flows.

THE CHALLENGES FACED BY AUDITOR DURING PERFORMING AUDIT PROCESS IN GEE & CO CHARTERED ACCOUNTANT

RESEARCHER: NUR EZZATUL ADAWIYAH BINTI AHMAD SABREE

SUPERVISOR: DR MAZRAH BINTI MALEK

Abstract

Industrial training or internship is a form of learning which take place in a company or business by offering the students to adapt what they have learned in practice and develops professionally. Since industrial training is student's studies, it must be well planned and supervised. It is compulsory for all students as it has been part of requirement to complete the programme before graduation. At the first part of report, will provide information consist of the background of the audit firm such as details of the organization, the core business, the job scopes, number of employees and trainees. At second part of the report will describe the specifics of the knowledge and skills that were acquired during the training. As an illustration, consider the information that learned about taxation, auditing, accounting, administration, secretarial work, and computers. The soft skills are also a part of it. In terms of the soft skills, time management and communication abilities were developed during the internship. The next topic is discussed about the issues highlighted or problems that have encountered throughout industrial training. The topic of the study "The Challenges Faced by Auditor During Performing Audit Process" which consists of five issues. The challenges that will arise during the audit process, improper client account preparation that will affect the audit work, a lack of client cooperation during the auditing process, and an overreliance on inquiry as audit evidence that will affect the audit quality work will all be covered in this discussion. Will also talk about the knowledge and skills gained because of challenges with auditing. Lastly, a conclusion will be derived for the report that includes the summary from the introduction of the company, the skill and knowledge learn there and the recommendation of issue related to the study.

EVALUATION AND PRACTICE OF SYSTEM USE FOR PROCESSING INVOICE IN FIRST SOLAR MALAYSIA SDN BHD

RESEARCHER: NUR FARISHA BINTI ABDUL HALIM

SUPERVISOR: DR. NORHANI BINTI ARIPIIN

Abstract

Processing of financial invoices is an essential component of the day-to-day operations at Accounts Payable department in First Solar Malaysia Sdn Bhd. In order for the company to stay relevant and accountable, they had implemented financial automatic invoice system which are AiXPress, Accuimage, and SAP Systems. These systems are implemented by the Accounts Payable department of First Solar in order to sort and process the invoices. This automation systems have a potential to save time and money while protecting the business from costly errors. Previously, manual invoice processing generally requires entering data, verifying accurate information, and storing documents. Even when performed accurately, these extra tasks are time-consuming. With automated invoice processing, it also offers complete automation for the management of invoices, which enables businesses to reduce the amount of manual labor they perform, speed up the processing of invoices, and gain greater financial control and visibility. The scope of this research is to evaluate the system use in account payable department for processing invoice such as SAP system, AccuImage and AiXpress. In addition, this study was able to determine the level of user satisfaction experienced by First Solar Malaysia Sdn Bhd employees when using the AiXPress, Accuimage, and SAP billing processing systems. Lastly, this study also explains about the advantages and disadvantages encountered while using the system such as invoice routing errors and system problems.

ISSUES AND PROBLEM IDENTIFIED WHILE PREPARING TAX COMPUTATION IN A&K CONSULTING SERVICES

RESEARCHER: NUR HALIZAH BINTI MOHD AMIN

SUPERVISOR: DR ARIFATUL HUSNA BINTI MOHD ARIFF

Abstract

Tax agents are financial experts who specialise in tax laws, accounting, and any other financial consultation. Financial advisors typically interact directly with clients and are aware of their financial shortcomings; thus, they have the responsibility to advise clients on tax planning and compliance. Tax consultants, on the other hand, are usually kept up to date on government changes and how to interpret the most recent changes. A tax agent is the person to go to for useful tax advice, up-to-date tax requirements, a thorough understanding of all tax deductions that you are eligible to claim, tax compliance requirements and actions, and, most importantly, tax planning. Many tax professionals are skilled at tax compliance but not tax planning. Tax planning requires more forward thinking, planning, forecasting, and analytic skills, which are more akin to those of a finance consultant. However, there are also a lot of issues faced by an tax's agent in order to perform their job. In conjunction with that, this study was carried out with the objective to identify the role of accountant and important of tax's agent, to examine issue and problem encountered while preparing client's account in A&K Consulting Services and accounting procedures and practice used when the company recognises revenue. In order to achieve the objectives mentioned above, this study used observations and experiences during the training, inquiry and discussion with the company staff and internet website to gather useful information related to the study.

EMPLOYEE LEAVES MANAGEMENT SYSTEM

RESEARCHER: NUR HAWARIAH LIYANA BINTI LUKMAN

SUPERVISOR: DR. RAUDAH BINTI DANILA

Abstract

Employee Leaves Management System is a system to manage the leaves for the employee for the company. For HEX Corporate Strategies (HEX), the developer has identified that the company are still using manual system which is apply leaves using paper and place it in the file for record. It is not suitable for a growing company since the employee is keep increasing day by day and that is why the developer come up with this system so that it can be used by the company. The objective of this system is to produce an effective system for employee to apply for leaves. Besides, it also can control the application taken by employee and employee can know and keep track on how many leaves left. It also will provide a proper filing related to the leaves and HEX do not need to use file and wastepaper to record the leaves. As we know, employee is the important part of a company and that is why a proper filing needed to record everything about employee. The method that has been chosen in developing this system is System Development Life Cycle (SDLC) and the data is collected by the observations, interviews and through the internet. The development of the system using this method will be done phase by phase before it completed as a whole and can be used by the user. The major finding for this system is it is a user-friendly and can be used by the people even with no IT background. The developer hope that this system can help HEX Corporate Strategies in minimize the workload for the admin and to proper record the leaves application by the employee.

TENANT'S MONTHLY SALES SYSTEM

RESEARCHER: NUR HAZIQ IZZUDDIN BIN DAMAN HURI

SUPERVISOR: DR. RAUDAH BINTI DANILA

Abstract

The definition of systems development is a process that involve in defining, designing, testing and implementing a new system. The purpose of developing a system is for an organization to have a system that can meet their requirements and needs. The prime objective of this project is to develop a system called Tenant's Monthly Sales (TMS) system for Genting Simon Sdn Bhd that can help its employee in collecting tenant's monthly sales. Genting Simon Sdn Bhd employee mostly involve in using a system in completing their daily task. However, there are some part that do not involve in using a fully develop system. The problem arise due to it is time consuming in completing the task because of some factors that need to be count. Employee need to visit tenant's store in order to collect tenant's sales for a month. Having a fully function system can help in avoiding employee to make direct contact with tenants and collect tenant's monthly sales more efficiently. Systems development is important to improve employee's performance and help to fulfill the organization requirements and needs. Hopefully, this project can exceed its benchmark and can minimize its limitations.

ANALYSIS OF ERNST & YOUNG PLT'S AUDITING PROCEDURES

RESEARCHER: NUR NADHIRAH BINTI HISHAM

SUPERVISOR: DR. MOHD. RAIME B. RAMLAN

Abstract

This study demonstrates the auditing procedures practiced in an organization. The present study explores the details in all stages or steps in a proper audit procedure. I will describe the overall audit procedures in detail with my understanding during internship and knowledge learnt from university. Primary data were collected from an interview session with Senior in Assurance of EY Kuala Terengganu PLT. The findings of the study suggest there are four main phases in the audit procedure which practiced by the organisation. All these four phases will be discussed in detail to meet the objective of the research. Besides, I will also show the current software or tools which could enhance the effectiveness and efficient of audit provided to the clients.

EFFECTIVENESS OF PAPERLESS AUDITING IMPLEMENTATION AT RAFIDA REJAB & CO.

RESEARCHER: NUR NAZIFA BINTI SALEHUDDIN

SUPERVISOR: DR. FAISOL B ELHAM

Abstract

This report describes the effectiveness of paperless auditing implement at Rafida Rejab & Co. an audit firm in Malaysia. Paperless auditing seems like new method that simplify the audit process itself and already applied several almost all of audit firm and move forward from manual method. But, there are differences between paperless and manual auditing. Hence, there are pros and cons arise from paperless auditing method. So, in this report will specify the pros and cons with several recommendations to overcome the disadvantages determined as well as improve paperless auditing.

ABOT SYSTEM: REALIBILITY TO EVALUATE AUDIT PROCEDURES

RESEARCHER: NUR SHAFIEKA BINTI MOHAMED SHAMSHUDIN

SUPERVISOR: DR. MOHD. RAIME B. RAMLAN

Abstract

From this study, the first focus will be on the background of the audit firm and it will explore about auditing procedures practiced by the audit firm. The purpose of this study is to explain all the three (3) steps required to complete the procedures from the firm's view of practice. The 3 important steps are Audit Plan, Audit Execution and Audit Completion. All these phases will be discussed in detail to fulfil the objective of the research. Then, this study also will be focus on the system used by the firm, which is aBOT system. The main objectives to be achieved by the study is reliability of aBOT system to evaluate audit procedures. The method used by the firm to handle the issue is using support system team.

USER'S SATISFACTION OF OPERATION AND FINANCIAL SYSTEM AND IMPLEMENTATION OF ACCRUAL ACCOUNTING TREATMENT

RESEARCHER: NUR SYAHIRA BINTI ISMAIL

SUPERVISOR: DR. MUDZAMIR BIN MUHAMAD

Abstract

Computerized system is a major contribution for organization to their business activity rather than manual system. Computerized system able to save time, proper documentation and safe to save an information. It also can help user to gather an information and easy to find any past information or data when needed. The system used by Q-Team Sdn Bhd are both operation and financial system for their business activity. Accrual basis for both expense and revenue being implemented by Q-Team Sdn Bhd for financial statements. Accrual basis use to record rental of building, forklift rental, rental machine for workshop, utilities charges, prepayment insurance, license and other expenses. In addition, accrual basis also implemented for revenue to record service provided in current month but need to bill the customer at next month date. Thus, in this report will be determine of user's satisfaction on the operation and financial system used by Q-team Sdn Bhd and to illustrate on how company applied accrual basis of accounting in their financial statement.

EMPLOYEE ATTENDANCE SYSTEM

RESEARCHER: NUR SYUHADA BINTI MOHD AZHAR

SUPERVISOR: DR. KHAIRINA BINTI ROSLI

Abstract

The Employee Attendance System aims to help keep track of employees' attendance. It's the system used to track the time in and the time out of employees. Besides that, the purpose of this system is to make sure that the employees are punctual and do their jobs on time. The employee attendance system's goal is to assist administrators in keeping track of employees and help the employer to get a quick report and also can see the performance of employees. Currently, there is no proper system to monitor the employees' attendance at Geetha & Co. Besides, companies still use the paper-based system to store the records of their employees. With the implementation of this system, paper-based system will be eliminated. This system can save time and minimize the manpower needed for manual system. The administrators can easily trace the attendance of the employees compared to manual paper recording. Lastly, the employees' records are more secure because are saved in the database. This system also helps to reduce clerical costs such as papers, files, and stationery.

PRESSURE OF AUDITORS: DOES IT AFFECT THE AUDIT QUALITY IN EY?

RESEARCHER: NUR UMAIRAH BINTI MOHD RIZAL

SUPERVISOR: DR FAISOL ELHAM

Abstract

This study aims to investigate whether the pressure faced by auditors can affect the audit quality in EY. Surveys and interview sessions were conducted to collect data and the respondents are the EY's auditors. The questions are mainly related to the factors that have trigger their pressure, the consequences of pressure to audit quality and the recommendations that should be taken by EY to solve this issue. The respondents for the surveys and the interview sessions were chosen depending on their availability and willingness to involve. The result of the surveys and the record from the interview sessions were used to analyse the data. The discovery demonstrates that the pressure of auditors in EY are caused by the factors of no recurrent staff, being underpaid and the redundancy of the engagements. Thus, from their opinion, the pressure could affect the audit quality by causing high turnover, audit error and lower audit integrity. While for the recommendations, the auditors have suggested EY to revise the overtime system and restructured the audit cycle.

CREDIT MANAGEMENT OF PPK SEPANG

RESEARCHER: NUR UMIE NATASHA BINTI ISHAK

SUPERVISOR: PROF. MADYA DR. MOHAMMAD AZHAR BIN IBRAHIM

Abstract

The purpose of this study is to examine the process of credit management that has been implemented by PPK Sepang and also the credit collection performance of PPK Sepang, which is one of the processes in credit management. This study also aims to investigate whether PPK Sepang has implemented good credit management in their company. Therefore, the study used the observation method to investigate the credit management process and documents and records as a research design to analyze the credit collection performance of PPK Sepang. The findings indicated that PPK Sepang has adopted several processes in their credit management and also their credit collection performance was shown not to have a good outcome. Therefore, PPK Sepang will need to make some improvements in their credit management processes.

EVALUATION OF THE SYSTEM / INTERNAL CONTROL THE COMPETENCE OF PAYROLL SYSTEM IN AZLAN AZIZ & PARTNERS (AMPANG)

RESEARCHER: NUR AMALIYA BINTI NASRUN

SUPERVISOR: DR. RUSNIZA BINTI ABDUL RAHMAN

Abstract

This study aims to find out and at the same time analyze how the payroll system and internal control is currently being implemented at Azlan Aziz & Partners (Ampang). At the beginning of this research will be an introduction about the topic of the study and followed by the objective of the study. In the following part of this research, there is some information about the research methodology used to complete this study. In order to get the information, the data used for this study is primary data obtained directly from Azlan Aziz & Partners (Ampang) and secondary data from internet searching. Then, Data Flow Diagram (DFD) and discussion of this research exists after the analysis and interpretation of this data. Therefore, the discussions will show the significance of a sufficient payroll system and good internal control implemented in Azlan Aziz & Partners (Ampang). At the end of this research, the conclusion and some recommendations were made as to suggest a few actions that Azlan Aziz & Partners (Ampang) should take in order to improve their payroll systems to provide sufficient payroll cycle and good internal control.

AUDIT FIELDWORK CONDUCTED BY AFTAAS AND ITS WEAKNESSES

RESEARCHER: NUR SURAYA BINTI HASNI

SUPERVISOR: DR. FATHIYYAH BINTI ABU BAKAR

Abstract

Audit's evaluation step is referred to as fieldwork. This phase consists of evaluating the adequacy of internal controls and compliance, testing transactions, documents, and resources, and carrying out any other procedures required to achieve the audit's objectives. Generally, before the audit fieldwork is conducted, a proper documentation for the audit planning is required as a guideline for the auditor to execute audit work in effective and efficient manner. Then, to obtain adequate audit evidence, the proper audit procedure should be performed to ensure it is reliable. Audit procedures performed, relevant audit evidence obtained, and the conclusions reached should be documented properly in audit working paper and stored in audit files. Throughout the industrial training period, a few of audit fieldwork has been conducted and some of the weaknesses has been detected throughout the process. Therefore, the purpose of this study conducted is to be able to gain greater understanding in regards with the audit fieldwork conducted and to highlight a few weaknesses detected from planning phase to documentation for improvement as the weaknesses highlighted may affect the auditor's opinion. Observation, self-experience, reflection, and readings really help a lot to ensure this study can accomplish its objectives.

ORDERING MANAGEMENT SYSTEM FOR RICHIAMO COFFEE SDN BHD

RESEARCHER: NURIN AISYAH BINTI NOR ISHAM

SUPERVISOR: DR. KHAIRINA BINTI ROSLI

Abstract

This report presents the outcome of a study on the ordering management system in the headquarters of Richiamo Coffee Sdn Bhd. Thorough observations and verbal surveys were done in understanding the current ordering management system. Based on the results of the observations and surveys, the weaknesses of the current ordering management system were detected and the solution to improve the current system is presented in this report. SWOT analysis method were done in making a solution for this problem and the new ordering management system is created by using System Development Life Cycle (SDLC). The current ordering management system is a manual system where the clients make ordering through WhatsApp messages or through phone calls that is very not systematic, and mistakes often occur since there are a lot of clients that need to be attended. Therefore, the new system is created to overcome those problems as the new system allows the clients to make ordering from a website. This new system could also help in reducing the number of phone calls that the admin to answer every day. This system is not only useful to the clients but also the management in the headquarters.

THE ABILITY OF AUDIT PROCEDURE IN MW.SG

RESEARCHER: NURUL AINA BINTI MOHD TAUFIK

SUPERVISOR: DR. MOHAMAD AZHAR BIN IBRAHIM

Abstract

This study aims to determine whether the audit procedures performed by the auditors in MW.SG are in accordance with expectations and their duties. The process will help the auditor to rationally explain the situations that they are responsible for. The theoretical and practical aspects of the audit process used by MW.SG will both be covered in this report. Furthermore, because each of my colleagues has a unique skill set for handling problems that develop while performing auditing in the company, I would like to learn more about their abilities in this regard. I shall describe the history of the business and all the tasks that my manager assigned to me at the beginning of this report. I will next go into detail regarding the results of this case study. All of the outcomes are based on the knowledge I gained from my colleagues and supervisor throughout my internship. Finally, I would provide some conclusions and recommendations based on this conversation.

E-PERSONNEL (EMPLOYEE ATTENDANCE AND LEAVE MANAGEMENT SYSTEM)

RESEARCHER: NURUL AINA SYAHIRA BINTI ESA

SUPERVISOR: DR. SAZALI BIN SAAD

Abstract

Employee attendance and leave management system is a system that can be used by any firm or enterprise to manage employee attendance and holiday management. This project allows employers to have control over the attendance and leave management of their employees to ensure that employee got a good work-life balance. If this is not managed properly, it may be difficult for the firm to fulfill its business goals because employee strength may fluctuate due to absences and variable presence, which can present problems such as fewer people working on a project at once. This project is also important for small to medium companies like Neo & Associates to make use of the system for the possibility of a bright future. The goal is to help them systematically manage attendance and leave management through a system that is less costly and efficient.

PROBLEMS ENCOUNTERED WHILE PREPARING CLIENTS' ACCOUNTS AND PERFORMING AUDIT PROCEDURES

RESEARCHER: NURUL AMIRAH NAZIHAH BINTI ISMAIL

SUPERVISOR: DR FAISOL BIN ELHAM

Abstract

Being involved in the professional services related to accounting and auditing has given a lot of opportunities to view and experience the process and procedure of preparing the account and performing the audit for the clients as a whole. There are several problems that have occurred when preparing the clients' account and performing the audit procedures. The problems are most likely related to one another. In conjunction with that, this study was carried out with the objective of determining the problems encountered while preparing the clients' account, identifying the problems that occurred when performing the audit procedures, and discussing and giving some recommendations and solutions to the problems that occurred in MNZWAJ Associates Melaka. In order to achieve the objective mentioned, this study applied observations and experiences during the internship training, journal articles, and websites to gather useful information for the purpose of this study.

**STATE SECRETARY'S OFFICE OF KEDAH (FINANCE SECTION)
ALOR SETAR, KEDAH**

**RESEARCHER: NURUL ASMA' BINTI JUHAIMI
SUPERVISOR: DR. SHAHIFOL ARBI**

Abstract

Attendance and allowance are two essential functions in which all organizations are primarily responsible for, and the State Secretary's Office of Kedah is not an exception. Allowance is given as a form of compensation in exchange to the services provided by practical students at the State Secretary's Office of Kedah. It is the office policy that the allowance is given subject to the attendance of the students, where daily allowance of RM20 will be given. The current practical allowance claim process is manually done where many forms have to be prepared and several approvals have to be gotten before the allowance can be claimed. Therefore, to address the issue, it would be nice if the entire process is automated. The outcome of this project is Attendance-based Allowance System, a combination of attendance system and allowance computation system, to help streamline the entire process of allowance claim of practical students of the State Secretary's Office of Kedah.

THE COMPETENCE OF FINANCIAL ACCOUNTING PROCEDURES IN MZ PRIMABINA

RESEARCHER: NURUL ASYIQIN BINTI ARZMY

SUPERVISOR: DR. DANILAH BINTI SALLEH

Abstract

It is believed that a proper guideline is important for a financial accounting department so that they will be aware for their responsibility and what expectations that they should meet when doing a financial accounting work. Also, this will help an accounting to be alert in their work so that they can give suitable opinion from the financial accounting work that has been done. This study will examine the competence of financial accounting procedures in MZ Primabina. The scope includes the theoretical financial accounting that has been studied and real practiced done by the firm. With that in mind, I want to know the competencies of their financial accounting procedures that MZ Primabina has been practiced if it is efficient to be used. The first section of this study will explain about background of MZ Primabina. Also, I will explain my entire task when I'm undergoing practicum in this firm. Next section is where I will explain my findings when conducting this study. The data were gathered based on my experience and explanation by my supervisor and colleagues in the firm. At the end of study, there were conclusions and recommendations given based on overall discussions in the study.

E-AUDIT SYSTEM

RESEARCHER: NURUL ATIQAH BINTI ISMAIL

SUPERVISOR: DR. YURITA YAKIMIN BINTI ABDUL TALIB

Abstract

The goal of developing this system is to enable the Wan Nadzir & co Alor Setar Branch to organize their audit task systematically with the staff by reviewing its staff audit task in the system. I found out that all of the organization assignments for tasks and duties were done manually. Typically, an admin will text the audit task via WhatsApp to manually assign tasks. This study will focus on how Wan Nadzir & Co will convert a manual process into a system process that will be used by two separate users. The admin will enter and distribute the task specifics and deliver them to the staff automatically rather than manually by WhatsApp. With this system, an admin is able to review and respond to their staff-submitted audit tasks efficiently. Admin will have a proper and systematic method to review its staff audit task. Furthermore, the staff is able to submit the audit task more organized.

AUDIT INFORMATION REQUISITION SYSTEM

RESEARCHER: NURUL AUNI AWATIF BINTI MOHD ZAMBERI

SUPERVISOR: DR. SHAHIFOL ARBI BIN ISMAIL

Abstract

A proper information management system is an essential factor to have an efficient organization. However, there is still low adoption of information management technology especially in a small firm that provides services to people such as audit, taxation and other financial services. The problems faced by small firms that provide financial services are the lack of proper information management system that can centralize the basic audit information such as client information, audit file number, company secretary information and payment information. There are still many small firms especially audit firms that prefer to use manual methods to store all the information due to lack of exposure to how important a good information management system is to the company. They still use traditional methods such as storing customer information in hard copy into files which causes files to pile up on every employee's desk. This situation makes the employees motivation to work and employees productivity declined. In addition, companies that still practice this traditional methods need a lot of shelves and a store room to be used as a storage place for old files. Therefore, the main purpose of this project is to develop an information management system that can assist in managing and retrieving information properly by providing a comprehensive system that can centralize all basic audit information into one place. The methodology used in developing the system is Systems Development Life Cycle. This system has its own capabilities and boundaries as well as functional and non-functional requirements. It has been built with certain features that will be able to address and solve the stated problems. Hence, this system is meant to help the admin and auditors managing and obtaining information, enhancing the employees productivity by reducing the time wasted during information retrieval and centralizing audit data on a single platform, which will boost the company performance. However, it is unable to display other audit information in depth such as client acceptance letter, audit engagement letter, bank confirmation, signing pages and others.

THE LACK OF INTERNAL CONTROL IN THE ACCOUNTING AND AUDITING PROCESS: THE CASE OF BAQIR HUSSAIN & CO

RESEARCHER: NURUL DIYANA BINTI SHAKIMI

SUPERVISOR: DR. FAIDZULAINI BINTI MUHAMMAD

Abstract

The research is made to identify the issues that arises correlates with the lack of internal control in Baqir Hussain & Co. The research starts with an introduction about the topics of the study and is followed by the objective of the study. The information of the research methodology that was implemented to carry out this study is discussed in the following section. To obtain the information, the data for this study were acquired using primary data and secondary data. The analysis and interpretation of the data are followed by a discussion of the research. As a result, the discussion will highlight the issues identified in Baqir Hussain & Co and the impact on the accounting and auditing process. The study's conclusion and recommendation were made to suggest a few actions that Baqir Hussain & Co to improve their internal control.

THE IMPACT OF THE MALAYSIAN GOVERNMENT'S BUDGET 2022 ON SOCSO'S CONTRIBUTORS AND OTHERS

RESEARCHER: NURUL JANNAH BINTI MOHD YUSOF

SUPERVISOR: DR NUR AZLIANI HANIZA BINTI CHE PAK

Abstract

For the past 2 years, the Covid-19 outbreak has continued to spread around the globe in an uncertain direction. The pandemic has revealed deeply underlying labour market instabilities and socioeconomic inequities, with low-wage jobs, youths, women, racial and ethnic minorities, self-employed individuals, and informal and temporary workers among the most impacted. In spite of this, the Malaysian government has incorporated several measures to combat the country's high unemployment rate through Budget 2022. The Budget 2022 efforts would assist in mitigating the growing unemployment rate, which jumped to 711,000 in 2020 from 508,200 in 2019, while young unemployment rose to 12% or 314,000 people in 2020 from 295,800 individuals in 2019 (10.5%). Moreover, Covid-19 substantially influenced employment and income sources, and by May 2020, unemployment had risen to 5.3%. As a result of allowing more firms to operate, the unemployment rate fell to 4.6% in August 2021. However, around 750,000 jobless individuals require financial aid to support them while searching for new job opportunities (Azman, 2021). Significantly, the key concept is the relevancies between Budget 2022 and the Social Security Organisation (SOCSO). According to Budget 2022 Measures under Initiative 5 Social Protection, there are 4 key government efforts via SOCSO, namely the Self-Employment Social Security Scheme, the Employment Insurance System (EIS) Enhanced Job Search Allowance, the JaminKerja hiring incentive, and the EIS Gig Initiative. Evidently, the major findings in this report were that there are 2 categories for EIS Enhanced Job Search Allowance, which are for SOCSO contributors and others. The government would continue to provide Job Search Allowance for SOCSO contributors and non-SOCSO contributors through rebranded EIS Enhanced Job Search Allowance. In summary, the first part of this report will briefly touch on the background of SOCSO to let the UUM Report Supervisor able to understand the nature of the organisation better. Next, there was a sub-section to describe the comprehensive tasks while completing practicum at this organisation. The main section discusses the findings from this study, and the data were primarily collected from consultation with SOCSO's officers and research through SOCSO's website. Lastly, in the final part of this report, conclusions and recommendations were provided based on the study's overall discussions.

THE AUDIT PROCEDURE USED BY SALIHIN ON BALANCE SHEET ITEMS

RESEARCHER: NURUL MARYAM BINTI MOHAMMED KASSIM

SUPERVISOR: PROF MADYA DR SITRASELVI A/P CHANDREN

Abstract

This internship report serves the purpose to record the details of my industrial training, which was conducted in SALIHIN, one of the audit firms in Kuching, Sarawak area. This report will cover the details of my internship in audit department for a duration of six months which began from 7th March 2022 until 8th September 2022. This report will go into greater detail about the audit procedure used by SALIHIN on the balance sheet items. Essentially, before beginning the audit procedure. This report will go over audit assertions and risk assessment in depth. Then, this report will go over various types of audit procedures in great detail. The first chapter will explain the background of the company and study. The objectives of this report will be covered in the second chapter. The methodology will be explained in the third chapter. The fourth chapter will focus on finding and discussion. The final chapter will be the conclusion. Appendices for everything related to the internship are also listed after the references.

EVALUATION OF THE PROCUREMENT PROCESS

RESEARCHER: NURUL NAJWA BINTI AZIZAN

SUPERVISOR: DR. WAN NORHAYATI BINTI WAN AHMAD

Abstract

This study demonstrates the process of procurement practiced by an organization. It explores in detail for the process of procurement method by direct purchase. This is where the student describe and explain the overall procedures with her understanding during the internship and knowledge that she have gained from her study in university. The purpose of this study is to understand in depth on the government procurement method and its process. For this study, there are five main objectives which student will highlight, 1) To understand the concept of procurement in public sector, 2) To identify the applicable legislation for procurement process in public sector, 3) To identify the government procurement method, 4) To understand the process of procurement method by direct purchase in Taiping Municipal Council and 5) To identify the strengths and weaknesses of the procurement method by direct purchase process. All these five objectives will be discussed further in order to fulfil the objective of the research. In a nutshell, procurement method by direct purchase process is understandable, although it has several weaknesses in the process.

WORK-LIFE BALANCE OF AUDITORS AT GRANT THORNTON

RESEARCHER: TAN PEI YIN

SUPERVISOR: DR. DANILAH BINTI SALLEH

Abstract

This study aims to discuss the work-life balance of auditors at Grant Thornton. The objectives of the study are (i) to understand the work-life balance practices at Grant Thornton, (ii) to discuss the work-life balance of auditors at Grant Thornton, (iii) to evaluate Grant Thornton's current work-life balance practices, and (iv) to provide recommendations to improve Grant Thornton's work-life balance practices. Both quantitative and qualitative approaches were used to collect primary and secondary data. Primary data was mainly collected using questionnaire distributed to 30 auditors at Grant Thornton Penang and Kuala Lumpur branches. Interviews and observations are also conducted to obtain primary data. Secondary data for this study was obtained through online research, journals and articles. The results showed that the auditors at Grant Thornton have not achieved work-life balance, and there is still much room for improvement in the work-life balance practices of Grant Thornton. This study also provided some recommendations for improving the work-life balance of auditors at Grant Thornton.

PROBLEM ENCOUNTERED WHILE PREPARING CLIENT'S ACCOUNT IN KKA CONSULTANCY

RESEARCHER: PIRARTHANA A/P PREM KUMAR

SUPERVISOR: PROF. MADYA DR. NORFAIEZAH BINTI SAWANDI

Abstract

Accounting is crucial in business because it helps companies assess their financial performance and gives readers of financial statements financial information to help them make decisions. As new companies are formed in Malaysia, accountants and accounting firms play an important role. Accounting is in demand because financial statements must be prepared. Effective accounting procedures must be developed to create relevant financial information. A CPA or accounting company also faces many challenges when doing their job. This study also aimed to describe definition of the accounting, accounting procedures, responsibilities of an accountant, and importance of accounting and practices in preparing client's account in KKA Consultancy, and examine problems encountered when preparing client's account. This study employed observations and experiences during training, inquiries and discussions with company's staff, and the internet to acquire relevant information.

EVALUATION OF SPECIFIC ACCOUNTING PROCEDURE

RESEARCHER: PRIYADARSINI S. SITHARTHAN

SUPERVISOR: DR. NORAZITA MARINA BINTI ABDUL AZIZ

Abstract

This study demonstrates the specific auditing tools and procedures in a specialized industry, mainly Financial Services Organisation (Insurance), practiced by the organization. The finding was based on one of the engagement companies I joined during the internship. The organization adopts several auditing tools to enhance the effectiveness and efficiency of the audit work. The organization has divided the audit procedure into four main stages. Then, all these four stages have been further divided into smaller steps to guide the EY personnel.

THE EXTENT OF APPLICATION OF ACCOUNTING TREATMENTS, TYPES OF TRANSFER PRICING REPORT ISSUED TO CLIENT, AND EFFECT ON INTERNAL CONTROL TOWARD THE BAKER TILLY MALAYSIA

RESEARCHER: YEAK QIAN HAN

SUPERVISOR: DR. AZHARUDIN BIN ALI

Abstract

This report aims to discuss the issues that findings in Baker Tilly Malaysia. The issues related to the the extent of application of accounting treatments, types of transfer pricing report issued to client and effect on internal control toward the operation of Baker Tilly. In order to understand and demonstrate that a client transaction engaging a related party is within the arm's length range, it is important to use accounting treatments to the extent possible. This provides the most reliable indicator of the arm's length result. Additionally, as we will document significant transactions rather than insignificant transactions to determine the type of report we need to apply, it is crucial to choose the appropriate report for the client based on their related party transaction and timeliness. A strong internal control system will enhance the effectiveness and efficiency of operations. I observed there are poor internal controls at Baker Tilly during my internship time, such as a lack of information security. I'll go into further detail about the issues the company is facing and provide my suggestions.

PROBLEMS ENCOUNTERED WHILE PERFORMING AUDIT PROCEDURE ON SUBSIDIARIES OF THE GROUP AT PWC MALAYSIA

RESEARCHER: REINA QUEK YINCHUI

SUPERVISOR: ASSOC PROF DR MUNUSAMY MARIMUTHU

Abstract

The aim of this report is to identify the problems encountered while performing audit procedure on subsidiaries of the group at PwC Malaysia. Besides, this report will analyse the effects caused by these problems. In this report, I also suggest few recommendations to solve the problems encountered. There is a total of 5 problems that can be identified from this research, which includes communication problem, insufficient team members, inefficient client's employees, unsuitable supporting documents provided by clients and not familiar with the client's system.

PROBLEMS ENCOUNTERED WHILE PERFORMING AUDIT WORKS ALJAFREE SALIHIN KUZAIMI PLT (ASK)

RESEARCHER: RIDHA NASUHA BINTI ABD SUKOR

SUPERVISOR: DR. ADURA BINTI AHMAD

Abstract

An auditor is a person who has been chosen and given permission to review the financial records and compare the results of numerous balance sheets that have been prepared. The auditor's primary responsibility during the audit is to provide a fair level of assurance. It's because auditors independently vouch for the accuracy with which a company's financial statements depict its present financial situation. This increases the credibility of shareholders, lenders, and other parties. Additionally, it enhances a business's standing in the industry. Companies with audited financial accounts are more likely to attract potential investors. The investor has better confidence that the company is being managed in their best interests when a third party conducts an objective evaluation of the financial accounts. Any issues that management may be seeking to hide from shareholders may potentially be revealed through an audit. It is essential that the audit's quality be upheld in order for the auditor to give a fair review. However, a few things can affect how well an audit is done. Al Jafree Salihin Kuzaimi Plt works is perform client's financial statements were the subject of an audit, and the goal of this study was to define the responsibilities of the auditor, identify the factors that affected the audit quality and their effects, look at the problems that came up during the audit work, and provide solutions. In addition to participant interviews and queries, this study also used publications and journals that could be discovered through a Google search, training observations and experiences, inquiries and interactions with firm staff, and participant interviews.

SPECIFIC ISSUES ON PRACTICUM IN ANWAR MANAGEMENT SERVICES

RESEARCHER: SAHINI LIM

SUPERVISOR: PROF MADYA DR SITRASELVI A/P CHANDREN

Abstract

Accounting is very important in business nowadays because it's can help businesses to assess their financial performance and provide the financial information to the users of financial statement to assist them make the decision. Accountant and accounting firm also play an essential role as many new companies are established in Malaysia today. The demand for the accounting keeps increase from time to time as they are required to prepared financial statement. Besides that, there are also a lot of issues faced by an accountant or accounting firm in order to perform their job. In conjunction with that, this study was carried out with the objective to identify the role and important of accounting in business todays, to examine issue and problem encountered while preparing client's account at Anwar Management Services and to identify the SWOT analysis in Anwar Management Services. In order to achieve the objectives mentioned above, this study used observations and experiences during the training, inquiry and discussion with the company staff and internet website to gather useful information related to the study.

INTERN TRAKER

RESEARCHER: SANDRA ANTHASHA ANAK DUNSON

SUPERVISOR: DR. HISHAM BIN MOHD SHARIF

Abstract

This project develops based on observation during six months of practicum at Stanleyco Corporate Services Sdn Bhd in solving the issues regarding lack of trainee/intern management in Stanleyco Corporate Services Sdn Bhd. This report content explanation in detail about the system flow and how it can be solving face by this company. In general, the idea on this system is, intern and upper level that in charge will have interactions between them by making use of technology. The finding of this system will assist the HR department and account department as well to trace the job in progress on each task given for the trainee. The system will be able user to update each status of task and final report for review by the supervisor. This will be easy for supervisor or other person in charge of the trainee can review and get the status over the task immediately without meeting and email weekly report to the manager to update each of the work status. The HR department can use the system for trace the period start, period end and the work status of each trainee. At the end of system development process, the system is ready to be used in both department which is HR department and accounting department.

THE UTILIZATION OF CAPITAL STATEMENTS

RESEARCHER: SARAH AIN BINTI DIN @ SHAMSUDIN

SUPERVISOR: DR. ADURA BINTI AHMAD

Abstract

This report examines on the utilization of capital statement to uncover any under-reported income. The significance of capital statements is widely underestimated in Malaysia. Individuals, company directors, or shareholders are required to present capital statements to the IRBM for inspection in the event of an audit or investigation. In fact, the capital statement is a tool used by the IRB / LHDN to trace tax evasion. Incorporating evidence from actual tax cases, discussion, and the internet, this paper will unravel the process of preparing the capital statement to determine the under-reported income and what is the outcome after presenting this capital statement to the Inland Revenue Board Malaysia (IRBM). This report oversees some past cases to get insights of the clients' backgrounds and how did they get targeted for tax audit. It is significant that this report will help to get enlighten into the utilization and the process of capital statement.

FACTORS THAT CONTRIBUTE TO EMPLOYEE TURNOVER IN PRACTICUM COMPANY AND THE CONSEQUENCES

RESEARCHER: MOHAMAD SHAKIR AIZAT BIN RUSHDI

SUPERVISOR: PROF MADYA DR SITRASELVI A/P CHANDREN

Abstract

Purpose: In this report, the author tries to figure out what is factors that contribute to employee turnover in Wan Nadzir & Co. The author also wants to address the effect of employee turnover to the firm and the staff.

Methodology: This report uses three (3) method. First is study approach which is deductive approach because it has a good idea of the expected replies that it is going to obtain from the sample population, this approach is quick and straightforward to implement. In this case, sample population will be the auditors in the Messrs. Wan Nadzir & Co. Second method is secondary research where the author will refer to other studies because this report lack of resource and based on small group. Other articles and studies that can be found in Google Scholar and other internet sources will be used to support this report hypotheses and understand more further about specific issues. Third is observation. It would appear that the most obvious way to conduct research would be to just observe individuals and the behaviours they engage in.

Findings: Employee turnover defined as the number or ratio of workers who quit their jobs and are replaced by new ones. Managing and reducing employee turnover is one of the biggest challenges of human resource management. The author finds that workload, pay rate, employee incentives, and competencies of new employee are the factors that contribute to employee's turnover in the firm. The author also finds that workload increase, efficiency decrease and insufficient of workforce is the effect of the employees turn over in the firm.

Conclusion: Any firm with a high turnover rate will incur additional expenses, as unfilled positions will soon require to be replaced by new workers. Employee turnover also will affect the other auditors because their workload will be increase due to less number of staff. The author also voices out some recommendation to overcome this problem.

INEFFICIENCY IN DATA STORAGE PROCEDURE AFFECTING AUDIT PROCESS IN MESSRS. BAL & PARTNERS PLT

RESEARCHER: SHARIFAH FAZA 'IZZAH BINTI ABDUL INAID

SUPERVISOR: DR. HALIMAH @ NASIBAH BINTI AHMAD

Abstract

The main purpose of this study is to examine the impact of inefficient data storage procedures in the practicum company Bal & Partners. A server is being used to maintain and keep the audit files in Bal & Partners, Synology QuickConnect, or called a server. At the beginning of this study, it will begin with an introduction to the company's profile and an in-depth explanation of the study's topic. This is followed by its objective. The following part of this study contains some information about the research methodology used to complete this study. Therefore, in order to obtain the information, the data for this study was gathered using two methods: data collecting and data analysis. Then, the discussion of this research exists after the analysis and interpretation of this data. Therefore, the discussions will reflect the issues contributing to inefficient data storage in the firm. There is also further discussion on the effect of the issues on the overall audit process and the firm's performance. At the end of this research, the conclusion and some recommendations are suggested for Bal & Partners to take any necessary actions to improve their data storage procedure in order to deliver better audit services to its clients.

AUDIT PROCEDURES FOR SMALL AND MEDIUM-SIZED ENTERPRISES (SME)

RESEARCHER: SHRELA PRABAGARAN

SUPERVISOR: DR. MOHD HADAFI BIN SAHDAN

Abstract

The Malaysian economy relies extensively on small and medium-sized enterprises (SMEs). As a growing nation, investing enormous funds and expertise in small and medium-sized enterprises (SMEs) and auditing its operations is essential to the country's fiscal development and progress. The purpose of this study is to analyse audit procedures for small and medium-sized organisations utilising a sample of M.S Wong & Co clients with small and medium-sized businesses. This study also seeks to evaluate the expertise and limitations of M.S Wong & Co's present audit procedure for small and medium-sized firms (SMEs). This research is being conducted by monitoring the audit methods used by the personnel of M.S Wong & Co. for small and medium enterprises (SMEs). In order to collect more comprehensive insight, interviews with audit partner personnel and managers were conducted to ascertain their knowledge of audit procedures. For additional information, online research was also initiated. The study also emphasizes on the utilization of Audit Express (AE) throughout the audit procedures for small and medium enterprises (SMEs). To strengthen the audit procedure, the study advocated better job segregation, hiring more employees and implementation of stricter policies for clients.

EVALUATION OF THE AUDIT SOFTWARE USED BY CHERNG & CO.

RESEARCHER: TAN SIEW WEN

SUPERVISOR: PROF. MADYA DR. MUNUSAMY A/L MARIMUTHU

Abstract

This practicum report was prepared in the partial fulfilment of the requirements for graduation for the degree of Bachelor of Accounting with Honours. This study demonstrates the auditing procedures practiced in an organisation. It will point out the details in every stage in a proper audit process. This practicum report describes the overall audit process for Cherng & Co. which is an audit firm. There are three main phases in the audit process which practiced by the organisation. Besides, it will also evaluate the current audit software which is the AXP Audit Express system used by the organisation in the audit process. There are two objectives that need to be achieved related to the audit procedures practiced by Cherng & Co. and to identify the problems encountered when using the audit software. The methodology that used to support discussion by giving evidence and information are primary data that came up by interviewing senior auditors and observations whereas secondary data that came from internet source and documents records. Finally, there is a recommended solution to improve the problems encountered by the company throughout the audit process when using the AXP Audit Express software that able to keep sustainability for a better and more effective audit process.

SPECIFIC AUDIT PROCEDURE FOR PROPERTY, PLANT AND EQUIPMENT (PPE)

RESEARCHER: TAN SIN JO

SUPERVISOR: DR. SAIDATUL NURUL HIDAYAH JANNATUN NAIM BT NOR AHMA

Abstract

The overall objective of performing an audit is to enable the auditor to express an opinion whether the financial statements are free from any material misstatements and the financial statement is prepared in accordance with applicable financial reporting framework. An audit of financial statements requires a good understanding of three fundamental concepts in auditing: namely, Materiality, Audit Risk, and Audit Evidence. In doing so, auditors must obtain sufficient and appropriate audit evidence, in order to reduce the audit risks of material misstatement and detection risk; hence both materiality and risk are fundamental concepts important to audit planning. The auditor is not and cannot be held responsible for fraud and error prevention. However, the auditor should assess the risk that fraud and error will cause material misstatements in the financial statements during the planning stage. An auditor must retain a professional skepticism throughout the audit in order to obtain reasonable assurance also must consider the possibility of management overriding the controls. It is the responsibility of the auditors to gain reasonable assurance that the financial statements are free from material misstatement. More importantly when auditors suspect fraud throughout their work, they will adjust their risk assessment, the nature and scope of their audit procedures, and the evaluation of the effectiveness of the relevant internal controls and processes. The auditor will redesign audit procedures so that there is a reasonable expectation of detecting material misstatement due to fraud or error. As a result, audit procedures should be catered for those areas with material misstatements and able to detect fraud or error.

EVALUATION OF THE CORPORATE INTERNET BANKING PROCESSING PROCEDURE IN E2 POWER SDN BHD, A SUBSIDIARY OF OCBC BANK

RESEARCHER: SITI AISHAH BINTI ROSNI

SUPERVISOR: DR. DANILAH BINTI SALLEH

Abstract

This report is based on the entire process of the corporate Internet banking services known as velocity services which allow customers to track their finances with seamless invoice and expense management, making account receivable and account payable effortless. Nowadays, information systems ease individuals and businesses to manage their payments, collections and trade activities. The purpose of this report is to evaluate the corporate Internet banking processing procedure in E2 Power Sdn Bhd, subsidiary of OCBC Bank which identifies the positive aspects as well as the shortcomings of the procedure. This report will begin with an introduction and background on the topic of the study, followed by the study's objective. Next section contains information about the research methodology, which explains how the data was collected, including the methods used to collect the data and how the data was analysed. Following the analysis and interpretation of the data collected, the discussion section will depict the evaluation of the corporate Internet banking processing procedures in E2 Power Sdn Bhd. The conclusion and recommendations were made at the end of this report section to suggest a few actions to be taken in corporate Internet banking processing procedure for further improvement.

THE APPLICATION OF SISTEM PUNGUTAN PUSAT OPERASI (SPPO) AS A PAYMENT SYSTEM IN MARA DISTRICT OFFICE OF PADANG TERAP KEDAH

RESEARCHER: SITI NUR AISHAH BINTI MOHD BADRI

SUPERVISOR: DR. FATHIYYAH BINTI ABU BAKAR

Abstract

The purpose of this research was to study the application of Sistem Pungutan Pusat Operasi (SPPO) that act as a payment collection system at the counter of MARA District Office of Padang Terap, Kedah since the year of 2006. SPPO is a single payment collection system used to accept payment from various division of services provided by MARA such as financing and education. This research was set out to analyze the process of payment collection system at the counter by using SPPO system, the strengths and weakness of the SPPO system and the issue arise from using the SPPO system. A system crash is an issue that give direct impact to the efficiency of the SPPO system. Interviews and secondary data research from journal articles, website articles and online publish paper was the method implemented in collecting the data. Upgrading the payment system and performing periodical maintenance are the two recommendations suggested in order for the system to keep relevant in the industry and improving the productivity of the payment system. Overall, this SPPO system give both advantages and disadvantages to the registered users.

EVALUATION OF THE PURCHASE AND SELLING OYSTER MUSHROOM SYSTEM IN PERTUBUHAN PELADANG KAWASAN SELAMA, KEDAH

RESEARCHER: SITI NUR HIDAYAH BINTI HAMDAN

SUPERVISOR: DR FAIZDZULAINI BINTI MUHAMMAD

Abstract

This report tells about how Pertubuhan Peladang Kawasan Selama, Kedah manages the business of buying and selling oyster mushrooms which are also included in biological assets. How the Pertubuhan Peladang Kawasan Selama, Kedah calculates the profits and divides according to the ratio set by the Lembaga Pertubuhan Peladang Negeri Kedah. In this report I used three methods to complete it, namely by interviewing several officers on duty, using existing data and also using online research to obtain additional information. By using this information, I was able to identify how to buy mushroom blocks, how to sell mushroom blocks by farmers and also how to hand over cash and record by farmers to Pertubuhan Peladang Kawasan Selama, Kedah. Therefore, I found some weaknesses in the sales and purchase system used by the Pertubuhan Peladang Kawasan Selama, Kedah, which is not following the formula for calculating the profit of biological assets. In addition, the officials who manage the project are also not proactive in promoting the oyster mushroom.

THE IMPLEMENTATION OF AN INTEGRATED FINANCIAL SYSTEM IN RANHILL SAJ SDN BHD: THE ADVANTAGES, DISADVANTAGES AND CHALLENGES

RESEARCHER: SITI ROHAZILA BINTI ABD RAHUP

SUPERVISOR: DR FAIZDZULAINI BINTI MUHAMMAD

Abstract

Accounting software is something that stays with a firm throughout its existence and adjusts itself to accommodate new business activities as well as technological advancements. A firm that does not have accounting software that is dependable and appropriate will have difficulties making judgments that are correct and can be responded to quickly when confronted with the amount of transactions that are common in business rivalry. The goal of this research is to assess the advantages, disadvantages, and challenges associated with implementing a computer-based accounting system in Ranhill SAJ Sdn Bhd's Integrated Financial System (Pontian Agency). This investigation is a descriptive qualitative study in the form of a case study that makes use of primary data gleaned via observation, interviews, and data already in existence. The results of the analysis show that there are some advantages and disadvantages associated with the implementation of this system. Among these are a reduction in errors and an increase in accuracy, as well as real-time information, a problem with security, and a high cost. The ageing of the workforce and a lack of continued training opportunities for workers are two of the difficulties. The study is helpful for gaining an understanding of how the impacts of adopting accounting system will manifest themselves in the operations of the organisation as well as its financial state.

SPECIFIC ISSUE IN MARYAM KHADIJAH GROUP SDN BHD

RESEARCHER: SITI ZULAIKHA BINTI ABD RASHID

SUPERVISOR: DR MOHD FARID ASRAF BIN MD HASHIM

Abstract

This study intends to investigate how Maryam Khadijah Group owners in Penang, Malaysia, currently manage their accounting records and the extent to which accounting data is used in corporate decision-making. There are several issues that arise within Maryam Khadijah, especially in the finance department. Why do these issues happen? What is the cause? And what solutions can be taken to solve this problem? The results of this study, which used descriptive observation, showed that Maryam Khadijah does not keep complete accounting records, with certain documents not keeping any records at all. In my article, I want to examine how the private sector evolved from cash to accrual accounting over time. The regulators should impose required record keeping, according to this study's recommendation, in order to enhance Malaysia's accounting procedures.

SPECIFIC ISSUES ON PRACTICUM COMPANY IN PRICEWATERHOUSECOOPERS LLP

RESEARCHER: VALERIE SOON SHING NEE

SUPERVISOR: PROF. MADYA DR. NORHANI BINTI ARIPIIN

Abstract

This report is to discuss specific issues that is major to the future interns in PwC. As one of the Big 4, many student tend to apply a placement of internship in PwC. On account of PwC is recognized as part of Big 4, the interns in the future would have a smooth journey in their career application. However, it is crucial to perform a background checking on the company to get the full image of it before apply. Hence, I would specified three issues in this report. Incorporating the data and analysis I got from social media monitoring, survey and observation, PwC has shown a good quality for the student to have their internship with it. Social media monitoring and survey will be performed on the permanent employees while observation will be done from day 1 till the end of internship. It is proven as a positive conclusion made from all the data collected and analysis concluded. Overall, I conclude that PwC indeed is one of the best company that student can choose to go for internship. They will learn various of skills and spread their network and that would ease them in the future career.

PROCEDURES OF LIQUIDATION AND AUDITING ON A COMPANY

RESEARCHER: SSASVINI SATAIMURTHI

SUPERVISOR: DR. NUR AZLIANI HANIZA BINTI CHE PAK

Abstract

The backbone of a business are its procedures. Procedures provide the "how to" for carrying out a job or process, whereas policies direct people's decision-making. An effective procedure in a company determines the success of the firm and helps in avoiding chaos. Studies show that implementing effective procedures on audit and liquidation can positively affect an organization by keeping everything organized in a business. This study aims to evaluate effectiveness and efficiency of the procedures on auditing and liquidation at S. L. NG. Specific objectives have been drawn as a guideline to reach the aim of the study and the achievement of these objectives can be seen through the findings in the discussion. Various data collection method was used such as conducting interviews, practical experience, internet, observation and prior document records. The study revealed that there are several weaknesses in the procedures which are time consume, paper document management system and lack of transparency. Hence, there are several recommendations suggested at the end of the study to improve the weaknesses and enhance the efficiency of the audit and liquidation procedures of the company.

SALES BOOKKEEPING SYSTEM EVALUATION AT M CUBES BROTHERS, SUNGAI PETANI KEDAH

RESEARCHER: MUHAMMAD SYABIL BIN SUHAIMI

SUPERVISOR: DR. NORFAIEZAH BINTI SAWANDI

Abstract

M Cubes Brothers is a print company that founded Halakiri and Therhaka. I prepared this report to achieve the objective of evaluation of the system that applied in production system of M Cubes Brothers. This study focuses on examining the procedure under the process of production flow. The initial part of the study will explain the background of M Cubes Brothers and their brand Halakiri and Therhaka. The second part will explain the methodology used while conducting this study which is the primary data help in the elaboration of production process in M Cubes Brothers. Next, in the following section, will discuss the production process strength and weaknesses. Finally, some recommendation about the problem that the company faces. Most of the topics are based on the M Cubes Brothers that helps in performing the production process. By the last of the content, the conclusion was made to discuss roughly the process of the production flow. The appendices for the related event have been neatly included.

EFFECTIVENESS OF ACCOUNT PAYABLE PROCESS

RESEARCHER: TAN JIA YAN

SUPERVISOR: DR. MUDZAMIR BIN MOHAMED

Abstract

ViTrox Technologies is an electronic local large company with Licensed Manufacturing Warehouse (LMW) license in Penang, Malaysia which the main products provided by ViTrox are Machine Vision System, Automated Board Inspection and Electronics Communication System. This report aimed to investigate the effectiveness of account payable in ViTrox. An effective account payable process will ensure all the invoices' data are captured accurately which this will directly affect the accuracy of balance sheet's information. This report will explain the whole account payable of ViTrox and an invoicing process flowchart is produced to reflect the process in a clear and precise way. Then, SWOT analysis will be used to evaluate the effectiveness of account payable of ViTrox. The biggest threat of ViTrox's account payable process will be the account payable external fraud which is uncontrollable. Hence, recommendations are also provided in this report in order to overcome the weaknesses and the threats of account payable process in ViTrox as well as strengthen the process.

THE PROBLEMS ENCOUNTERED WHEN PERFORMING THE AUDIT WORK AT CHANG KONG FOO & CO PLT

RESEARCHER: TAN WEI LING

SUPERVISOR: DR. MAZRAH BINTI MALIK @ MALEK

Abstract

The purpose of this study was to figure out how to deal with the problems encountered when performing audit work at Chang Kong Foo & Co Plt. The research will begin with an introduction to the study's topic, followed by the study's goal. There is some information regarding the research methods utilised to accomplish this study in the next section of this research. The data for this study was collected using two methods: data collection and data analysis. After the data has been analysed and interpreted, there will be a discussion of the research. I had completed my internship in Chang Kong Foo & Co Plt, a chartered accountant firm which located in Alor Setar, Kedah. It provides various of professional services to the clients such as auditing, accounting, taxation and etc. As a result, the debates will highlight the issues faced when completing the audit working papers in Chang Kong Foo & Co Plt. Additionally, in the end of the report, there are conclusion and some recommendations given as a suggestion for the company to take action in order to improve their services.

THE ABSENCE OF A PROPER INTERNAL AUDIT DEPARTMENT IN BELTON SPRINGS SDN BHD

RESEARCHER: THAARSINI A/P SEEVARAMAN

SUPERVISOR: DR. NOR ATIKAH BINTI SHAFAI

Abstract

This report will be focusing on Belton Springs Sendirian Berhad which is an established automotive suspension, brake parts and components manufacturer incorporated in Malaysia. The main goal of this study is to undergo the industrial training, understand the nature, culture of the company and more specifically how the company function to identify the specific issue in the company. The significant issue that will be discussing in this report is on the absence of a proper internal audit department. This issue has also simultaneously affected the segregation of duty in the company. The purpose of this report is to project the importance of practising a formal internal audit and systematic separation of duties which is able to enhance the performance of the company. To support the statements that are intended to be conveyed, this paper will address a number of key concepts. Several methods have been highly utilised to collect information to complete this study in the best way possible. Lastly, recommendation will be also given on how to overcome the issue which could directly benefit the company based on theoretical knowledge which have gained from previous semesters and also from several researches made.

ARTIFICIAL INTELLIGENCE (AI) IMPLEMENTATION IN ACCOUNTING PROCESS AND READINESS OF ACCOUNTANTS TO FACE THE FUTURE

RESEARCHER: THANEESWARI ARUMUGAM

SUPERVISOR: ASSOCIATE PROF. DR. NORHANI BINTI ARIPIIN

Abstract

The main purpose of this study is to establish the usage of artificial intelligence in accounting process and the wide usages of Xero Accounting Software. This paper discusses about the accounting efficiency and accuracy due to the application of AI in RockAcc Solutions and the ability of the innovation to improve accounting insight. Other than that, the paper also discusses about the chances accounting professional may become obsolete due to the wide advancement in the industry. The paper continuously discusses about the steps should take by an accounting student to face the reality and ways staffs in RockAcc tackling the situation in order to excel in the new age applications and software. Furthermore, the research paper also discussed about the drawback of AI implementation in accounting. Based on the observation on the AI application practiced by the firm, a few recommendations have also been suggested to help the accountants to face the current situation. A conclusion is also discussed on the AI application, its effects and also benefits to the firm.

MEDICAL EXPENSES MANAGEMENT SYSTEM FOR MALAYSIAN NPK FERTILIZER SDN BHD

RESEARCHER: UMI NAZIRAH BINTI ISMAIL

SUPERVISOR: MR. AMDAN BIN MOHAMED

Abstract

An efficient and systematic system will affect the efficiency and effectiveness of each management. This is because this efficient system will assist management in managing, planning, and making decisions related to the organization more accurately. Therefore, an automated medical expenses system through the website is proposed as a solution for Malaysian NPK Fertilizer Sdn Bhd (MNFSB) management to manage operations and expenses that are currently done manually. This is a preferable approach to implement, however given human behaviours and natures, it is sometimes disadvantageous to not have a competent medical expenses management system in place in the daily operations of the specific company. This project or system is about establishing an adequate medical expenses management system to deal with Malaysian NPK Fertilizer Sdn Bhd (MNFSB) existing system. The system is designed in accordance with the best fit approach, which is the System Development Life Cycle (SDLC), by using knowledge gained during the Bachelor of Accounting (Information Systems) programme. Finally, a comprehensive medical expenses management system is constructed and documented in this report, along with an explanation of the system's results, features, and limitations.

THE FACTORS INFLUENCE IN DELAYING TO COMPLETED AUDITED REPORT

RESEARCHER: UMMI SYAKIRA BINTI MOHD SULEH

SUPERVISOR: MADAM MASANITA BINTI MAT NOH

Abstract

The main aim of this study is to identify the specific issue that encountered during the process of making audit and preparation of audited report for private entities before submitted to Companies Commission of Malaysia (CCM) and tax agent. Therefore, this study will provide recommendation on how the identified specific issue could be overcome in future days. This study is focus on the factors that influencing in delaying audit report and its determinants which influence it. Throughout this issue, the delaying in preparing audit report come across a number of its determinants and effects towards timeliness of audited financial statements and its impact for the end users of company's audited report in various kind. The methodology and approach in identifying the factor influenced delaying audited report are based on interviews, discussions with colleagues in Zahar Associates Sdn Bhd, observations of daily activities performed and review of relevant articles. Hence, this study's focal point is on date and timeline of preparing an audit audited report rather than its contents.

INEFFECTIVENESS OF INTERNAL CONTROL IN ACHIEVING ACCOUNTING DEPARTMENT'S OBJECTIVE

RESEARCHER: UTHAYA THARISHANY D/O K SUREAS KUMAR

SUPERVISOR: MADAM MASANITA BINTI MAT NOH

Abstract

The main purpose of this study is to identify the internal controls present in the accounting processes carried out at the accounting department of Kolej Komuniti Sungai Petani. It is to find out whether the accounting department is applying the proper accounting processes and why it is important to maintain effective internal controls. Besides that, this study also aims to identify the strengths and weaknesses of the internal controls' practices by the accounting department in its accounting processes and how it impacts the department. This study is carried out by observing the internal controls implemented by the accounting department staff of Kolej Komuniti Sungai Petani in their accounting processes. For in depth information, interviews with the senior accounting staff were carried out to obtain their understanding on the importance of internal control and the guidelines they follow to minimize risk. Online research was also carried out for further information. Among the challenges faced during the study is the difficulty in obtaining the time to interview the senior staff as they were busy with work. From this study, it can be concluded that internal controls play a major role in the effectiveness and efficiency of how the department runs. Based on the observation on the internal controls practiced by the accounting department, a few recommendations have also been suggested to improve the process. A conclusion is also discussed on the internal controls practiced, its effects and also benefits to the department.

MONTH END CLOSING PROCEDURES IN VARIOUS INDUSTRIES OF SUNWAYPROPERTY & FACILITIES MANAGEMENT

RESEARCHER: VIEESHZALEE D/O BASCARAN

SUPERVISOR: DR. MOHD. RAIME RAMLAN

Abstract

One of the necessary conditions for producing and presenting useful information through the financial statements is the existence of some accounting principles and techniques that are adapted to the complexity and specifics of each organisation in detail. This study shows the accounting procedures practiced in the different industry of the same organization where it covers in detail of each industry's month-end closing procedures. This study also demonstrates how month-end closing procedures differs among industries by applying the same accounting policies. I have analysed in detail on the accounting procedures based on the knowledge I had in my degree and the six months experience I had. Apart from that, I have also explained on the accounting software's that are used throughout from the beginning to the ending of the accounting procedures. In general, there are five accounting procedures, and I also will discuss on it in detail. I have also discussed on the importance of month end closing and accounting principles in an organization. In order to achieve the objectives of this study I have used few effectful methodology which will be discussed further.

OTC EMPLOYEE PERFORMANCE EVALUATION SYSTEM (EPES)

RESEARCHER: VINOTH KUMAR

SUPERVISOR: DR. SAZALI BIN SAAD

Abstract

Nowadays, information technology is very important and is widely used everywhere in the world. Most of transactions are relying on the help of IT and in this modern era, there are a lot of systems that can help a business to grow. In this project, I decided to assist OTC Sdn Bhd to enhance their employee performance evaluation process by developing an employee performance evaluation system that will monitor every employee's performance regardless of task and department. This system will help OTC Sdn Bhd know their employee's performance regularly in terms of task completion according to 4 metrics such as effective, timely, accuracy, and completeness. All the software development cycle phases had been employed and this system can be described as user-friendly for the time being. This system can also be updated and be improved in the future to make it more effective. This project eased the process of evaluating OTC staffs regardless of department. Specifically, this project benefits OTC Sdn Bhd in deciding which metrics they must emphasize among the department.

EVALUATION ON AUDIT PROCEDURES OF ALJEFFREDEAN PLT

RESEARCHER: VINOETHINI D/O A THANIGASALAM

SUPERVISOR: MR AZLAN BIN ZAINOL ABIDIN

Abstract

The main purpose of the report was designed to understand the audit procedure of Aljeffridean PLT. Then, the report will be focus discuss on the audit procedure for income statement schedule that being adopted by Aljeffridean PLT. The report will explain accounting transactions test on all income statement schedule which are transaction testing and cut-off test on revenue and cost of sales, and all audit testing adopted by Aljeffridean PLT on other income, administrative expenses, selling and marketing expenses and the other expenses. The study discussed all the matters that relating to income statement schedule audit procedure and final audit process. The report end with issues in audit procedures of Aljeffridean PLT when performing audit. The issues had been discussed and suitable recommendation also had been addressed. Those issues are relating to lack of internal control testing before perform audit for clients, unfavourable basis selection of samples and management account provided by client is messy. In conclusion, the audit procedure of income statement schedule for Aljeffridean PLT can consider as effective and complete. For example, auditors of Aljeffridean PLT will perform many audit testing on each schedules in the income statement to ensure that the amount stated in financial statement is free from material misstatement and no revenue and expenses manipulation by the client. However, there still have improvement that can be made to increase quality of audit work.

SERVICE REQUEST MANAGEMENT SYSTEM

RESEARCHER: WAN NURAFIQAH IZYANI BINTI WAN MOHD RUSHIDI

SUPERVISOR: DR. SHAHIFOL ARBI BIN ISMAIL

Abstract

The Service Request Management System is a project that can help the Management Information System (MIS), a subunit of Khazanah Nasional Berhad's Finance Division that provides support to the financial system users. The current practice involves a manual tracking of the user's request and issues via email which is time consuming and inconvenient. Therefore, the purpose of the proposed system is to improve the efficiency of the service request process. The methodology utilised in this project is the Systems Development Life Cycle (SDLC). Furthermore, the key concept of this project is to create a system that can allow the MIS team to generate a timely report that will be useful in future decision making. In this system, the MIS team and the users can communicate about the requests raised or issues occurred in the financial systems by leaving their comments on the specific ticket. This enhances the interactivity between the users as well as improves the productivity of the team. To conclude, the computerised system suggested in this project will assist MIS team in enhancing the business's capabilities.

TAX DATA MANAGEMENT SYSTEM

RESEARCHER: WONG JIAN HUA

SUPERVISOR: DR. NORHAIZA BT. KHAIRUDIN

Abstract

Tax Data Management System is a useful and more digitalisation system for Deloitte staffs to obtain and access the required information and supporting documents to complete the tax return packages for their expatriates nowadays. The interface of this system would be simple and easy to use for expatriates, with functions and features that are enough to help the tax agents and tax assistants with their needs. Whereby, the application of this system allows the expatriates to upload their supporting documents into this system. Meanwhile, Deloitte staffs can download the expatriates' supporting documents in a systematic way compared to before. The main objective of Tax Data Management System is to digitalise Deloitte Malaysia to embrace new technology applications in Information Systems. Before that, all expatriates need to fill in the manual form with their personal information which is not filed systematically. After that, there will be a more systematic and efficient to upload their personal information and the information obtained by this system for Deloitte staffs will be the latest and updated. This system will increase the efficiency and effectiveness of the tax department. The software and hardware used to develop this system were NetBeans, XAMPP Control Panel, Microsoft Word 2013 and a computer.

UNCERTAINTY CHALLENGE IN DELOITTE FUTURE

RESEARCHER: WONG CHEE KAI

SUPERVISOR: DR. MOHD HADAFI BIN SAHDAN

Abstract

The main aim of this study is to identify the specific issues that arising in Deloitte Tax Services Sdn. Bhd. which will become challenges in future toward the company. By implementing the survey, this has help to concluding main 3 challenges that will influencing Deloitte's future. With implement the investigate on Deloitte, I was found the effect of these challenges onto Deloitte. Thus, some of the solutions has to take by Deloitte to overcome these challenges. Throughout this study, I was able to suggest some of the solutions that was able to overcome those challenges. Even though the challenges will not appear in short team and effecting Deloitte result, but the problems will arise in Deloitte's future. The challenges are more dangerous as compare with weakness is because we are hard to realize the challenges. Majority of the people only able to realize it when and only when it is giving harmful problems to Deloitte. So, hope these recommendations provide can successful help Deloitte overcome the challenges.

IMPLEMENTATION OF AUDIT SOFTWARE IN CHERNG & CO.

RESEARCHER: WONG PEI SHI

SUPERVISOR: DR. SAUDAH BINTI AHMAD

Abstract

The implementation of technology such as audit software has significantly changed the audit procedures and directly influence audit efficiency and effectiveness. This paper aims to discuss the implementation of audit software in an audit firm, Cherng & Co. The first and second objectives are to gain an understanding of the audit procedures practised by Cherng & Co. and the changes in the audit procedures after implementation of audit software. Besides, Cherng & Co. faced a big issue where the auditors cannot complete the audit engagement on time after implementation of audit software. Hence, the third objective is to examine the problems that occurred when using the audit software and the last objective is to identify the solutions to overcome them. This study collected data through observation during the practicum period, interviews with the auditors, internet search and documents and records in Cherng & Co. This study helps reader to understand the audit procedures performed in an engagement and how the audit software change the audit procedures. The findings of this study conclude that the audit software assists the auditors in performing audit procedures more efficiently and effectively. The findings also conclude the problem occurs and recommends solutions to overcome it.

SPECIFIC ISSUES ON PRACTICUM COMPANY-CHENGDU KALES CULTURE COMMUNICATION CO. LTD

RESEARCHER: WEN XIAOLONG

SUPERVISOR: ASSOCIATE PROF. SAMIHAH BT HAJI SAAD @ ISMAIL

Abstract

Literally, this report aims to discuss some existing issues in Chengdu Kales Culture Communication Co. Ltd. found by myself. Although majority of its operations are decent in this company, there are still some issues that needs to be improved as soon as possible as well. The issues are in a variety of ways. For instance, there are some issues associated with the internal control of the company itself, which is of vital importance for all companies. Apart from that, I discussed some issues derived from other factors like the outbreak of Covid-19. Under this serious pandemic, almost every company's operation will be influenced to some extent in the world. The same goes to Chengdu Kales Culture Communication Co. Ltd. In this study. Under this serious situation, this company take some measures to maintain the operation, which will be mentioned later. By carrying out some searching and investigation, I will also incorporate some recommendations or suggestions towards these issues. All of observation that I saw from this company will be talked in this report.

ISSUE AND IMPORTANCE OF THE IMPLEMENTATION OF INTERNAL CONTROL IN NH DEVELOPMENT SDN BHD

RESEARCHER: ENG XIN HAN

SUPERVISOR: DR. SAUDAH BINTI AHMAD

Abstract

This report was prepared to present the study of my internship period in the practicum company, which is NH Development Sdn Bhd. NH Development Sdn Bhd is one of the subsidiaries of Oriental Max Group that carry out housing development activity. The objective of this study is to identify the internal control of NH Development Sdn Bhd and the importance of the implementation. Also, the challenges and issue faced during the implementation of internal control also discussed in this report and recommendation will be given. Internal controls are the systems, guidelines, and practices that a company uses to guarantee the accuracy of its financial and accounting data, ensure accountability, and prevent fraud. NH Development Sdn Bhd had well implemented its internal control activities especially in the aspect of separation of duties, authorization, access control and so on. The main problem faced during performing the internal control of NH Development Sdn Bhd is too many paperwork., lack of physical control, lack of reconciliation and lack of communication. To overcome this problem, my recommendation had been given in this report to enhance the internal control system of NH Development Sdn Bhd to become more effective.

EMPLOYEE ATTENDANCE SYSTEM

RESEARCHER: YASMIN NADHIRAH BINTI ABDUL GHANI

SUPERVISOR: DR. SHAHIFOL ARBI BIN ISMAIL

Abstract

Employee Attendance System been developed to improve the efficiency of way of working in Ernst & Young, Kuantan. Despite all the computerized system been practiced in this organization, they still practice the manual way of taking attendance by signing in a sheet of paper every day. This system helps all the staffs in Ernst & Young, Kuantan to clock in their attendance with just one click away. The main objective of this system is to know or trace the location of each staff as it is very crucial in working towards an efficiency way. To complete this project, the System Development Life Cycle (SDLC) has been implemented by having six phases altogether. The phase includes planning, analyzing, designing, developing, testing and maintenance. The software requirements to complete the system are Netbeans, Xampp and MySql. Among the constraints faced throughout completing this project are limited of knowledge of PHP and MySql application as there are still a few function that cannot be utilized in the system. The suggestion is to improve the knowledge of coding more by taking an additional class for this subject as it is very useful in the future. In the nutshell, this system could solve the current weaknesses and bring advantages to the organisation and people in the organisation.

SPECIFIC ISSUES ON PRACTICUM COMPANY IN PRICEWATERHOUSECOOPERS LLP

RESEARCHER: YIP AIXIN

SUPERVISOR: DR. MOHD. RAIME B. RAMLAN

Abstract

The purpose of this report is to discuss the issues and findings in PwC Malaysia. The issues related to the extent of application of accounting treatment which is the new standard MFRS 17 Insurance contracts establishes principles for the recognition, measurement, presentation and disclosure of insurance contracts issued. It is to examine whether what we have learnt theoretically in the classroom is being practiced by PwC and to find out what the best practices are. Next, the issues related to employee perception on a specific issue which is electric commerce on the legal and regulatory issues, security, transaction integrity and process alignment. Moreover, the problems encountered while performing audit procedures such as lack of management support, audit preparation and writing and publishing of audit reports in a timely manner.

PROJECT MANAGEMENT SYSTEM

RESEARCHER: NUR ZARIFAH BINTI MUHAMAD HATTA

SUPERVISOR: DR. FARIZA HANIM BINTI RUSLY

Abstract

Project Management System (PMS) is a project planning platform that can be used to solve the current problems faced by The Prayer Mat Sdn. Bhd. From the observation, the problems the company faces are difficulty in effectively running a project and keeping track of the projects, ineffective information dissemination, and inconvenient and time-consuming process. The purpose of the proposed system is to smoothen the company operation by providing the platform to properly manage the projects. The system also intended to help the company to minimize the time required to plan the project, effectively communicate the plan to all employees, evaluate the projects, and avoid loss while maximizing profit. The key concept of this system is projects planning timeline. It organizes and displays the upcoming projects in understandable manner which can be updated and viewed anytime. The method used to develop this system is System Development Life Cycle. Suggestions to the time management, and limited knowledge in programming and company's whole operation problems are to properly segregate time, explore more programming language, and communicate with everyone at every level to further improve the project outcome. To conclude, Project Management System is helpful in planning of future projects.

SPECIFIC ISSUES ON PRACTICUM COMPANY - CHENGDU RONGKANG CLEANING SERVICE CO. LTD

RESEARCHER: ZHU MEIYU

SUPERVISOR: ASSOCIATE PROF. SAMIHAH BT HAJI SAAD @ ISMAIL

Abstract

With the rapid development of China's economy, various small and medium-sized enterprises have begun to rise. However, due to the rapid development of the company, many internal management systems of the company have not kept up with the development of the company. So, many internal management problems have emerged, and other problems are emerging endlessly. Therefore, this report mainly will discuss the three shortcomings that are existing in Rongkang company which include weak financial management function, weak budget execution and control, and imperfect internal control mechanism of Rongkang company. A questionnaire and interviews will be conducted to the company's employees in order to prove that the above shortcomings are truly existing in the company. Starting from the rationality and legality of the financial management function of Rongkang company; Whether the use of funds is controlled and planned; Analyze the internal control system problems of the company. After that, this paper will analyze the impact of the issues and make suggestions to the Rongkang company in order to resolve the issues.

TAKAFUL FINANCIAL LINK SYSTEMS

RESEARCHER: NURHANANI BINTI MOHD HANAFI

SUPERVISOR: DR. SITI SERI DELIMA ABDUL MALAK

Abstract

One of the crucial financial intermediaries that mobilizes a nation's economic resources is the insurance sector. Islamic insurance (*takaful*) services were made available to the public in Malaysia as part of the effort to Islamize the financial sector. The *takaful* systems is the systems where the *takaful* agent doing financial quotation on different types product of insurance. The feature of *takaful* financial systems is had different on each *takaful* companies. Companies' dynamics are portrayed in a *takaful* model. Profits from investments are split. Besides *takaful* companies are exclusively retail-oriented, offering only life and general *takaful* schemes or plans.