



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka
Kampus Bandaraya Melaka



MELAKA ICT
HOLDINGS SDN BHD



INDUSTRIAL TRAINING FINAL REPORT

1 MARCH – 15 AUGUST 2023

Prepared By:

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BA246

Lecturer's Name:

MADAM WAN HASMAT BINTI WAN HASAN

EXECUTIVE SUMMARY

The last step in earning a degree from Universiti Teknologi MARA is to complete an industrial training curriculum for all undergraduate business and management programmes. The completion of an internship or on-the-job training in an area linked to the student's academic degree and field of emphasis is necessary. Introducing students to the workplace and surroundings of their topic of study is the goal of industrial training. Furthermore, it can help students develop important abilities that will make them more employable in the job. Additionally, it offers them a chance to get real-world work experience related to their studies. A training programme might teach students other skills that are unrelated to their academics. Students may learn about extra skills outside of their studies through a training programme. Students will be exposed to a real work environment during the training session, which will teach them how to connect and communicate efficiently at all levels of the workplace.

This internship report focuses on the job experience I gained while working as an intern at Melaka ICT Holdings Sdn Bhd (MICTH) in Account and Financial department (Credit Control unit) and SWOT analysis (Strength, Weaknesses, Opportunities and Threat) of the company from Mac 1, 2023, to August 15, 2023. I have been assigned to work in the account and financial department for the six months of my employment. Here, I had learnt how to check table for reconcile and supporting document for reconcile, checking outstanding in debtor aging and assist to do financial performance. I succeed in every task given to me by my manager.

This report will include a cover page, executive summary and acknowledgment, then followed by my updated resume in the next page. Next, this report provides information about the company's profile (MICTH). As long as I work here, I get various knowledge and information including the company's history, vision, mission, and goal, as well as its organizational structure and the products and services it has provided to the industry. Then, my industrial training report concludes by outlining the length of the industrial training period, involvement in the company's efforts to achieve the company's goals in its industry and the benefits I obtained during the industrial training period. Because of my involvement as an intern at this company, I was able to study the SWOT analysis in the fifth section of this report to examine the organization's strengths, weaknesses, opportunities, and threats. The comments and suggestions in last page of the report will thus need the firm to make improvements. There is a conclusion at the end, along with further references and appendices, which show that my internship was successful.

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ACKNOWLEDGEMENT

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

In the mighty name of Allah, the Most Merciful, the Most Generous. First and Foremost, Allah SWT deserves gratitude for giving me the opportunity to successfully finish my company evaluation and strategic plan. With the confidence and direction He gives, I can successfully do an internship in my workplace and find the resources and information needed to do this report for the Internship (MGT 666) course.

I received help and guidance from a few reputable people who have I sincere gratitude for their help and direction in finishing this assignment. I've learnt a lot and gained a lot of knowledge in the process of doing this work thanks to the cooperation of others. First of all, I would like to express our deepest appreciation to Madam Wan Hasmat binti Wan Hasan, our lecturer for the Internship (MGT666) course, for giving me clear instructions for this report over the course of several discussions. Then, I also want to thank our supervisor and staffs in Melaka ICT Holdings Sdn Bhd for given opportunities for me to learn and be teach me how to be prepare as a worker in the future. Lastly, I wish to express my gratitude to all of those who have directly and indirectly guided us to complete this assignment.

Last but not least, thanks to my helpful supervisor Encik Mohamad Hod Bin Rabu for observing and encourage me during this 6 month training period under Accounts and Finance Department. Not only that, I also want to thanking my leader of credit control, Mr. Ahmadee bin Abdullah for always be patience and guiding me to getting the best work experiences.

STUDENT'S PROFILE



**NADIA ARISSYA
BINTI
SHAIFULHISHAM**

CONTACT ME



SKILLS

- Interpersonal Skills
- MS Power Point, Ms Word, Powerpoint and Excel
- Language
- Computer Skill

REFERENCES

PUAN KHALILAH BINTI IBRAHIM
International Business Lecturer

Level 7,
UiTM Cawangan Melaka Kampus Bandaraya Melaka,
75350 Melaka

NURUL AZRIN ARIFFIN
Senior lecturer

Level 7,
UiTM Cawangan Melaka Kampus Bandaraya Melaka,
75350 Melaka

PROFILE

I am an enthusiastic, self-motivated, reliable, responsible and hard working person. I can work and adaptable to all challenging situations. I am able to work well both in a team environment as well as using own initiative. I am able to work well under pressure and adhere to strict deadlines.

WORK EXPERIENCE

Internship Mac 2023 - August 2023

Melaka ICT Holdings Sdn Bhd.

Ayer Keroh, Melaka

This company has a great potential. An excellent setting for professional growth and learning make me as a employee can do multitask and get exposure to many different jobs. Management and colleagues are friendly and willing to support each others.

Factory Operator Aug 2022 - Sept 2022

Synztec (Malaysia) Sdn. Bhd.

Shah Alam, Selangor

Great place to learn and startup as a freshie. They provide training and I can request the specific training that I needed. Experiences for international exposure. I can learn the whole process of how a manufacturing industry works. I will develop great communication skill from here.

Factory Operator Aug 2021 - Oct 2021

Ban Seng Plastic Industries & Assembly Sdn. Bhd.

Shah Alam, Selangor

This company provides me with a variety of information regarding the nature of the work and several possibilities to use advanced machinery. Additionally, both the environment and the staff are excellent.

Factory Operator Dec 2019 - June 2020

Welford Manufacturing (M) Sdn. Bhd.

Sungai Buluh Selangor

This company has a great potential. An excellent setting for professional growth and learning make me as a employee can do multitask and get exposure to many different jobs. This is because the business is a developing SME. Management and colleagues are friendly and willing to support each others.

ACTIVITIES

A PROTOCOL EXCO 2022 - 2023

Universiti Teknologi MARA (UiTM), Kampus Bandaraya Melaka

- I became the protocol exco (Floor Manager) in the event that will be held in early January 2023 for the subject of Professional Etiquette for Hoteliers.
- My job scope is to make sure the event running smoothly.

A MULTIMEDIA EXCO 2022 - 2023

Universiti Teknologi MARA (UiTM), Kampus Bandaraya Melaka

- I became the multimedia exco in the event that will be held in early January 2023 for the subject of Issues in International Business.
- My job scope is to make sure the poster, backdrop and slide prepared well.

A SECRETARY

2022 - 2023

Universiti Teknologi MARA (UiTM), Kampus Bandaraya Melaka

- I joined my course club which is International Business Unity Club (IBUC).
- My job scope is to prepare report, letters, meeting minutes and proposals.
- I have also handle several online and physical programmes.

A WELFARE EXCO

2020 - 2021

Universiti Teknologi MARA (UiTM), Kampus Bandaraya Melaka

- I joined my course club which is International Business Unity Club (IBUC).
- My job scopes are to find and analyze students who need help.
- I have also handle several online programmes.

A PROJECT COMMITTEE

2019

Sekolah Menengah Kebangsaan Balung, Tawau

- I became the project committee in the event (Cadet Civil Defense Camping) that held at school and be a facilitator.
- My job scope is to make sure the event and student's schedules running smoothly.

CERTIFICATION

CERTIFICATION OF DEPARTMENT OF DEPUTY HEAD DEAN'S LIST

Universiti Teknologi MARA (UiTM), Kampus Bandaraya Melaka

- Dean's list for 3 semesters.

CERTIFICATION OF WEBINAR OF DIGITAL NOMADISM: AN IMPECCABLE STARGAZE OF THE FUTURE

Universiti Teknologi MARA (UiTM), Kampus Bandaraya Melaka

- Hold a position as a committee (Multimedia)

CERTIFICATION OF PROGRAM LET'S TT: THINK & TALK

Universiti Teknologi MARA (UiTM), Kampus Bandaraya Melaka

- Hold a position as a committee (Floor Manager)

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION (HONS.) INTERNATIONAL BUSINESS

2020 - 2023

Universiti Teknologi MARA (UiTM), Kampus Bandaraya Melaka

- Currently enrolled at UiTM Bandaraya Melaka with a CGPA of 3.53 from semester 1 to semester 5. I'm now enrolled in semester 6.

SIJIL TINGGI PELAJARAN MALAYSIA (STPM)

2018 - 2019

Kolej Tingkatan Enam Balung, Tawau

- I was graduated from my STPM with CGPA 3.17.

SIJIL PELAJARAN MALAYSIA (SPM)

2017

Sekolah Menengah Kebangsaan Balung, Tawau

- I graduated from my secondary school at SMK Balung with 2A- 2B+ 1B 1C+ 2D

COMPANY'S PROFILE



Figure 1: Melaka ICT Holding Sdn. Bhd. Official Logo

Melaka ICT Holding Sdn. Bhd. is a leading company in Telecommunication Infrastructure and ICT Industry in Melaka. We are recognised as one of GLC in Melaka which holds the exclusive right to develop Telecommunication Infrastructures in Melaka for Telco's company such as Maxis, Digi, Celcom, Umobile and Webe. This company is focusing on delivering maximum quality of work consistently by working with their partners to achieve objectives. They are fully committed to satisfy their partners beyond expectations and rigidly develop a healthy and long lasting relationship. In addition, with more than 1 years of experiences, they keep on growing while expanding their services to reach customers in Malaysia, Hence, making profitable growth through superior ICT products services.

Melaka state government has a vision to use Information Communication Technology (ICT) to empower Melaka economy. Using ICT, Melaka has known around the world. Melaka government also build their own company to ensure ICT in Melaka is good. The company known as Melaka ICT Holding Sdn Bhd or MITCH was incorporated in July 2003. MITCH was introduced by former Melaka Chief Minister, Datuk Seri Haji Mohd Ali Rostam, who realized that there was tremendous potential in the ICT sector. Melaka state government formed MITCH to actively involved in ICT services and infrastructure, not only in Melaka state but throughout the country, taking its advantage as State-Backed Company (SBC).

Today, MITCH is fully owned by Tabung Amanah Melaka, Melaka State Finance Department and is under the Chairman YAB Datuk Seri Ab Rauf Yusoh. He became an active leader in providing innovative and value-added ICT Managed Services for all in Melaka.

Location



Figure 2: Perbadanan Kemajuan Negeri Melaka Building

Melaka ICT Holding Sdn. Bhd. is one of the companies listed in the "Perbadanan Kemajuan Negeri Melaka". This company is located at Level 11, Menara MITC, Malacca. The location of this company is strategic because it is in the center of the planned township in Melaka International Trade Center (MITC) area. This building also have various important companies under the state government and has 11 floors and departments under "Perbadanan Kemajuan Negeri Melaka" such as the Chief Minister's Department, the Water Control Board, the Malaysian Investment Development Board (MIDA) and more.

Operation Hour



Figure 3: Operation Hour of MICTH

The standard work schedule is common enough that most employees will already be used to the working hours. Employees like standard working hours because it can give employees work-life balance and productivity. The schedule used by MICTH is that employees work on a set day (usually Monday to Friday) and a set time (usually from 8am to 5pm or 8.30am to 5.30pm). The company gives employees flexible time to work between two shifts. Next, customers will come at 8.30am instead of 8am.

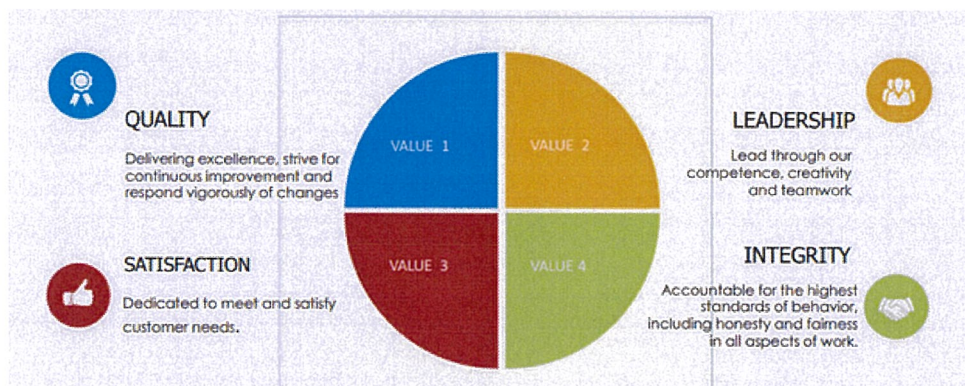
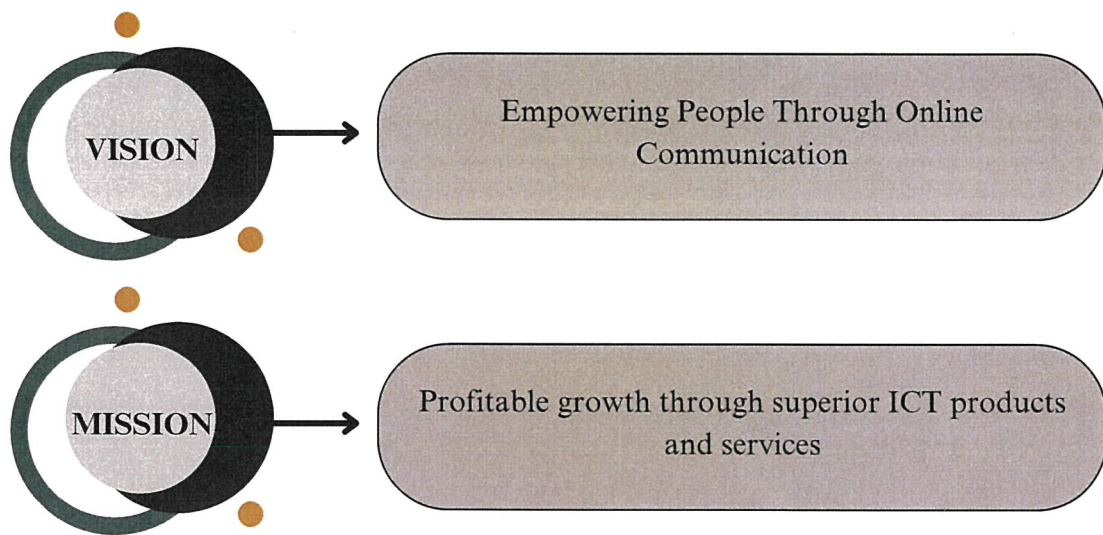


Figure 4: MICTH's Value

To fulfil its objectives, each organisation must have its own purpose and vision. The mission of an organisation is significant since it describes the business, product or service, and customers to establish the main goal. The vision then focuses on aims and ambitions to depict how the organization's future will look if its mission is met. MICTH's mission is to "Empower People Through Online Communication," and its goal is to "Grow Profitably Through Superior ICT Products and Services." They strive to please their customers, workers, shareholders, and society by pushing innovation via new technologies and providing excellence through dependable goods. Furthermore, the company's strategic goal is to achieve profitable and sustainable growth by capitalising on its inventive capabilities.

Organizational Structure



Figure 5: Board of Directors of MICTH

The board of directors is an executive committee appointed by the state government to set strategy and oversee the management of Melaka ICT Holdings (MICTH). Every company under the government must have a board of directors. In addition, there are a total of 53 employees in each department and seven departments namely Accounts and Finance (8), Corporate and Administration (9), Human Resources (3), Operations (19), ICT (6), Commercial Unit (5), and the Legal and Integrity Unit (3) at MICTH.



Figure 6: Management Team of MICTH

PRODUCT OR SERVICES

Melaka ICT Holding Sdn. Bhd. (MICTH) provides core business of product and services in Infrastructure & Telecommunication industry. That included Tower Development & Rental and Fiber. MICTH is well positioned to propel Melaka as a regional hub and digital gateway for South- Malaysia. Leveraging on their extensive connectivity, network and infrastructure. MICTH aims to deliver an integrated and value added solution to all Malaysians by opening up endless possibilities through connection, communication and collaboration will government and industry players in vision of creating a high income society.

Core Business:

i. Tower Development & Rental MICTH

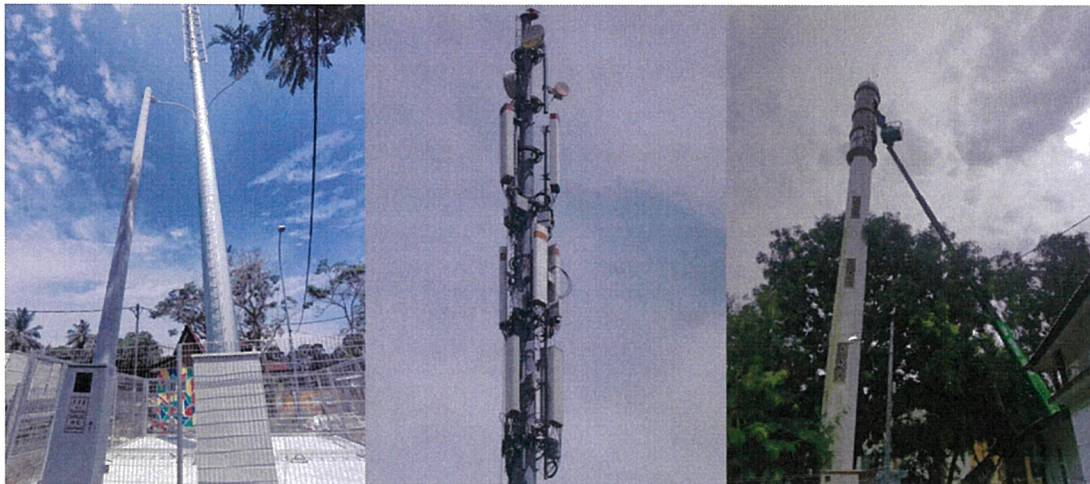


Figure 7: Tower Development & Rental MICTH

Telecommunication towers are high structures that are often made to hold parabolic antennas, which are typically used for transmitting radio signals, microwave communications, and television signals to far-off locations (Yau, Y., Sulaiman, T. A., Balogun, & Hashim, 2020). The Melaka State Government has granted the rights and authority of Tower Development & Rental to MICTH to build, erect, control and maintain telecommunications tower infrastructure in Melaka. This aims to meet user demand for telecommunication facilities involving cellular and broadband services. MICTH is responsible for shouldering this responsibility as a result. Besides monopoles and lampposts, MICTH has more types of towers.

MICTH began to thrive year after year. This is because the Melaka State Government has appointed MICTH as the exclusive planner and manage the Melaka's telecommunications infrastructure. MICTH is also responsible for the acquisition and

ownership of more than 266 telecommunication towers throughout the state of Melaka in order to meet the latest cellular operator (Telco) network growth demands. To ensure that Melaka has access to broadband today, the state government of Melaka has set goals and made measures to regulate the development of the city's telecommunications infrastructure.

ii. Fiber

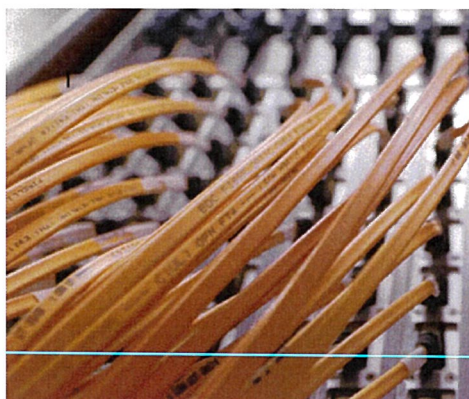


Figure 8: Fiber

The coming of 5G network requires the extensive fiber cable (OFC) network that runs underground. A fiber optic cable is a type of network cable that has glass fibre strands encased in an insulated housing. For long-distance, high-performance data networking and telecommunications, they are created (**Bradley Mitchell, 2021**). A business that specialises in fibre optic connection and testing services is called MICTH. All year long, it offers this service throughout Malacca. With the use of "cable blowing," MICTH offers countrywide cable deployment services for long-distance, metro, FTTP, and FTTH networks, as well as Micro Fibre and Micro Duct installation. With their simplified approach and in the shortest amount of time feasible, MICTH offers a ready-to-share towers and assists new operators in launching their wireless network in Melaka.

MICTH also specialises in fibre optic connection and testing services. All year long, it offers this product and service throughout Malacca. With the use of "cable blowing," MICTH offers countrywide cable deployment services for long-distance, metro, FTTP, and FTTH networks, as well as Micro Fibre and Micro Duct installation. With their simplified approach and in the shortest amount of time feasible, MICTH offers their ready-to-share towers and assists new operators in launching their wireless network in Melaka.

TRAINING'S REFLECTION

Industrial training is an important part for Universiti Teknologi Mara students in semester 6. Therefore, I have decided to undergo industrial training at Melaka ICT Holdings. This company give a opportunities and help me gain real life experience and learn more about my field of work. This internship will last for six months, starting on March 01, 2023, until August 15, 2023. Working hours at this company are from Monday to Friday from 8:00 am to 5:00 pm or 8:30 am to 5:30 pm with an hour for lunch in between. On Fridays, the lunch break will be extended from 12.15pm to 2.45pm for Friday prayers.

i. Specific Department

In this industry training, I focused on credit control job duties. Now, I am more efficient at doing credit checks on existing or new customers, researching and checking invoice payments and balancing complicated month-end accounts. I was also able to identify the problems that occurred on the reconcile and receivables table and inform the responsible employees about the problems that are happening. In addition, I am also responsible for assisting in accepting or rejecting credit transactions, providing payment terms for customers and reclaiming money for outstanding bills. Finally, I am also responsible for ensuring that customers pay their arrears on time and improve the company's cash flow.

ii. Roles, Responsibilities, Task and Assignment

1. Assist to check table for reconcile and supporting document for reconcile

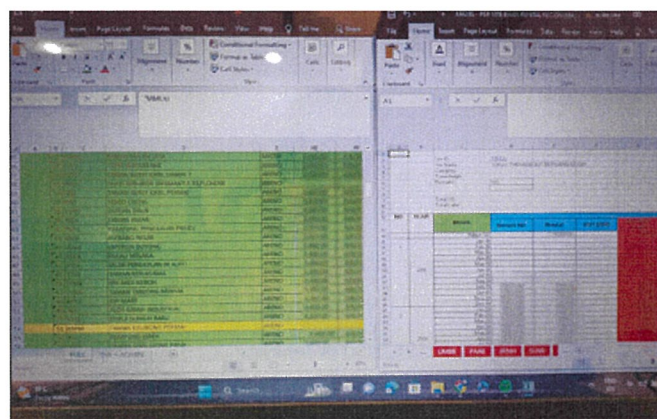
The image shows a screenshot of an Excel spreadsheet. The spreadsheet is divided into several columns and rows. The top part of the spreadsheet has a header row with columns for 'Date', 'Description', 'Debit', and 'Credit'. Below the header, there are several rows of data. The data is organized into two main sections: a left section with a green background and a right section with a white background. The right section has a red background for the last few rows. The spreadsheet is displayed on a computer screen, and the Windows taskbar is visible at the bottom.

Figure 9: Table of Receivable and Reconcile

In a few days or weeks, I will write down a list of tasks and check the schedule that the employees have to do under credit control. This is because, it aims to coordinate payments

and outstanding of Telecommunication companies (Maxis Berhad, CelcomDigi Berhad, YTL Communications Sdn. Bhd. and many more) and supporting documents for claims in the Xolas Tower Management system. Payment reconciliation, including general ledger reconciliation and account reconciliation for accounts such as banks, inventory control, clearing and billing, is necessary to ensure the accounting system reflects the correct transactions. I have found that a bank reconciliation statement for each bank account should be prepared at the end of each month, checked and signed by a responsible party such as management or the treasurer. Signed statements should then be carefully filed for each account in the order of date received. It also helps to ensure that our accounts are accurate by identifying any errors and inaccurate entries in the records.

2. Assist to check outstanding in debtor aging

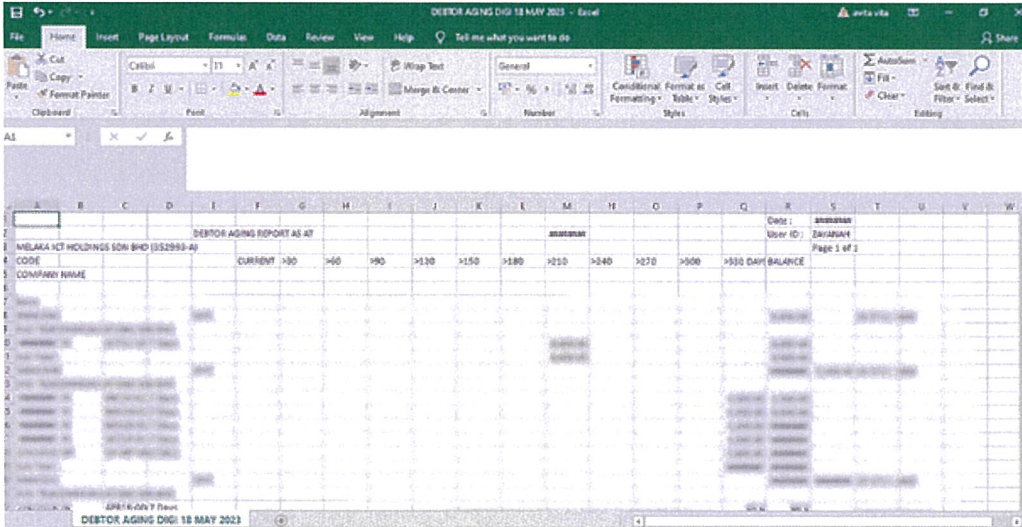


Figure 10: Outstanding in Autocount System

Every week, I am tasked with finding and downloading debtor aging documents from the Autocount system. AutoCount is a system where it is a provider of advanced technology solutions and provides high quality accounting software and point of sale systems. By using this system, I was able to check one by one the outstanding balance of the debtor to be reconciled with the reconcile table made by the employee under credit control. The system is very systematic and easy to use to ensure there are no errors when entering data, entering payment amounts or outstanding from other companies.

3. Assist To Do Financial Performance

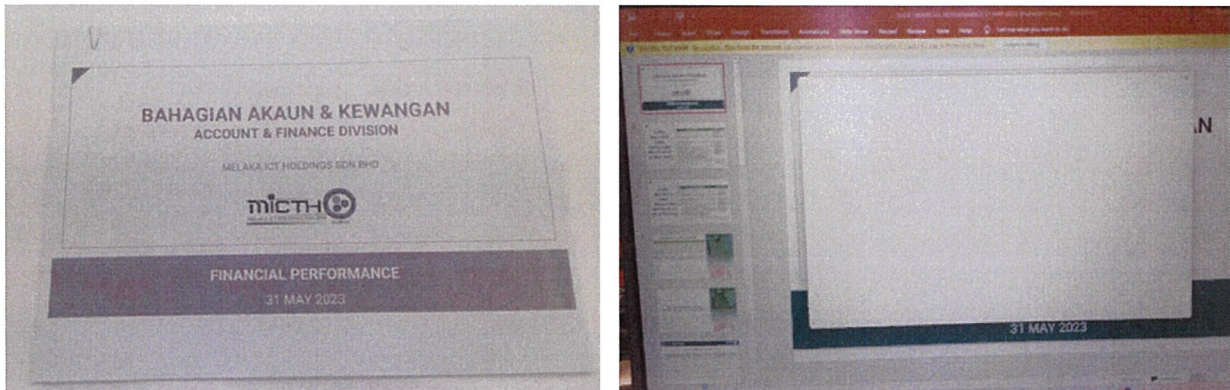


Figure 11: Fiber

Typically, it is my unit's responsibility to create and analyze financial performance, operating history and system performance of the company across all departments. I helped Mr. Ahmadee and Ms. Yana to identify if there is a mistake in entering the actual amount and make a graph in the draft financial performance slide. Next, I was also asked to key-in the data in the column provided and update the financial performance every month to be sent to the Head of the Accounts Department, Mr. Hod.

iii. Benefits That Received and Gained

During my industrial training, I had the opportunity to work in the account and finance department (credit control). Mr. Ahmadee, the head of the Credit department, provided me with a lot of information and teachings. I was able to become acquainted with every aspect of accounting, including finance, tax, secretarial work, and auditing. Throughout my practice, I gain so many experience and lessons from the mistakes I make while studying it. This experience enabled me to develop myself and avoid making the same mistakes again and again. My supervisor, Encik Mohamad Hod bin Rabu, is always constructive when I make some mistakes and I find that it helps me a little to learn and adapt to a new environment. There are so many benefits that I gained at here.

Firstly, I can practice and improve my industry skills while learning how to deal with my work. Its help me to master professional soft skills such as communication, punctuality and time management. These are skills that are key for success at a job and are highly sought after by companies. From the learning, I learn what the roles and responsibilities

from people who are working in this field.

Secondly, industrial training can be a real confidence builder for a student. Being successful in the real world can inspire a student to work harder and be more willing to take on challenges or be outside of our comfort zone. Not only that, I was also given the opportunity to have the experience of meeting and discussing face-to-face with employees from other companies. From here, I can see how they interact and how they carry out their work professionally.



Figure 12: Meeting with Staff from CelcomDigi and YTL Companies

After having successfully completed an internship at Melaka ICT Holdings, it makes me have a better work habits, possess excellent soft skills, and have higher technical and industry skills since they have received formal job training and professional guidance. This program can help a me as a student to build a professional network and make well-informed decisions about my future career. Other than that, it can also connect me with other professionals or opportunities that will help a me achieve success in a field.

Finally, it can also provide "real world" work experience that has a clear set of goals that they are actively working towards. This company also help me to decide if a particular career is a good match for my personality, lifestyle, passions and goals. This way I can avoid spending time and money on training for a career that does not really suit their abilities or needs.

SWOT ANALYSIS OF ACCOUNT AND FINANCE DEPARTMENT IN MELAKA ICT HOLDINGS SDN BHD

STRENGTH

- Committed and experience team
- Positive financial standing

WEAKNESSES

- Operation risk increased
- No diversity in service

S | W

OPPORTUNITIES

- High demand and opportunities for ICT project
- Enable more interagency and public-private collaboration

O | T

THREAT

- Exposed to State Government regulations
- Changes in technologies



DISCUSSION AND RECOMMENDATION

Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis is a framework used to evaluate a company's competitive position and to create strategic planning (Courage, 2023). It is also recognised as a method of assessing a company's potential, risk, and other factors, including its performance. As is common knowledge, a SWOT analysis also assesses a company's present and possible future performance as well as internal and external issues.


The four components of SWOT analysis are strengths, weaknesses, opportunities and threats. First is the strength of the organization, it can be used to explain why it is better and what differentiates it from competitors. For example, a powerful brand, a loyal customer base, etc. Second is weakness. It will prevent the organization from performing at its best and the business must make improvements in this area if they want to remain competitive in the future. Next, the third SWOT analysis is opportunity. It refers to promoting external elements that may give a business a competitive advantage. Threats are the last, they are things that might do something bad to the organization. Many risks exist, including increased competitiveness and increased material costs.

1. Strength

a. Committed and Experience Team

Any company definitely desire dedicated workers who are skilled at doing their assigned duties. As a result, it is crucial for managers to assemble a team that can function well as a team and accomplish the team's objectives. This is due to the fact that it will be a contributing element to a company's success. The connections that emerge between team members as a result of this dedication are crucial to team achievement (Heathfield, 2019). A strong commitment to work can lead to opportunities for employee growth and a sense of love for what they do. The same goes for the workers at MICTH. They put a lot of emphasis on things like dedication and doing the job well.

MICTH is one of the businesses that has committed and experienced employees. According to Mr. Hod, Manager of the Account and Finance department, he informed that the employees are placed in the department that matches their background experience. For example, Mr. Ahmadee (head of the Credit Control unit) is a fresh graduate who has experience working in a law firm in the account department. Therefore, he has been placed in the credit control department and it becomes one of the factors in how a committed and experienced team is formed. Not only that, the employees will be evaluated using key performance indicators (KPIs).



Key performance indicators (KPIs) are a collection of measurable statistics that are used to assess a company's overall long-term success. KPIs, in particular, assist in determining a company's strategic, financial, and operational successes, especially when compared to those of other organizations in the same industry (Twin, 2023). It is not surprising that staff in all departments of this company have full responsibility for their duties and must be committed to their work.

In addition, this company also offers its employees the opportunity to follow training to improve skills and knowledge in the field they are engaged in. So, it is appropriate that MICTH is among the companies that get the trust of other companies to carry out a project or task. Mr. Hod also said that the employees who undergo this training will be monitored by people who are skilled in a particular field, for example Mr. Hod himself. They will set the appropriate time and teach the way for the employee to complete the given task.

Recommendation

Although MICTH has an experienced and dedicated workforce, maintaining such a workforce is quite difficult. One of the most exciting and sometimes frustrating aspects of business is its ability to constantly evolve in response to changes in the cultural, economic and political infrastructure. Employees are easily attracted to companies that give them the opportunity to have a positive impact on the company while continuing to learn and grow as the company grows. According to Mr. Hod, manager of Finance and Account Department, he suggested MICTH to improve and promote team engagement. A strong bond can foster a more positive work environment and increases productivity in the company. The examples, companies can do are team building, dining together and more. Employers and employees spend a large part of their lives at work, which means that we instinctively tend to form relationships with those we work with (Sabell, 2021). This goes a long way to ensure employee happiness.

b. Positive Financial Standing

Positive cash flow shows that the company's liquid assets are growing, enabling it to meet commitments, reinvest in its operations, return capital to shareholders, pay expenditures, and act as a safety net against upcoming financial difficulties (Drury, 2023). Evaluation of financial performance is one of the most crucial considerations for all businesses that employ various financial resources to carry out initiatives that aim to maximise profits and wealth. In this context, efficient and effective cash management both inside and outside the organisation, as well as MICTH, are essential for the economic growth of firms engaged in product and service operations.

The financial plays an important role in improving the effectiveness and efficiency of the company. It includes every aspect of sound financial planning, the company's potential income and costs, a comprehensive understanding of the operational areas of operations and financing activities, among others. In terms of cash flow and ability to meet immediate commitments, it also helps in assessing the liquidity status of the company. As is known, MICTH is the only IT Communication in Melaka. The widespread use of IT and the internet today makes MICTH a company that most businesses turn to for collaboration on various projects. According to Mr. Hod, as of 2018, MICTH's finances are unstable and the company only has RM300 thousand. Starting in 2020, the financial performance had shown a positive and has increased significantly as shown in the chart below:

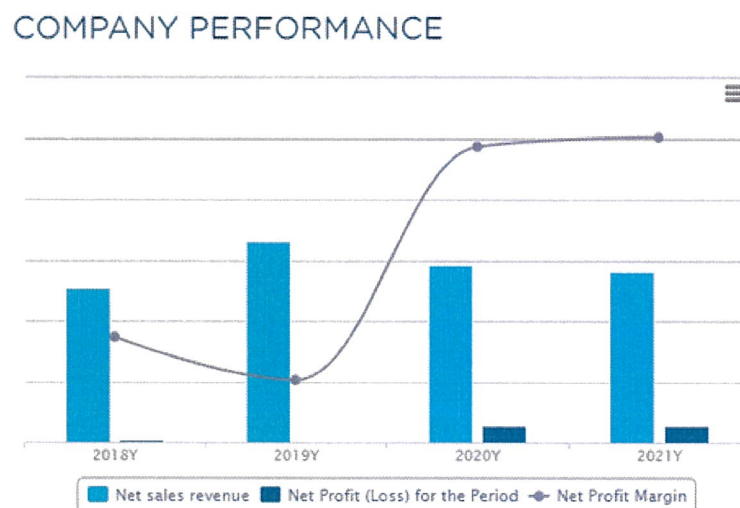


Figure 13: Financial Performance by MICTH

As shown in the figure above, the financial strength of this company is able to bring

MICTH to survive for a period of 2 years in its business. Then, Mr. Hod also said, the achievement in the increase in financial performance was helped by the strength of the Standard Operating Procedure (SOP). With the presence of employees with various work backgrounds, it allows them to improve the existing SOP. This is one of the greatest achievement for Melaka ICT Holdings.

ISI KANDUNGAN:			ISI KANDUNGAN: (BAHAGIAN 2)			
NO.	NO. PROSEDUR	NAMA PROSEDUR	NO.	NO. PROSEDUR	NAMA PROSEDUR	INDEX PROSEDUR
1.	MICTH/ISO/PK-01	KAWALAN DOKUMEN	18.	MICTH/ISO/PRO-13	PROSEDUR KAWALAN KREDIT	PRO-13
2.	MICTH/ISO/PK-02	KAWALAN REKOD	19.	MICTH/ISO/PRO-14	PROSEDUR PEMBAYARAN	PRO-14
3.	MICTH/ISO/PK-03	AUDIT DALAMAN	20.	MICTH/ISO/PRO-15	PROSEDUR PEMBAYARAN SKALA KECIL (PETTY CASH)	PRO-15
4.	MICTH/ISO/PK-04	KAWALAN OUTPUT TAK AKUR	21.	MICTH/ISO/PRO-16	PROSEDUR PERMOHONAN KEMUDAHAN FASILITI JAMINAN BANK	PRO-16
5.	MICTH/ISO/PK-05	TINDAKAN PEMBETULAN	22.	MICTH/ISO/PRO-17	PROSEDUR PENGURUSAN BELAN JAWAN	PRO-17
6.	MICTH/ISO/PRO-01	LATIHAN / KURSUS	23.	MICTH/ISO/PRO-18	PROSEDUR PENJANAAN INBOIS	PRO-18

Figure 14: Standard of Procedure (SOP) by MICTH

FINANCIAL PROJECTION FOR YEAR 2023 MELAKA ICT HOLDINGS SDN BHD (COMPARISON BASED ON BUDGET 2023 VS ACTUAL PRORATE)														
NO.	ACCOUNT	BUDGET			ACTUAL			BUDGET			ACTUAL			
		JAN TO FEB 2023	JAN TO FEB 2023	VARIANCE	JAN TO FEB 2023	JAN TO FEB 2023	VARIANCE	JAN TO MAR 2023	JAN TO MAR 2023	VARIANCE	JAN TO APRIL 2023	JAN TO APRIL 2023	VARIANCE	
A.	REVENUE													
A1	NET POWER													
A2	REVENUE	2,241,407	3,406,944	11,657	4,261,918	3,471,074	849,146	4,104,840	3,433,336	671,504	4,060,206	10,419	4,044,976	2,401,569
A3	REVENUE	10,000	3,400	6,600	46,300	3,400	42,900	72,000	5,200	66,800	6,800	213,200	213,200	143
A4	OTHER	80,370	1,000	79,370	22,370	1,000	21,370	335,570	3,700	331,870	400	400	400	400
A5	OTHER	4,200,000	1,000,000	3,200,000	4,200,000	1,000,000	3,200,000	3,200,000	1,000,000	2,200,000	1,000,000	1,000,000	1,000,000	1,000,000
A6	OTHER	200,000	200,000	0	200,000	200,000	0	200,000	200,000	0	200,000	200,000	200,000	0
A7	OTHER	45,000	45,000	0	45,000	45,000	0	45,000	45,000	0	45,000	45,000	45,000	0
A8	OTHER	4,500	4,500	0	4,500	4,500	0	4,500	4,500	0	4,500	4,500	4,500	0
A9	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A10	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A11	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A12	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A13	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A14	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A15	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A16	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A17	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A18	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A19	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A20	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A21	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A22	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A23	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A24	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A25	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A26	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A27	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A28	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A29	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A30	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A31	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A32	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A33	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A34	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A35	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A36	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A37	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A38	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A39	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A40	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A41	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A42	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A43	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A44	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A45	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A46	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A47	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A48	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A49	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A50	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A51	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A52	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A53	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A54	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A55	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A56	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A57	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A58	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A59	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A60	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A61	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A62	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A63	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A64	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A65	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A66	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A67	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A68	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A69	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,000	10,000	0
A70	OTHER	10,000	10,000	0	10,000	10,000	0	10,000	10,000	0	10,000	10,		

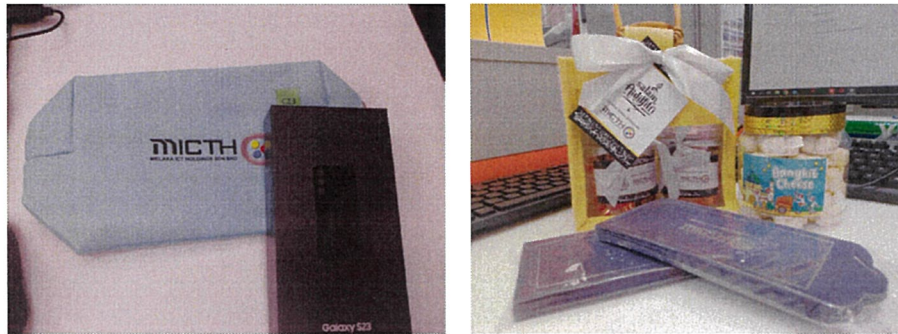


Figure 16: Rewards given by MICTH

Recommendation

Based on my explanation above, although MICTH company has shown improvement and profit in the last few years, they must be careful and cannot ignore the risks that may appear in the future. Mr. Hod also recommend MICTH to make an effective plan to see the future opportunities of the company. Planning is an important part of a company's growth and MICTH must always be prepared and think of long-term strategies to promote and maximize the company's profits. MICTH must always be prepared and think of long-term strategies to promote and maximize the company's profits. For example, MICTH can already start planning new business projects and mergers with other companies. A company is at a safe level if it has multiple sources of income and is not dependent on a single source of income. Even if the company is profitable every year, it does not guarantee the future stability of the company. Any anticipated or unexpected costs should be highlighted and not taken lightly. For example, payments for vacations, flat tires, lost earnings and more. In addition, MICTH can already start planning new business projects that have several different sources of income and do not depend on just one source. Even the annual profit cannot guarantee the stability of the company in the future. Since MICTH is a subsidiary under the new government, they have to keep it good management in their services to ensure continuity of customer satisfaction while increasing profits. So it is no wonder that MICTH is becoming a company that other companies trust.

2. Weaknesses

a. Operation Risk Increased

Operational risk is the danger of suffering a loss as a result of ineffective policies, procedures, incidents, or processes that interfere with corporate operations. Operational risks can result from a variety of situations, including employee errors, criminal activity like fraud, and physical incidents (Morgan, 2021). The majority of businesses think that their employees and internal procedures are intrinsically prone to mistakes and undermine the effectiveness of their operations. The findings show that MICTH has two sources of operational risk that come from persons inside the organisation, including ineffective of work process and human errors, such as mistakes made during data input. These weaknesses will have a negative impact on the company.

First, the weakness that MICTH has is about the work process. The approval process that requires a signature or approval from the responsible party takes a long time because some parties send or prepare documents at the last minute. According to my discussion with the supervisor of the company, Mr. Mohamad Hod, he gave some insight into the problems that occur in the company, where if any document requires the approval of the superiors, it takes a very long time to get signatures from the superiors especially the Chief Executive Officer (CEO) and the Board of Directors (BOD) because they have other things to prioritize. That will cause other work to be delayed and still not possible to continue with the next work. The following are different documents that require signatures from different people:

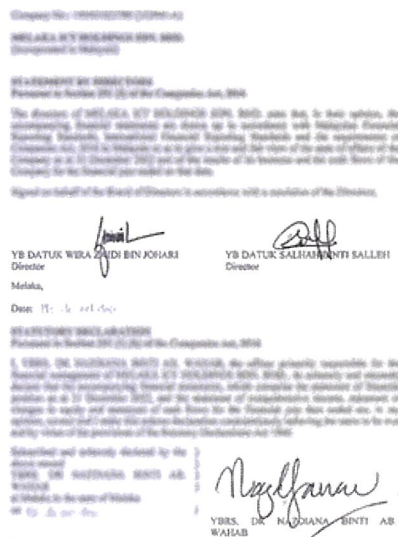
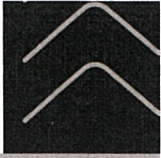



Figure 17: Example of Document by MICTH



Next, in most businesses, including MICTH, negligence in the workplace is common, and it will undoubtedly hinder this company's ability to remain effective and responsive. MICTH owns and uses the Auto Count system to store data related to financial inflows and outflows for use by the Accounts and Finance Department. However, they need to enter the data into the system correctly. No matter how efficient or capable the MICTH workers are, they also have limitations in doing work. When they are overworked, they are more likely to make mistakes. Every month, I am tasked with checking the data of the receivables table and the credit control table to identify whether the amount of arrears is the same or not. Therefore, I was able to experience this first hand. From there, I was able to detect various mistakes made in various places such as misplacing credit notes, debit notes and payment amount errors. Therefore, it is important for MICTH to detect workflow inefficiencies and implement the necessary modifications for the business.

Recommendation

According to Mr. Hod, MICTH should reduce unnecessary processes that require many signatures from the top management. Signing MICTH papers, for example, should not require the approval of multiple superiors as it only slows down the process. Employees must wait for a while for the superior's signature because they are often busy with other tasks at their workplace. Instead, give employees clear direction and the authority to make less critical decisions independently. The business operation process will be smoother and more efficient if MICTH modifies this system. If the modification from the superior cannot be made, the employee must change the verification system himself. Employees should schedule in advance and notify their supervisor of the earliest possible date for verification of a document.

According to the Flatworld Solutions website, to implement a human error prevention strategy is to hire enough staff. No matter how efficient or capable MICTH employees are, they have limitations in doing work. When they are overworked, they are more likely to make mistakes. Therefore, it is very important that MICTH always has sufficient staff to handle the incoming workload. In addition to creating problems for the company, this constant burden can make employees angry, contributing to employee turnover. Also, the second way is to make a job review. Reviewing all completed work should always be standard operating procedure, especially for data entry. Therefore, the employee is advised to review the work after entering the data into the system.



b. No Diversity in Service

Product and service diversification refers to a business strategy to develop and offer new product lines, services or product parts that use information sets, skills, etc. (Sable, 2022). When businesses see an opportunity to expand their product line for greater marketability, they often begin a process called product diversification. But, it's different with MICTH.

MICTH has a lot of potential and has the ability to be a successful company in the future. However, this firm has a weakness which is the lack of diversity in services. MICTH has limitations in their services although they also have experts in the IT field. This company is more focused on tower rental services and telecommunication management only. Although there are various services and other products for telecommunication companies like MICTH, it is quite difficult for them to compete with the new wave of technology that is becoming more and more sophisticated like overseas. Among them are Artificial Intelligence (AI), 6G mobile network coverage, IoT, Virtual Reality and more. As a result, the MICTH company's ability to create ties with firms other than Telcos is limited. The absence of product lines will make it difficult for the firm to grow immediately.



Figure 18: MICTH Core Business



Recommandation

Technological diversity is important for companies that want to be relevant to their customers and competitive in the industry, like MICTH. Based on the above weaknesses of the company, My leader of credit control, Mr. Ahmadee recommend MICTH to add services and products to the company to compete with other IT companies. Because of the company has experts and experienced employees, the company can increase the number of IT services that are useful to many. MICTH can provide various services for the establishment of other new ICT-related companies. For example, MICTH can become a graphic designer specialized in web design, banners, montages and more or be a consultant for ICT service. Thanks to the skilled workers like MICTH, it can also place each element, whether text, image or video, in the right place. A perfect position is made with the right strategy that MICTH can do. Today such a business is in high demand among other companies and can generate income. Diversity in a company is very important because it distinguishes the uniqueness of the company from other companies.

3. Opportunities

a. High Demand and Opportunities for ICT Project.

As the use of internet networks and information and communication technology (ICT) continue to advance and expand, it can open up great opportunities for MICTH companies by participating in IT projects. In addition, MICTH's skills and expertise also provide opportunities for them to carry out ICT-related renewal projects. With the existence of these projects will indirectly help the company to get customers and generate high income.

As the use of internet networks and Information and Communication Technology (ICT) continue to advance and develop, it can open up great opportunities for MICTH companies to use their skills and expertise by participating in IT projects. When planning and discussing projects, MICTH partners and clients will usually meet to discuss their new projects together. Based on observation, see the situation which depends on the internet network, ICT companies see it as an opportunity to plan various projects and new applications that are guaranteed to be supported by the public. For example, the latest ICT project from MICTH is the Smart Melaka International Conference 2022 and Expo Smart Melaka 2023 (SMIX 2023).



Figure 19: ICT Project by MICTH

The Melaka Smart International Conference 2022 (SMIC 2022) is a Melaka-based event that invites professionals and executives from many industries to discuss their views and opinions on assisting Melaka in becoming a Smart City. Through the digitalization agenda, this initiative brings together knowledgeable and talented specialists and leaders from diverse industries to engage with the Melaka state government to create a more sustainable and livable urban future. Meanwhile, Expo Smart Melaka 2023 (SMIX 2023) is an expo event with over 600 participants and panel members, including three high-profile figures in the digital business, that will be held from October 12 to 14 at the Melaka International Trade Centre (MITC), Ayer Keroh.

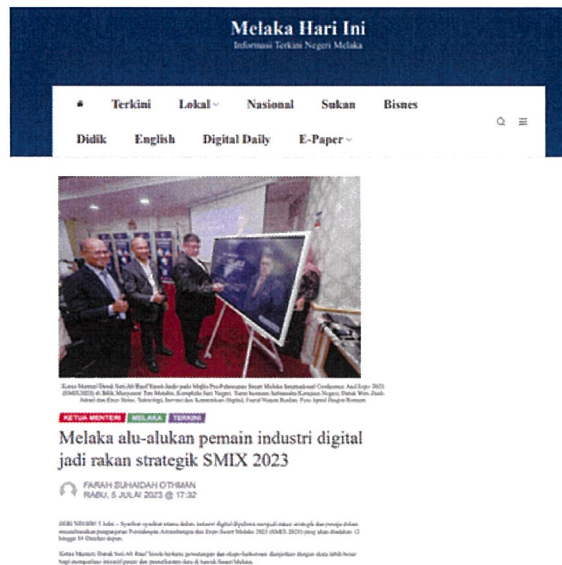


Figure 20: Article of ICT Project with Industry Players

Recommendation

As an ICT and telecommunications company, I think MICTH has many opportunities to grow its business. This is because the technology industry has quickly become a mass market in the 21st century. Over time, technology evolves and requires expertise in the ICT sector. Therefore, according journal article by Elham Soltani, MICTH must take the opportunity to join forces with other companies to succeed in a useful and best performance program. For example, the state government of Melaka has adopted an approach to implement and achieve 100 percent 5G coverage by 2024. This is an opportunity that MICTH must use to develop a 5G fiber internet network in Melaka. Thanks to this, MICTH can make it a priority project and attract partners and foreign investors to invest in the company's project.

In addition, the efficiency and success of MICTH in the ICT project is also one of the proud successes of making Melaka a "smart city". The Smart City initiative is part of a broader technological and economic infrastructure development agenda in collaboration with public and private sector companies in Malaysia. Today's cities need effective public safety solutions to prevent accidents, respond to emergencies and collect evidence to meet these challenges. Malaysia has great potential to apply technology to public services and the safety of its people. With a strong focus on digital inclusion, Malaysia has the potential to initiate sustainable smart nation initiatives in the ASEAN region.

b. Enable More Interagency and Public-Private Collaboration.

MICTH is the major company in charge of managing Melaka's internet network and towers, and it is growing in popularity among other companies in the same field. MITCH has the chance to collaborate with other businesses to promote ICT diversity in the state of Melaka. Many businesses desire to expand their operations through creating business relationships in order to make their plans a success. As is well known, the chances for conducting commercial connections in the sphere of IT and Telecommunications are numerous and diverse. As a result, MICTH will use this chance to identify the ideal business partner for their organisation.

MICTH is the only company recognized by the Melaka State Government as the successor to the planning and building of business networks with IT businesses. MITCH has the chance to collaborate with other businesses to promote ICT diversity in the state of Melaka. Many businesses desire to expand their operations through creating business relationships in order to make their plans a success. MITCH, for example, recently do collaboration in enhancing the internet network under named Touch Mindscape with YTL, Maxis, CelcomDigi and it given a chance for MICTH to further build the partnership, which may increase revenue.



Figure 21: Public-Private Collaboration with MICTH



Recommendation

Partnerships or mergers between public and private organizations have become popular worldwide, as governments can develop innovative and cost-effective IT solutions. As the discussion with Mr. Hod, he recommend that MICTH must take the opportunity to build good relationships with other companies to improve development and strengthen the company. Strong leadership and performance skills are required to coordinate the involvement of partners in the strategic management of future ICT projects. The strength and advances in the widespread use of the Internet can allow MICTH to be one of the most popular companies to collaborate in the program. For example, MICTH partnered with the government and private companies to make "Pelan Tindakan Melaka Pintar 2035" (SMB2035) a success. This plan is a strategic document that addresses Malacca City's key challenges related to urban transportation, digital infrastructure development and clean water resources. As a result of such cooperation, it will not only increase the profit of the company, but also can promote economic growth, encourage domestic and foreign investment, improve the tourism industry and develop the infrastructure of Malacca. It is clear that MICTH must seize this opportunity to strengthen the profitability and credibility of the company.



4. Threat


a. Exposed to State Government Regulations

When running a business, there are many legal issues that a company may face. These issues can happen intentionally or unintentionally. As a result, it will have very serious consequences. As you already know, MICTH is an IT and Telecommunications company under the state government. Companies under the state government such as MICTH are very vulnerable to legal threats because the government prioritizes transparency in employment, especially companies under the government. The actions such as violations of the law, corruption, and abuse of power are examples of threats that occur to companies and the integrity of the state government. As reported in Sinar Harian news, MICTH has committed malpractice and misuse of power in 2020.



Figure 22: Rewards given by MICTH

The Melaka government has made a report to the police and the Malaysian Anti-Corruption Commission (MACC) regarding a number of malpractice issues involving Melaka ICT Holdings Sdn Bhd (MICTH). According to the Melaka Communications, Multimedia, NGO, Youth Development and Sports Exco, Kerk Chee Yee said, a police report was made following there were two offenses that occurred after a special audit was made. Malpractices at MICTH are caused by two reasons. First, appointment letters were granted to various contractor businesses without the knowledge or agreement of the board of directors. Second, 'online transfers' were conducted without consent, which is against corporate and bank policies. This has had a huge impact on the company's operations, especially in the development of telecommunication infratr-



-ucture in this state. Therefore, the Melaka government has asked MICTH to conduct an internal investigation and suspended two senior MICTH officials for almost two weeks while the investigation process is carried out according to law.

Recommandation

The value of honesty is one of the most important pillars to ensure that the company's services are delivered effectively and efficiently. There is no doubt that a small number of employees are involved in abuses such as corruption, embezzlement and abuse of power. This is a serious issue that has been going on for a long time and the government has already taken various initiatives to curb the problem. Explaining the legal threat above, article of "Penyelewengan Wang" by moneycompass suggested that MICTH tightens law enforcement against workers to combat this practice. Firing this employee, especially if he is involved, is a smart move. This is because it can be used as a warning to other employees so that the action cannot be done. MICTH needs to be always aware and careful in all activities that can bring down the dignity of not only itself, but also the dignity of the company. As a result, it can affect the confidence of local and foreign businessmen to invest in the company. In addition, the company should also tighten procedures against those departments that easily fall into irregularities or often deceive the public. All procedures should be reviewed and investigated and laxities or weaknesses in procedures should be amended or modified to ensure that no room is left for government agencies to commit such crimes. So it is clear that this method can reduce the occurrence of crime in the company.

b. Changes in Technologies

According to website of Studysmarter, technological change refers to the idea of upgrading existing technologies and inventing new ones in order to improve existing products and generate new ones on the market. MICTH is an organisation that offers out internet network towers around the state of Melaka. Therefore, the use of technology is very important. MICTH has now become one of the firms recognised by other companies. whenever a result, MICTH must be prepared to handle problems or potential technological developments whenever they arise. The IT sector is now expanding fast and must continually upgrade technology in the form of new applications and goods on the market. This makes it difficult for government-owned IT enterprises like MICTH to stay up with the world's current technological progress.

This may be demonstrated in 2018 and before, when employees collected and stored data manually. All relevant papers, such as payment receipts, client information, payment arrears, and so on, must be printed and saved as documents in a file. However, they are gradually upgrading the quality of their work in accordance with current distribution by developing a website that allows them to look for corporate financial data from the past. Although it is convenient for employees, it is also not secure as the website may lose data and documents. Traditional workers will see it as a challenge and find it difficult to use the website because they are not skilled and not exposed to using computers. With that, it can be seen that technological change can also be a threat to MICTH. Therefore, MICTH uses big data technology to collect, update and store critical company data over time. As mentioned earlier, MICTH has modernized their work system by using systems such as Autocount and Xolas which can house all company data.



Figure 23: Rewards given by MICTH



Recommandation

As previously said, after had a discussion with Mr. Hod, I believe that the MICTH firm should be informed and alert of technical advancements on a regular basis in order to compete and grow with the times. For example, when visiting industry conferences and technological events like as the Smart Melaka International Conference 2022, MICTH might take notice. Through this meeting, MICTH is able to implement the essential technological reforms. This meeting provides an excellent opportunity to see breakthrough technologies unique to the industry which MICTH operates. Conversations with industry leaders, development and digitalization, and adaptable development can all help to improve existing technology. Furthermore, he also advised MICTH to do a analysis for the purpose to compare the company's own weaknesses with advanced companies as a reference point. For example, all managers from each department had participated in a programme that addressed the company's flaws and strengths. As a result, this may be as one of the methods for determining what is lacking in the firm's technology and making modifications so that the company can compete with other advanced companies.

CONCLUSION

For the conclusion, during my 6 months at Melaka ICT Holdings, I gained a lot of knowledge and experience that I can use in my future career. I was exposed to different jobs and it gave me a lot of experience that I did not know. My general knowledge of many things like accounting system, monthly credit and debit note, extensive use of Excel and more has improved a lot. The industrial training of this company also taught and exposed me to the real situation in the working world. Managing the financial side of a company is not easy and requires cooperation from different parts of the department. From there, I learned how important good communication is for each department to improve the company's performance. My accounting skills improved and I was able to improve my knowledge of the company's financial calculations. As an intern in this company, I understood that the accounting and finance department is the most important part and the backbone of the company because this department handles almost all the management of the company. I am very grateful to have managers and employees who are always tolerant and teach me many new things.

Employee engagement is one of the most important factors in improving their performance. SWOT analysis plays an important role in identifying the main strengths, weaknesses, opportunities and threats of employees. It helps them face the challenges and increases the productivity of the employees. All the work that the employees do to build an organization can still be in vain if they do not manage the company properly, which requires good communication between all stakeholders. To keep department heads abreast of company-wide developments and how they affect their departments, management must stay in touch with department heads. It is important for department managers to communicate clearly with their employees. Organize weekly meetings, send employee newsletters and have monthly reports from senior managers and CEOs to ensure that every department is working together to achieve your company's goals.

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APPENDICES

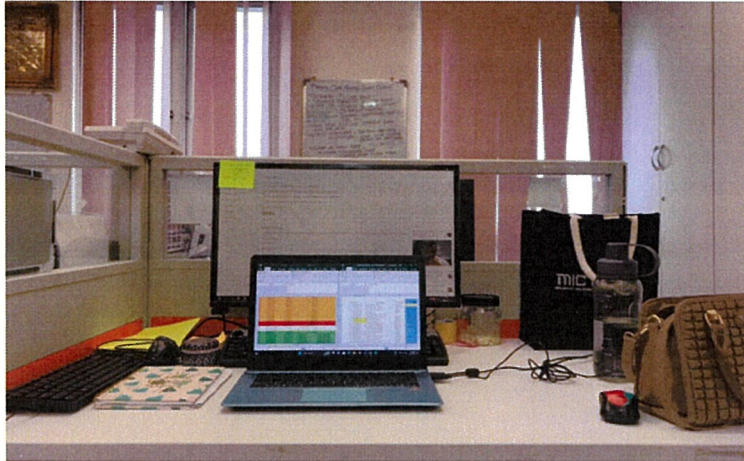


Figure 24 : My Workspace

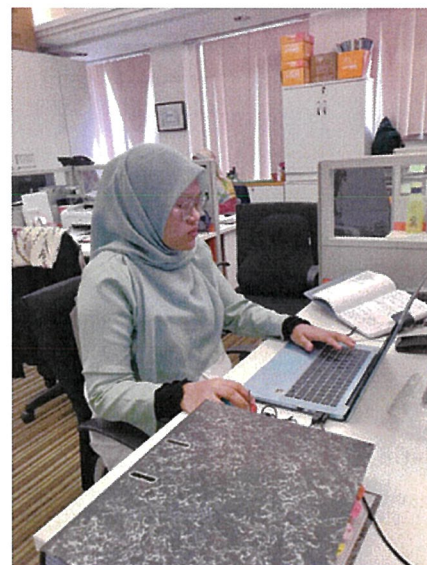
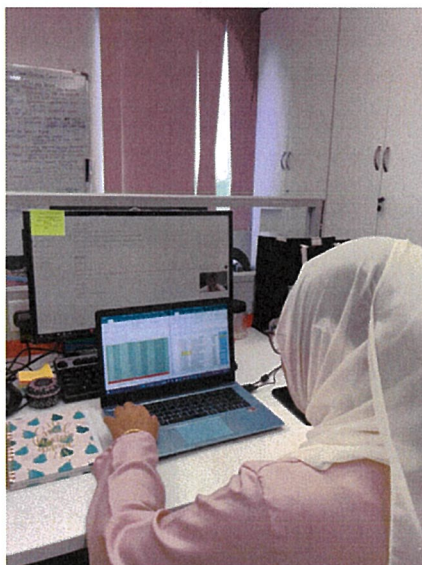
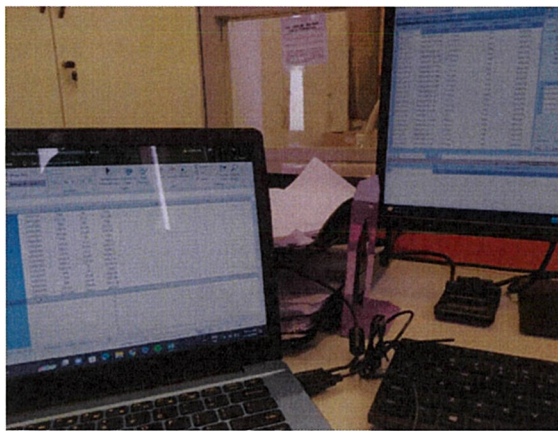


Figure 25: Daily Task
(Key-in and Checking Table Reconcile and Receivable)

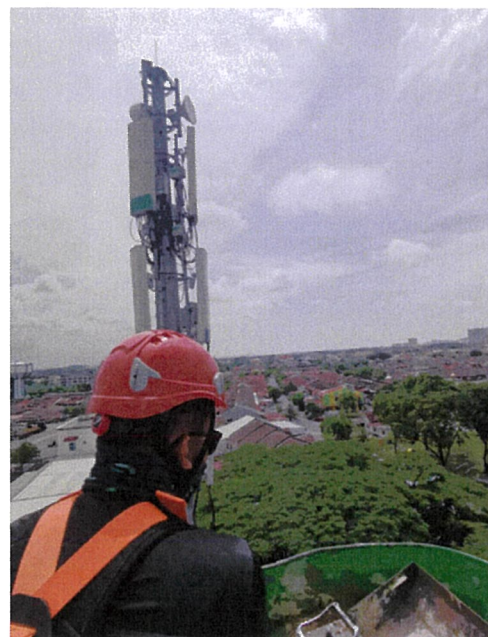


Figure 26: Telecommunication Tower by MICTH

Melaka ICT Holdings Sdn Bhd's Events

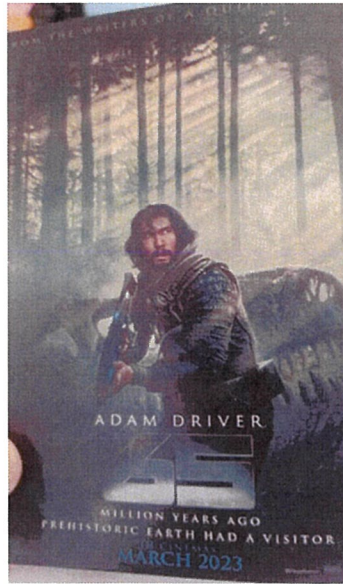


Figure 27: Tayangan Amal by MICTH



Figure 28: De Rantau Melaka Launch Ceremony



Figure 29: Aidilfitri Ceremony with Strategic Partner MCORP

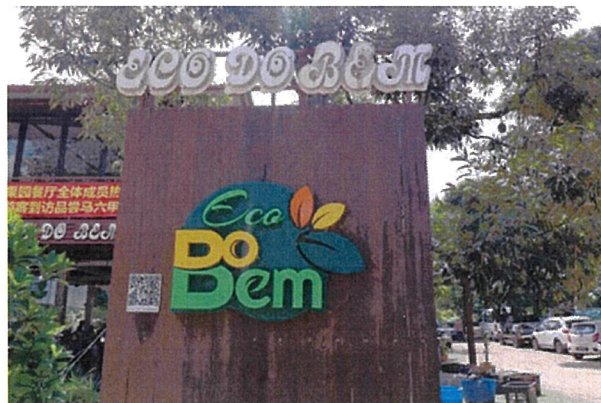


Figure 30: Program with staff "Let's Eat Durian" Located at Eco Do Bem Cafe & Durian Park

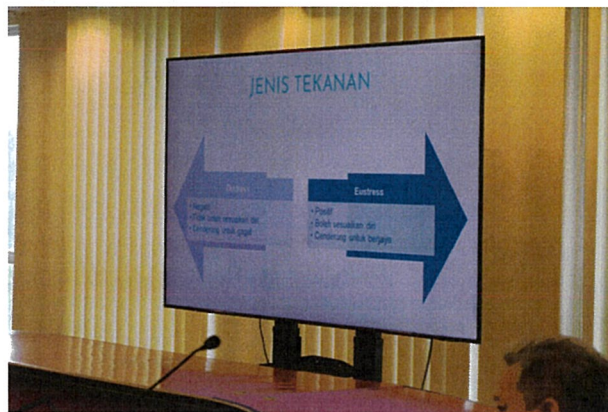


Figure 31: Mental Health Briefing by the National Population and Family Development Board



Figure 32: Riang Ria Raya Programme by MICTH 2023