

PART 1: PRELIMINARY PAGES

Executive Summary

Every student enrolled in the Business Administration (Hons.) Finance program (BA242) is obligated to participate in the MGT666 internship program. Undertaking an internship at Tower Telecom provides valuable experiences and distinct opportunities to apply my expertise and abilities in a real-world professional setting. Spending 24 weeks at Edotco Group Sdn Bhd from March 1, 2024 to August 31, 2024 has provided me with valuable practical experience and abilities that supplement my studies. During my internship at Edotco, I worked in the Accounts Payable - Finance Shared Services department, reporting to Mrs. Esthy Lim Saw Theng, Accounts Payable Manager. This experience introduced me to numerous aspects of financial management, accounting techniques, and audit compliance procedures. By handling assigned tasks and being entrusted with responsibilities by the organisation, I quickly adapted to the corporate environment including familiarising with workplace dynamics, organisational management, and strategic operations.

Furthermore, this experience has given great insights and practical skills in organisational management, notably in navigating hurdles and handling issues of conflict resolution and risk management. The chances provided by Edotco Group Sdn Bhd have greatly increased my responsibility and trustworthiness in the chosen sector. As a result, implementing a SWOT analysis is an excellent way to assess the internal and external elements influencing the company. By recognizing strengths, weaknesses, opportunities, and threats, I obtain insight into the organisation's important components, benefits, and drawbacks. Additionally, I utilised the PESTEL framework to identify opportunities and risks for Edotco Group Sdn Bhd. This study takes into account a variety of external elements, including political, economic, social, technical, environmental, and legal impacts, to identify possible opportunities and threats in the organisation's external environment. It enables a thorough examination of its strategic environment and offers practical insightful recommendations, exhibiting a critical awareness of the organisation's strengths, weaknesses, opportunities, and threats.

TABLE OF CONTENT

PART 1: PRELIMINARY PAGES	
Executive Summary	1
Acknowledgment	2
PART 2: STUDENT PROFILE	4
2.1 Updated Resume	4
PART 3: COMPANY'S PROFILE	6
3.1 Name, Location, Background	6
3.2 Organisational Structure	8
3.3 Vision, Mission and Values	10
3.4 Product or Services	11
PART 4: TRAINING'S REFLECTION	14
4.1 Duration, Details, Gains	14
4.2 Roles, Responsibilities, Assignments and Tasks	16
4.3 Issues Identified In The Organization	19
PART 5: SWOT ANALYSIS	20
5.1 Strengths (Internal Factor)	21
5.2 Weaknesses (Internal Factor)	23
5.3 External Factors (PESTEL)	25
5.4 Opportunities (External Factor)	26
5.5 Threats (External Factor)	28
PART 6: RECOMMENDATIONS	30
CONCLUSION	36
REFERENCES	37
APPENDICES	39

PART 3: COMPANY'S PROFILE

3.1 Name, Location, Background



NAME	EDOTCO Group Sdn Bhd	
OFFICE ADDRESS	Laman EDOTCO Block D, Dataran PHB Saujana Resort, Section U2 40150 Shah Alam, Selangor, Malaysia	
WEBSITE	https://edotcogroup.com/about-us/our-brand	
EMAIL	marketing@edotcogroup.com	
NUMBER	+6 03 2779 2699	
OFFICE HOURS	Monday to Friday, 8.30 am - 5.00 pm	
GROUP MANAGING DIRECTOR	Adlan Tajudin	

Edotco Group is a leading independent telecommunication infrastructure services company that was founded in 2012, operating as a subsidiary of Axiata Group Asia. Edotco specialises in construction, acquisition, and administration of telecommunication towers, mostly in Asia's developing economies. Edotco is a key player in developing and improving the telecommunications infrastructure in the Asia-Pacific area, with operations in several nations such as Malaysia, Bangladesh, Sri Lanka, Cambodia, Pakistan, and Myanmar. With its vast tower network and proficiency in infrastructure management, it acts as a reliable partner for telecom operators seeking to enhance connectivity and broaden their market penetration in growing markets. Not to add, it was created on the principles of environmental, social, and governance (ESG) and is situated in **Glenmarie Shah Alam**, employing between 1,001 and 5,000 people.

Edotco Group has achieved the most coveted top 10 Global tower company ranking and aspires to be the industry leader in tower service, in response to having the responsibility and sustainable manner to benefit their customer, employees, communities and nations. Hence, With a regional portfolio that comprises more than 50,000 towers in its home markets of Malaysia, Sri Lanka, Bangladesh, Cambodia, Pakistan, Myanmar, Philippines, and Laos, Edotco aims to provide exceptional performance in telecommunications infrastructure services and solutions. Edotco, the first regional tower services provider in Asia, is dedicated to creating competitive access for business and community connections through affordable telecommunications infrastructure. Thus, they also are committed to deploying in lowering its carbon impact and using eco-friendly solutions. This includes making use of energy-efficient technology to reduce energy usage and employing renewable energy sources to power its towers.