



An Analysis on Recruitment and Selection process of Yeoh Furniture Company

Supervised by:

Mahbub Parvez

Associate Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Submitted by:

Shefath Sharin Ador

ID No. 242-14-035

Program: MBA

Department of Business Administration

Daffodil International University

Letter of Transmittal

Date:

Mahbub Parvez

Associate Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

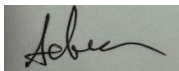
Subject: Submission of internship report titled, “An Analysis on Recruitment and Selection process of Yeoh Furniture Company”.

Dear Sir,

I am submitting my internship study on " An Analysis on Recruitment and Selection process of Yeoh Furniture Company " with the utmost respect and joy. For the creation of this study, a significant component of my MBA program, I have given it my all.

I now have the opportunity to work at the Yeoh Furniture company and experience a genuine career thanks to the internship program. This experience has been really interesting, difficult, and helpful to me. Last but not least, working under your direction and guidelines was an honor and a terrific experience. I do believe that my project will be able to satisfy your expectation and requirements.

Sincerely yours,



Shefath Sharin Ador

ID: 242-14-035

Program: MBA

Department of Business Administration

Daffodil International University

Submission Date:

Certificate of Approval

This confirms that the internship report titled " An Analysis on Recruitment and Selection process of Yeoh Furniture Company " was prepared by Shefath Sharin Ador, ID: 242-14-035, a student of MBA Program at Daffodil International University. I'm pleased to inform you that he worked very hard to write this report and was able to give a favorable overview of the Yeoh Furniture Company. The study's data and conclusions appear reliable.

I wish her well in all of her upcoming endeavors.



Mahbub Parvez

Associate Professor

Department of Business Administration

Faculty of Business & Entrepreneurs

Daffodil International University.

Acknowledgement

I am indeed grateful to Daffodil International University which has allowed me to do my internship in Yeoh Furniture Company. I wish to take this opportunity to acknowledge my supervisor Mahbub Parvez who has been guiding and supporting me during the entire internship period.

I would like to express my gratitude to Nyland and Yeoh Furniture Company HR personnel as well who offered their suggestions and help. My learning was really easier and meaningful with the help of their cooperation. It is my on-site supervisor, Andrew Michael, who particularly provided me with advice, guidance, support and encouragement throughout my internship and I am particularly grateful.

Finally, I would like to thank my family, friends, and colleagues who were always supporting and motivating. This internship would have been quite difficult to me without their assistance. I do value their benevolence and encouragement.

Executive Summery

This paper is mostly founded on the practical experience that I underwent during my internship in Yeoh Furniture Company. Throughout the four months, I managed to acquire significant practical knowledge and a practical exposure to the actual work experience which helped me learn a lot about the operations of organizations as well as the practices of human resource management. The company provided me with a lot of learning and the necessary information that was of essence in the successful preparation of this report. Though I had to cope with a number of challenges during the entire time of the internship, including adjusting to organizational processes, meeting deadlines and responsibility in the workplace, the feedback offered by my field supervisor and an uninterrupted support of my senior team members helped me to remove these barriers successfully.

Yeoh Furniture Company is a modern furniture brand with its base in Malaysia that is responsible in design and manufacturing of a broad variety of home and office furniture. The product lines of it are sofas, dining sets, beds, wardrobes, office desks, ergonomic chairs, book shelves and other types of custom-made wooden furniture. The company has established a relationship with local craftsmen who are very competent and manufacturing workshops that have a reputable name in Malaysia which guarantees their craftsmanship and quality. As an online-focused business, Yeoh furnish - Company operates in the steadfast expansion over regional markets and enhances the presence in the digital environment. Mr. Andrew Michael who founded and serves as the Managing Director of the organization leads the organization and his strategic vision has seen the firm grow and establish itself in the market.

The report below gives an in-depth analysis of Yeoh Furniture Company, to assessing the Human Resource (HR) candidate recruitment and selection process in the organization explicating its inherent strengths, limitations and areas of improvement.

On balance, it can be concluded that Yeoh Furniture Company can significantly improve its HR management by applying a couple of effective, but simple fixes. These suggested modifications are aimed at creating a better working environment, promoting the engagement of the employees, and enhancing the performance management systems. Importantly, the recommendations will help the company to recruit and retain talents, build a more organized HR system, and enhance efficiency of the organization in its entirety. It is highly suggested that the firm should take these lessons into considerations and establish a strategic HR plan to effect the suggested changes in a systematic and sustainable way.

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Chapter 1

Introduction

1.1 Introduction

A company is a business organization that is established by a group of people and one of its main purposes is to produce goods or offer services. Organizations may be constituted in many different ways depending on their strategic goals, their statutory responsibilities and their operational arrangements. Irrespective of the organizational size and structure, every company operates within the framework of prescribed statutes and value systems and ethical tenets, such values are indispensable for maintaining discipline in the company, assuring the quality of service, and fostering a constructive and productive working environment.

Within all corporations Human Resource Management (HRM) plays a pivotal and significant strategic role. HRM is responsible for the recruitment, selection and retention of competent people; the introduction of training and development programs; the administration of remuneration and benefits; the motivation and appraisal of employees; as well as the establishment of a safe, healthy and supportive work environment. An excellent human resource department ensures a smooth working of organizational operation through the improvement of workforce performance which will lead to not only satisfaction among employees but also good performance of the organization.

Yeoh Furniture Company, a modern, innovative and fast growing furniture company, recognizes the critical role of HRM to achieving sustainable growth. To this end, the firm has established a carefully planned HR system which controls recruitment, training, employee relations, performance management and general workforce administration. The resultant HR policies and practices are a foundation for a cordial, professional and efficient working environment that is conducive to organizational objectives and employee welfare.

The report that follows is based on the knowledge and learning gained during my internship in Yeoh Furniture Company. Throughout this tenure, I gained an in-depth knowledge of the firm's operational processes, the dynamics of the firm's HR department and the day-to-day responsibilities taken on by staff. The internship gave me hands-on experience that was substantive, and what was learned through this internship has been incorporated in this document.

1.2 Origin of the Report

The present report is the culmination of a four month internship under the supervision of Mr. Mahbub Parvez, Associate Professor, Department of Tourism & Hospitality Management, Faculty of Business & Entrepreneurship, Daffodil International University. Throughout the internship I actively participated in applied learning and witnessed operational activities within the organization and applied theoretical concepts to practical workplace scenarios and that is a key factor in the depth and quality of this study.

In preparing this report, The information I used in this report was collected using a lot of credible sources such as websites, magazines, journals and publications of companies among other secondary information. Also, I was able to obtain important information through personal communication with the employees, supervisors and other stakeholders involved in the organization. These firsthand interactions combined with observational data meant that it was possible to slip precise information into the report that was contextual.

This furthering methodological rigor has ensured that the content of the report is authentic, well informed and reflective of my actual learning and engagement of during the internship period.

1.3 Background of the Study

The internship program is a major part of the curriculum for the Master of Business Administration degree. As a mandatory constituent of the program, it gives the students the chance to obtain the experiential learning in the operational environment of a professionally run enterprise before entering their formal assignments. Through this type of hands-on activity, participants develop a sophisticated understanding of how organisations work, examine the dynamics of the working world and apply the constructs of theory to real work situations. In accordance with the requirement explained by the MBA program offered under Daffodil International University, I have successfully completed an internship placement with the Yeoh Furniture Company. During this engagement, I gained a deep level of understanding of the operation of the firm with particular focus on the functions of human resource management. Taking into consideration these observations, I wrote an extensive internship report on "An Analysis on the Recruitment and Selection Process of Yeoh Furniture Company". The report shows not only my academic understanding, but also the working experiences gained during the internship.

1.4 Objectives of the Report

The main objectives of this study are as follows

- To have an understanding of the selection and recruitment process of Yeoh Furniture Company.
- To study how the company maintains quality and transparency in recruitment at Yeoh Furniture Company.

- To understand how management participates in hiring decisions.
- To identify challenges faced during hiring and propose recommendations

1.5 Methodology of the study

Basis of the Report

This internship report has been prepared based upon multiples sources of information and methodological approaches with an intention to making things accurate, relevant, and covered in the organization. The following are the sources of the study:

- **Direct observation during industry visit:** During the internship period, the structured observations of the workings of the industry, human resource management practices and employee interactions were carried out which gave empirical information about day to day life activities and also the workflow of the organization.
- **Discussions with HR officers and supervisors:** Structured discussions and interviews with HR employees and Departmental supervisors provided the foundation for an in-depth understanding of recruitment, training, performance management, and other HR-related functions to aid interpretation of policies and procedures.
- **Review of available documents and company guidelines:** Documents, policy manuals, and procedural guidelines available within the company were reviewed to determine formal HR practices, organizational structure, and operational standards so that the report is based on real company practices.
- **Online background research about the organization:** Secondary research was conducted using credible online sources, including the company website, industry reports, and news articles, to gather additional context about the organization's history, business model, and market presence.

By combining these methods the report presents a balanced analysis which reflects both practical experience as well as documented information about Yeoh Furniture Company.

1.6 Limitations

- **Remote office structure reduced physical observation:**

Due to the completely remote setup of the offices of the Yeoh Furniture Company, direct physical observation of activities throughout the day-to-day operations was not possible. Consequently, my ability to monitor employee behavior, the workplace culture and in-office HR interactions was limited.

- **Restricted access to confidential HR documents:**

Numerous HR-related documents such as employee's records, performance evaluation reports, and salary information, etc. were revealed as confidential. Accordingly, based on what was observable in practices and information that had been shared, the analysis relied primarily on this.

- **Variations in recruitment stages based on job roles:**

Because hiring process varies in nature for the technical, managerial and support positions, it was impossible to observe all potential steps of the recruitment process equally for all types. This was reflected in the variances in the depth of observation by job categories.

- **Digital recruitment process limited full observation:**

Several stages of the company's recruitment process screening, interviews and onboarding - are all online. As a result, I was not able to see all procedures in person and had to rely on secondary explanations or coded processes.

- **Difficulty gathering operational information:**

Using telescopes, GPS systems, and similar instruments, soldiers can use them to get a fancy robotic scope. Certain operational data were either not readily available or were shared only on a partial basis, because of internal privacy and confidentiality policies. This hindered my trying to get a round understanding of particular business functions and HR activities.

Chapter 2

Company overview

2.1 Company overview

Yeoh Furniture Company is a contemporary furniture company based in Malaysia with a very remote workplace that is primarily online driven. The organization is specialized in the designing, manufacturing, and delivering of high quality and contemporary furniture for homes and offices to its customers throughout Malaysia and select international markets. Its digital-first business model enables the business to work efficiently and lower overhead costs and reach a wide customer base via e-commerce platforms.

Basic Company Information:

- **Company Name:** Yeoh Furniture Company
- **Headquarters:** Malaysia (Remote based operational system)
- **Established:** 2019
- **Founder and Managing Director:** Andrew Michael
- **Business Model:** Online- based, remote workforce, direct- to- consumer sales approach
- **Industry:** Furniture Production and e-Commerce

Yeoh Furniture Company is known for its capacity to harmonize the minimalist Malaysian design aesthetically and incorporate sustainable use of materials and affordable pricing strategies. The company also works in partnership with skilled local artisans and its manufacturing partners to ensure not only craftsmanship but product durability as well. Through its modern design philosophy and customer centric business practices, Yeoh Furniture Company has soon become a fast growing and innovative brand in the Malaysian furniture industry.

2.2 Founder profile

Andrew Michael is a Malaysian entrepreneurial with a robust and long standing professional career in furniture design and construction, e-Commerce business management, and supply chain and logistics operations. The extent of his experience has allowed him to understand the creative and operational aspects of the furniture industry.

Felled by a love of local inspired design and modern production techniques, he founded Yeoh Furniture Company with the intention of combining local Malaysian craftsmanship with worldwide design trends. His goal was to build a brand that provides access to high quality stylish and lasting furniture through an online sales model. By developing a direct-to-consumer

approach, Michael was able to eliminate middlemen retail channels and instead allowing the company to provide high-quality furniture at affordable prices.

Under his stewardship, Yeoh Furniture Company has grown to be a fast expanding, innovative furniture company with a focus on design excellence, sustainability, and customer satisfaction.

2.3 Business Evolution

Company Timeline and Key Milestones

- **2019 - Establishment:** Yeoh Furniture Company was formed as a small enterprise specializing in custom made wooden furniture. The enterprise focused on providing high-caliber, handcrafted products according to the client tastes.
- **2020 - Transition to Remote Operations :** In accordance with changing market demands and goals individuals related to operational effectiveness, the enterprise made a shift to a totally remote, online-based model of operations to streamline management, reach out to a bigger selection of customers, and achieve a reduction of overhead costs.
- **2021 - 2022 - Product Line Expansion and Regional Export:** Throughout this period, the company expanded its product line to include living room, bedroom and office furniture. In addition, the exportation of its goods was initiated by the Yeoh Furniture Company to regional markets particularly Singapore and Brunei, marking first steps in internationalization.
- **2023–2024 – Brand Strengthening and Sustainability Initiatives:**
The company focused on improving their brand identity, using more eco-friendly materials, and using sustainable manufacturing practices. In addition the adjustments made in the logistics and supply chain management were instituted for the timely delivery and the augment the customer satisfaction.

2.4 Mission, Vision & Values

Mission

To offer economical yet attractive furnishings to add to the contemporary lifestyle of the consumer, while furnishing customers with carefully designed products backed up by reliable service and outstanding workmanship.

Vision

In order to position the organisation as a preeminent e-Commerce furniture brand in the Southeast Asian region, the brand will need to be characterised by innovation and sustainability and an unequalled customer experience.

Core Values

- **Quality:** Commitment to making durable furniture using materials that are of high quality.
- **Sustainability:** Promoting environmental stewardship in the industry through use and adoption of eco-friendly materials and reduction of waste.
- **Affordability:** Making sure that the patrons receive quality products at good and reasonable prices.
- **Customer satisfaction:** Focus on Customer Satisfaction, factors that are essential to client requirements responsive, individual, and seamless online purchasing services. Inclusion of the following areas in the mission that adds value
- **Marketing - Operations - Human resources - Promotion - Sales - Customer service - Customer relations - Innovation - Persistently include contemporary design trends - technology advancement - Voluntary and creative solutions to maintain competitiveness.**

2.5 Organizational Structure

Not with standing the fact that Yeoh Furniture Company conducts its operations through a remote and digital oriented framework, the organization has an extremely structured and highly efficient way of functionality, and Its pivotal departments and operational units jointly promote seamless business processes and maintain uniformity in the provision of service.

- **Design Team:**

This is the job of a faculty member who is responsible for coming up with new designs for furniture products, writing accurate specifications for the products, making the right choice of materials, and ensuring both the aesthetics of the product and its optimal functionality. This team plays an irreplaceable role in the preservation of the contemporary and minimalist ethos that is the basis of the design heritage of the institution.

- **Customer Support Team:**

Handles customer enquiries, orders, after sales support and general communication via online platforms. Their role is not just to ensure a good customer experience for the customer, but it also includes solving any issue that arises by providing a timely solution.

- **Marketing Team:**

Managing branding activities, online advertisement, promotional campaigns and social media presence The team concentrates on how to enhance the digital presence of the company and attract the potential customers.

- **Manufacturing Partners:**

Collaborate wide hat will work on product development with skilled work shoppers and craftsmen based in Selangor, Penang and Johor. These partners are responsible for creating the furniture according to the specifications of the company: quality, and consistency.

- **Logistics Team:**

Coordinates the delivery operations through courier networks and transportation partners. They ensure efficient fulfillment, safe handling of products and petition delivery to customers in Malaysia and select international markets on time.

2.6 Product Categories

- **House Furniture:**



Figure no.1: Sofasets



Figure no.2: Bed



Figure no.3: Wardrobes



Figure no.4: Divine Sofa

- **Office Furniture :**



Figure no. 5: Chairs



Figure 6: Office Desks.



Figure no. 7: Bookshelves

2.7 Key Achievements

- **Fully remote operations since 2020:**

This firm has embraced a complete remote and online platform of operations successfully, which enables the management of the workforce to be flexible and govern the coordination of various functional units effectively. This model has helped Yeoh Furniture Company to maintain a productive model where the overhead costs have been trimmed at the same time.

- **Over 150 product designs:**

Having a focus on innovation and customer-centred design, the company has produced a number of over 150 unique furniture products. The designs are indicative of modern trends, modes of functionality and standards of handicraft.

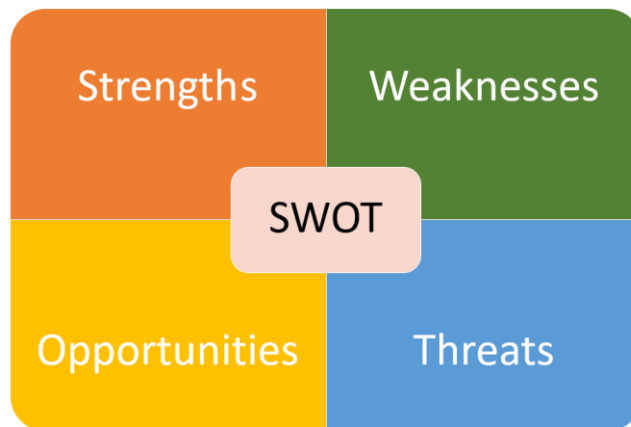
- **Successful expansion to ASEAN markets:**

In addition to Malaysia, Yeoh Furniture Company has spread its operations to other countries in Southeast Asia. Such regional expansion is a positive step, which indicates the rising market share and the popularity of the company, which deals in modern furniture.

- **Recognized for sustainable material usage:**

Sustainability is a key focus for the company. By sourcing eco-friendly materials and working with skilled local artisans, Yeoh Furniture Company has established a reputation for environmentally responsible production practices.

2.8 SWOT Analysis of Yeoh Furniture Company



- **Strengths** : Yeoh Furniture Company strengths are strong online presence which saves costs, modern and quality furniture designs and cheap production due to reliable suppliers. The company also offers great customer service and has a skilled workforce that is trained in product knowledge and digital operations.
- **Weaknesses** : There are some weaknesses of Yeoh Furniture Company as follows: Physical showrooms of the company, customers cannot check products in person. The company is dependent on online marketing, so it has become sensitive to changes in the digital. Inventory shortage sometimes occurs due to supply chain delays. The HR department is

small which limits the training and recruitment activities. Additionally, there may be delivery delays due to external logistics concerns.

- **Opportunities :** Yeoh Furniture Company has a number of opportunities for growth. The growing market for e-commerce has the potential of increasing sales over the Internet with significant potential to expand to Southeast Asian countries. Collaboration with interior designers can help produce premium packages, while the inclusion of eco-friendly or modular furniture can appeal to new customers.
- **Threats :** Yeoh Furniture Company is exposed to a few external threats, which could impact the growth of the company and its profitability. Intense competition from other brands of furniture online with similar products and price puts pressure on market share. Fluctuating costs of raw materials like wood, metal and upholstery may impact the profit margin while economic slowdowns may affect customer purchasing power and result in lower sales. Additionally, supply chain disruptions and shipping delays worldwide can affect the timely delivery of products, and the company's use of online operations puts it at risk for cybersecurity.

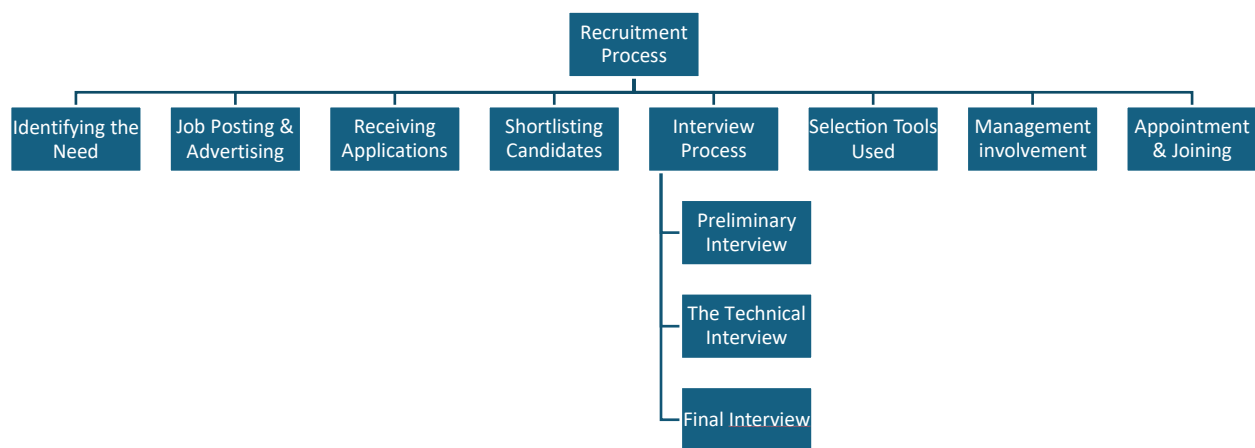
Chapter 3

Recruitment & Selection Process

Recruitment & Selection Process

Yeoh Furniture Company has a systematic and structured process when hiring employees. Due to remote operations, their recruitment is mostly done digitally. As an HR intern, with the help of my advisor, I have had an opportunity to watch the whole process first-hand. The main aim of the selection process is to ensure that the company recruits the best suitable candidate for the job.

3.1 Step-by-Step Process



- **Identifying the Need:** Department heads identify shortages or new role requirements for workforce needs. A requisition form is sent to the HR.
- **Job Posting & Advertising:** After approval of the requisition by HR, the vacancy is advertised on multiple platforms, such as:
 - Online job portals
 - Social media applications (Facebook, LinkedIn)
 - Internal employee recommendations
- **Receiving Applications:** Applications are collected by email or job portals. HR screening Resumes according to qualifications and experience.
- **Shortlisting Candidates:**
The applications are screened by HR on the basis of:
 - Relevant experience
 - Educational qualifications

- Technical skills
- Match with job description
- Communication abilities

Shortlisting helps in ensuring that only the qualified candidates progress hence saving the time of both HR and the interview process.

- **Interview Process:** The typical interview process of Yeoh Furniture Company has three stages:

Preliminary Interview

- Basic candidate screening.
- Conducted online.

Verifies communication, attitude and basic suitability.

The Technical Interview

- Conducted by department experts.
- Focuses on job-related knowledge.
- May include practical tasks or quizzes.

Final Interview

- Conducted by HR Management and management panel.
- Assesses cultural fit, behavior, and long-term potential.
- The multi-stage interview process makes the process more fair and accurate so both skill and personality are being evaluated.

- **Selection Tools Used:**

Yeoh Furniture Company has resources that are modern and employed to facilitate the hiring process including:

- CV screening software
- Skill-testing platforms
- Structured interview templates
- Task-based performance assignments

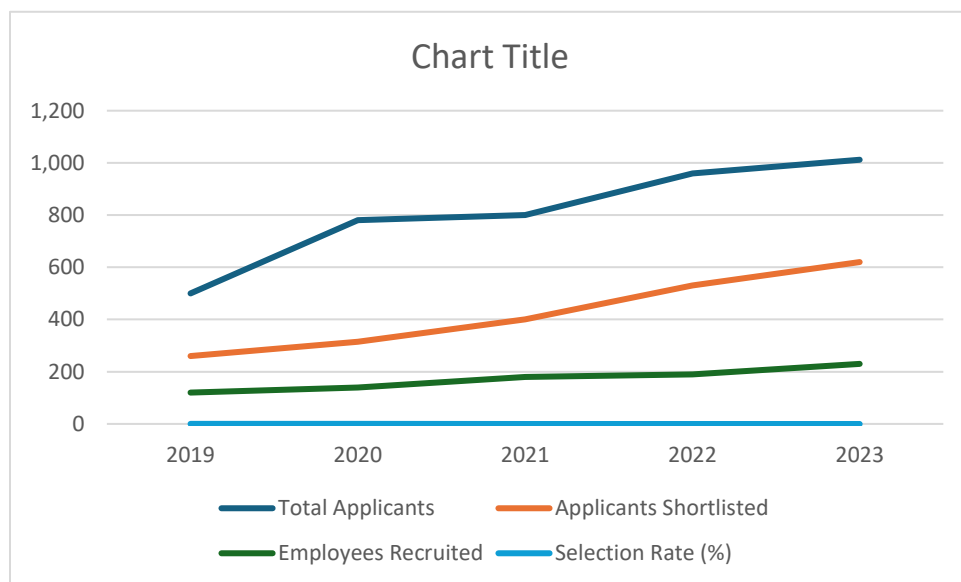
- **Management involvement :** Management involvement is not limited to top management; it is also included among department heads who have the responsibility of final approval

decisions. Their involvement is what is ensuring that the right candidate is chosen for critical roles.

- **Appointment & Joining:** Upon completing all requisite stages, The company sends the formal offer of appointment letter or job confirmation letter to the appropriate candidate with all the details including salary, benefits and terms and conditions of employment.

3.2 Recruiters over the year :

Year	Total Applicants	Applicants Shortlisted	Employees Recruited	Selection Rate (%)
2019	500	260	120	24.00%
2020	780	315	140	17.95%
2021	800	400	180	22.50%
2022	960	530	190	19.79%
2023	1,012	620	230	22.73%



The recruitment chart reflects Yeoh Furniture Company's business evolution:

1. Applicant Growth (2019 - 2023)

- There is a steady annual upward trend of total applicants, with a 60 percent growth from 500 in 2019 to 1,012 in 2023, suggesting an increase in the popularity or outreach of the organization in recruitment.
- The number of applicants shortlisted has also been steadily increasing from 260 in 2019 to 620 in 2023, thereby reflecting the expansion of the applicants pool.

2. Recruitment Output (2019 - 2023)

- The number of Employees Recruited has been increasing consistently over the five Years, from 120 in 2019 to 230 in 2023. This upward curve represents a systematic scaling of hiring effort of the company on an annual basis.

3. Selection Rate Fluctuations (Hiring Efficiency)

The selection rate shows how competitive the hiring process was, or how many people were hired relative to the total number of applicants:

Year	Selection Rate (%)	Trend
2019	24%	Percent Highest rate, suggesting comparatively less competitive year/improved conversion of applicant to hire
2020	17.95%	Lowest rate, meaning most competitive year concerning number of applicants.
2021	22.50%	Significant bounce back.
2022	19.79%	Decrease, showing a more competitive year than 2021.
2023	22.73%	Second-highest rate, showing good conversion from the largest applicant pool.

Chapter 4

Findings, Recommendation, Conclusion

4. 1 Findings

During my internship at Yeoh Furniture Company, I had the opportunity to observe closely the human resource practices of the company especially in the area of recruitment, selection and managing the employees. A few key observations were brought in during this time:

➤ **Digital Recruitment Process:**

The recruitment process at Yeoh Furniture Company is to a large extent done using digital platforms (BD Jobs, LinkedIn, MYFutureJobs (Malaysia), Facebook), and this has improved efficiency and convenience for the applicant as well as the HR team. Online job postings, application tracking systems, and virtual interviews make it easier to find the proper candidates for the job, while reducing administrative delays.

➤ **Well Defined and Processed Hiring Steps:**

The company is a highly organized and didactic company in its recruitment procedure. Each of the stages from job posting, review of applications, to interviews and final selection are clearly outlined, ensuring that candidates receive plenty of information about the process, reducing confusion and creating a professional candidate experience. The success of this structured approach is borne out by the shortening of the hiring time, the quality of candidates, a more streamlined interviewing process and increased applicant satisfaction.

➤ **Active Involvement of Management:**

The active involvement of management is shown by a proactive and hands knees involvement in the final decision regarding hiring. Such engagement is one critical mechanism to ensure that newly recruited personnel acquire requisite technical competencies while at the same time feeling at home with the strategic objectives of the organization, its corporate culture, and thereby contribute to both long term retention of employees and organizational success.

➤ **Exploitation of the Modern Screening Tools:**

The human- resources department is utilizing the contemporary digital technologies for the evaluation of candidates, which include automated systems for analyzing the resumes, automated application based sorting on the basis of skill sets, and software for expediting the scheduling of interviews. These tools ensure that the most suitable applicants can be identified in a timely manner, time to hire is reduced and the overall quality of recruitment results is maintained.

➤ **Effective Inter-departmental Communication:**

The communication between the human resources department and the various functional units happens in a seamless, transparent and well coordinated manner. Such an approach is sure to ensure that the staffing needs of the organisation are fully understood, the recruitment priorities are judiciously built and that the new hires are well-integrated within their respective teams.

➤ **Cultural Fit and Values Have a Focus:**

The organization in this way gives equal importance to technical competence as well as formal qualification, while, on the other hand, evaluating the compatibility of the cultural values of the applicants with those of the enterprise, this being a principle that is the same for other comparable organizations. By providing scrutiny on congruence with corporate ethos, labor standards and team dynamics, Yeoh Furniture Company ensures newly recruited personnel is capable of integrating into their collaborative milieu, and uphold professional ethical benchmarks especially in the context of its remote operational paradigm.

Collectively, these facts bear out of the corporation's commitment to a culture of systematic, contemporary, people-centric human resource management. The amalgamation of digital efficacy, methodical procedures, managerial oversight with an acute focus on cultural congruity form the foundation for a professional, nurturing and efficacious milieu that fosters workplace culture as well as procedure excellence.

Other Core Findings of the Internship

- **Organized Onboarding Procedure:**

The department has introduced a wide-ranging induction protocol for new faculty and staff which includes focused onboarding seminars, a detailed introduction to the university's statutes and regulatory framework and designated mentorship programs that work together to promote the seamless integration of new staff into the academic community.

- **Employees Training and Development:**

Periodically organized training workshops and skill development programmes have a systematic role in developing and maintaining employee competencies and ensure that the human resource is always sensitive to the changing and changing sectoral scenario and personal performance is maximised.

- **Performance Evaluation System:**

A formal structured performance appraisal framework is used incorporating periodic assessment, constructive feedback dialogues and objective goal setting procedures which are created to articulate expectations of employees and outline future paths of professional development.

- **Activities related to employee engagement:**

From facilitating team building exercises, virtual assemblies and structured recognition schemes to fostering a culture of high morale and collaborative practices, the Human Resources function is tasked with facilitating and maintaining a culture of high expectations in remote operational environments..

- **Flexible Work Environment:**

With the implementation of a remote-first business model, workers receive the freedom to perform their duties effectively, without compromising on work-life balance, which, in turn, provides strength to productivity indicators and job satisfaction levels.

- **Transparentt Communication Channels:**

Digital platforms are exploited to spread routine updates, announcements, coordinating, promoting transparency and clarity in institutional communicating channels.

- **Focus on Diversity and Inclusion:**

Recruitment and HR practices ensure inclusivity, welcoming candidates from different backgrounds and valuing diverse perspectives in the workplace.

- **Employee Retention Practices:**

Emerging top payment, bonuses and rewarding of staff efforts work in reducing the turnover and boosting retaining of talented staff.

- **Data-Driven HR Decisions:**

The deployment of analytics and reporting systems in modern Human Resources management is one of the primary foundations of decision making which is premised on facts particularly concerning workforce planning, staff recruitment and employee performance analysis.

4.2 Recommendation

During my internship with Yeoh Furniture Company. I observed that there are a number of areas within the recruitment and selection process that can be better and more functional by making them more efficient and justice.

- **Smarts Candidate filtering System:** the company can use a computer system to filter out applicants based on their skills, experience and compatibility with the job. This would involve reduction of manual work and enhanced accuracy.
- **Structured Interviews:** Evaluation Rubrics Adding standard interview questions and performance rating rubrics will assist in ensuring fairness. This allows the interviewers to do a comparison on the candidates objectively and hence minimizing bias and enhancing accuracy.
- **Enhance Channels of recruiting talents:** Take employer-sponsored schemes that remove low quality candidates and contribute to a long-run sustainable workforce.
- **Enhance Communication and Realignment:** Effective communication with the HR and the other departments and timely communication to the applicants will make the hiring process organized and positive. Providing prompt feedback and communicating timelines can increase the overall levels of satisfaction among the candidates. Boards across boards, predictions: make better hiring decisions using hiring data and analytics.
- **Enhance Clarity and Organizational Communication:** To make the hiring process more orderly and pleasant, clear communication between HR and other departments alongside prompt updates to the applicants would do the trick. Clean schedules and timely feedback will be able to boost candidate satisfaction. Predictions: With the help of hiring data, including hiring duration, performance trends, and turnover rate, companies can improve their decisions when making hiring.
- **Informed hiring decisions.** This practice would help minimize delays, reinforce workforce planning and assist in the accuracy of the selection in a holistic basis.

4.3 Conclusion

The HR management consists of recruitment and selection. They assist a firm in its growth, enhance employee performance as well as productivity.

The Yeoh Furniture Company Ltd. . has put in place a systematic recruitment process which is well structured and largely digitised because of a largely remote model of ways of working.

The firm specializes in transparency, fairness, and skill-based assessment, which should ensure that every candidate is given a fair objective evaluation based on the needs and the cultural

values of the organization. Senior management both participates in the finalization of hires and has the added benefit of enforcing the selection process and ensuring that new hires are not only technically proficient, but also seamlessly integrated into the organizational work environment.

Although the present system of recruitment and selection is sound, there is scope for it. For example, further integration of cutting-edge technological tools, such as applicant tracking systems (ATS) and AI-enabled software, could make the workflow more efficient, reduce the danger of manual errors, and offer a better candidate experience. Additionally, in addition to channels for communication and feedback, supplementing interactions between the candidates and the internal departments could help move toward better coordination, and strengthen the overall recruitment strategy.

In sum, Yeoh Furniture Company continues to have a professional and effective recruitment process that is critical to attract, select and retain the right talent to support the remote operations and help them sustain their long-term business growth.

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