

Prepared by:

Nur Sharina Maisarah Binti Sazali (2021619866)

Advisor: Examiner:

Puan Nurul Farihin Binti Dr. Shamsul Anaz Bin Kassim

Mhd Nasir



EXECUTIVE SUMMARY

The main focus of this report is my six-month internship at OCK Group Berhad (OCK Setia Engineering Sdn Bhd, Glenmarie, Shah Alam, Selangor. I was assigned to work as a Business Administration Trainee for Jacqueline Goh Chia Nee during the internship program. This report on industrial training covers eight sections. The preliminary page, which comprises the acknowledgment, table of contents, and executive summary, makes up the first portion. The student's profile, which includes the most recent CV, is in the second section. The profile of the company will be the next section. The trainee will describe the company's name, logo, address, history, mission, and vision as well as its organizational structure, and offerings of goods and services. The trainee explains the fourth section, which includes duration, working day and time, roles and responsibilities, activities allocated, and advantages received during the internship, in the context of training reflection. In the fifth segment, trainees will examine the SWOT analysis that OCK Group Berhad (OCK Setia Engineering Sdn Bhd) executed. This will be followed by recommendations that have been made to help the company improve its management. In the following section, the trainee will talk about the advantages of the internship experience. The trainee offers a few references as well to back up the assertion. The report's last section concludes with appendices, which include relevant photos from my internship.



TABLE OF CONTENT

EXECUTIVE SUMMARY	1
TABLE OF CONTENT	2
1.0 ACKNOWLEDGEMENT	4
2.0 STUDENT'S PROFILE	5
3.0 COMPANY'S PROFILE	6
3.1 Name	6
3.2 Location	6
3.3 Background	6
3.4 Vision	6
3.5 Mission	7
3.6 Organization Structure	7
3.6.1 OCK Group of Companies Structure	7
3.6.2 Business Development Department	7
3.7 Products or Services.	8
3.7.1 Telecommunication Network Products.	8
3.7.2 M&E Engineering Services.	8
3.7.3 Telco Network Services	9
3.7.3.1 Tower Business	9
3.7.3.2 Full Turnkey Solutions	9
3.7.3.3 Managed Services	. 10
3.7.4 Telco Infrastructure Services.	10
3.7.5 Green Energy and Power Solution Services	
4.0 TRAINING'S REFLECTION	11
4.1 Specific date	. 11
4.2 Working day and Time	. 11
4.3 Department	. 11
4.4 Roles and Responsibilities	11
4.4.1 Prepare documents and fill in company informations for tender participation	
4.4.2 Assist colleague in the completion of tender documents and papers	. 11
4.4.3 Manage all important company forms and documents	. 12
4.4.4 Handle dismantle tender.	12
4.4.5 Do stamping duty for contract	12
4.5 Benefits and Experiences Gained	13
4.5.1 Receive monthly allowance	. 13
4.5.2 Advance communication skill	. 13
4.5.2 Increase confidence	. 13
5.0 SWOT ANALYSIS	.14
5.1 SWOT Analysis of OCK Group Berhad	
5.2 PESTEL Analysis of OCK Group Berhad.	. 14



6.0 DISCUSSION & RECOMMENDATION	15
Strengths	15
6.1 Well established company	15
6.2 Recommendation	15
6.2.1 Explore new markets or diversify their service offerings to mitigate risk	cs and tap
into new revenue streams	
6.2.2 Always admit mistakes and fix problems to build stronger relationships	
6.3 Skillful employees	
6.4 Recommendation	
6.4.1 Provide flexible schedule and reduce working hours	
6.4.2 Encourage and promote a work life balance	17
Weaknesses	
6.5 Declining profit	18
6.6 Recommendation	
6.6.1 Invest time in identifying the problem	18
6.6.2 Adjust the price of products or services	19
6.7 High infrastructure cost.	19
6.8 Recommendation	20
6.8.1 Negotiate contracts with vendors for better prices	20
6.8.2 Identify and eliminate redundant services and processes	20
Opportunities	21
6.9 Increasing shifting demands of new potential client	21
6.10 Recommendation	21
6.10.1 Build a customer profile	21
6.10.2 Establish unwavering credibility	22
6.11 Rapidly adopting new technologies	22
6.12 Recommendation.	23
6.12.1 Provide multiple training options	23
6.12.2 Leverage fun and experiential learning platforms	23
Threats	24
6.13 Increasing competition in the same industry	24
6.14 Recommendation.	24
6.14.1 Understand the competition	24
6.14.2 Explore strategic partnership opportunities	25
6.15 Substantial energy consumption.	25
6.16 Recommendation.	26
6.16.1 Better management of the equipment lifecycle	26
6.16.2 Engage with supplier on climate change action	26
7.0 CONCLUSION	
8.0 REFERENCES	28
9.0 APPENDICES	31



COMPANY'S PROFILE

Name



OCK Group Sdn Bhd (OCK Setia Engineering Sdn Bhd)

Location

OCK Group Sdn Bhd (OCK Setia Engineering Sdn Bhd) is located in Glenmarie, Shah Alam. The full address for OCK Group Berhad is No. 18, Jalan Jurunilai U1/20, Seksyen U1, HICOM Glenmarie Industrial Park, 40150 Shah Alam, Selangor. OCK holds its own building at Glenmarie as its office and factory.

Background

OCK Group Berhad (often referred to as "OCK" or the "Group") was established in October 2000 and its primary business is offering telecommunications services, with the capacity to offer complete turnkey solutions. The four main business segments of OCK Group Berhad are Green Energy and Power Solutions, Trading of Telco and Network Products, M&E Engineering Services, and Telecommunication Network Services, which are what propel the company. They are able to construct, own, and lease telecommunication rooftop structures and towers Malaysian telecommunication carriers as a Network Facilities Provider ("NFP") Licensee. Thanks to its experience in the telecom industry, the Group has increased its presence in the area by entering Myanmar, Vietnam, Indonesia, and Laos.

Vision

OCK's vision is to be an innovative and leading provider of Telecommunication Network Services and Green Renewable Energy.

Mission

The Group's mission is to exceed customer expectations through timely delivery of their value-added solutions and services.