



UNIVERSITI  
TEKNOLOGI  
MARA

Cawangan Melaka

# INDUSTRIAL TRAINING REPORT

**AT MELAKA ICT HOLDINGS SDN BHD**

**1 MARCH 2023 - 15 AUGUST 2023**



**SYFIQAH SUEHADA BINTI SAHIR**

**2020608912**

**INTERNATIONAL  
BUSINESS (BA246)**







## EXECUTIVE SUMMARY

According to the study plan, industry training is the final requirement course for all the Faculty of Business and Management (FBM) three-year degree programme before graduation. This industrial training is a capstone course that requires students to apply for a place in an industry to gain practical knowledge and workplace skills that provide work experience and responsibility in completing company-assigned tasks. It will indirectly improve practical skills, knowledge, and attitudes towards task completion.

Referring to the aforementioned statement, I am currently pursuing my industrial training with Melaka ICT Holdings Sdn. Bhd., located in Ayer Keroh, Melaka, to fulfil the requirements for this degree. I have to complete an internship report as a reflection of my industrial training experience for the six months of training from March 1, 2023, to August 15, 2023, at this company under Unit Commercial. This report provided an overview of my performance through my industrial training and places more emphasis on its strengths, weaknesses, opportunities, and threats analysis. Its also analyses Melaka ICT Holding Sdn Bhd's performance and provide specific recommendations for future development. There are nine sections included in the report. The first section consists of a cover page, executive summary, table of contents, and acknowledgement, followed by a student's profile of the updated resume in the second section. In the third section, the report must include the company's profile information.

I had a great time finishing my industrial training at MICTH, and I learned a lot about the company's background, vision, mission, objectives, organizational structure, and the products or services provided by the company. Meanwhile, the fourth section of the report consists of the training's reflection, which related to the duration of work, responsibility, department that I have been assigned, benefit that I have received and gained obtained during my industrial training in the company. The fifth section in the report needed to identify a SWOT analysis to examine the organization's strengths, weaknesses, opportunities, and threats. As a result, the company needs to improve, as stated in part six of the report. Lastly, there is a conclusion, as well as additional references and appendices to prove that my internship was completed.



# TABLE OF CONTENTS

<b>ACKNOWLEDGEMENT.....</b>	<b>1</b>
-----------------------------	----------

<b>1.0 STUDENT'S PROFILE.....</b>	<b>2-3</b>
-----------------------------------	------------

<b>2.0 COMPANY'S PROFILE.....</b>	<b>4-11</b>
-----------------------------------	-------------

<b>3.0 TRAINING'S REFLECTION.....</b>	<b>12-14</b>
---------------------------------------	--------------

<b>4.0 SWOT ANALYSIS.....</b>	<b>15</b>
-------------------------------	-----------

## **5.0 DISCUSSION & RECOMMENDATIONS**

<b>5.1 Strength.....</b>	<b>16-20</b>
--------------------------	--------------

<b>5.2 Weakness.....</b>	<b>21-24</b>
--------------------------	--------------

<b>5.3 Opportunities.....</b>	<b>25-29</b>
-------------------------------	--------------

<b>5.4 Threats.....</b>	<b>30-33</b>
-------------------------	--------------

<b>6.0 CONCLUSION.....</b>	<b>34</b>
----------------------------	-----------

<b>7.0 REFFERENCES.....</b>	<b>35</b>
-----------------------------	-----------

<b>8.0 APPENDICES.....</b>	<b>36-37</b>
----------------------------	--------------



# ACKNOWLEDGEMENT



Alhamdulillah, all praise to Allah SWT, the most gracious and merciful. With His blessings, I was able to finish industrial training and complete this industrial training report within the time period given. With His strength and guidance, I was able to locate the materials and knowledge needed to complete this industrial training report (MGT666) course. I received help and guidance from a few well-respected people who deserve my heartfelt gratitude for their assistance and guidance in completing this report. Thanks to the assistance of others, I learned and gained a great deal of experience while completing this task.

After multiple discussions, Madam Wan Hasmat binti Wan Hasan, my MGT666 course advisor, provided me with clear guidelines for this report. I would like to thank Melaka ICT Holdings Sdn. Bhd. for allowing me to complete my Industrial Training with the company. I appreciate you providing me with a platform to learn about the realities of working in this industry and allowing me to gain valuable experience through my employment with your company. In this regard, I would like to thank my supervisor, Sir Norwajunizam bin Abd Wahab, for his kindness, encouragement, and guidance throughout this internship. The willingness of my department staff and coworkers to respond to my questions provided me with suggestions and ideas for enhancing my task. Sincere appreciation for their assistance and step-by-step direction with all the tasks assigned to me during the specified time.

Not to mention my parents encouragement, support, and attention, which enabled me to complete my final academic requirements. Finally, would like to thank everyone who has given me advice and helped me, directly or indirectly, complete this industrial training and report. I owe them gratitude for the time and effort they invested in my project until I was capable of successfully completing my report. Last but not least, I want to thank you for believing in me, for doing all this hard work, for having no days off, for never quitting, for always being a giver, and for trying to give more than you receive



# 1.0 STUDENT'S PROFILE



## SYFIQAH SUEHADA SAHIR

### BUSINESS ADMINISTRATION INTERNSHIP APPLICATION



#### CAREER OBJECTIVE

I am fresh graduate from Uitm Kampus Bandaraya Malacca currently looking for challenging position in your reputable company. I would like to work in a professionals and active environment where i can apply my skills and other significant talents to be the best performer in the organization. I inspired and interested in positively and challenging environment.

#### SKILLS

##### Professional Skills

- Microsoft Words (Advance), Microsoft Excel (Immediate), Microsoft Power Point (Advance), IT Knowledge (Advance), Canva (Advance), Adobe Application (Immediate)

##### Soft Skills

- Trustworthy, Multitasking, Friendly, Proactive, Dedication, Adaptability towards environmental changes.

##### Languages

- Malay (Excellent), English (Immediate), Arabic (Basic)

#### EDUCATION BACKGROUND

**Degree in Bachelor of International Business Hons. Business Administration**

**Universiti Teknologi MARA (UiTM), Cawangan Melaka Kampus Bandaraya Melaka |2020-2023**

**Current CGPA : 3.37**

**Relevant Coursework :** Introductory Arabic, Financial Management, Intercultural Management, E-Commerce, International Business Negotiations, Business Analytic, Business Law, Global Business Strategy, Issues in International Business, Research Method and Strategic Management.

**Diploma in College Matriculation Malacca in Science Module 3**

**Malacca Matriculation College Masjid Tanah Melaka | 2018-2020**

**Current CGPA : 3.00**

**Relevant Coursework :** Biology, Chemistry, Computer Science, Mathematics, English, Islamic Education and Pengajian Am.

**Sijil Pelajaran Malaysia (SPM)**

**SMK Penghulu Saat | 2017**

**SPM Result : 4A's, 4C's, 1D's**

**Relevant Coursework :** Bahasa Melayu, English, Pendidikan Islam, Sejarah, Mathematics, Biology, Chemistry, Physics, and Additional Mathematic.



## CO-CURRICULAR

### **President of Persatuan Puteri Islam.**

- Be the great president and conduct kawad kaki competition

### **Marketing Manager for the International Business Unity Club (IBUC) Holding.**

- Make a creative poster for the IBUC Holding sales promotion.

### **Bureau Multimedia for the Malaysian Red Crescent Society Club.**

- Make a creative poster for the event.

### **Active taking charge of event club and responsibilities.**

- Active and take part all the event organize.

### **Take part in blood donate programme.**

- Active join the blood donation programme.

### **Webinar for subject Issue in International Business - Youth & Diplomacy : Soaring Upwards to Promising future| 2023.**

- Assigned as bureau technical and registration to handle goggle form and make sure the event went smoothly.

## WORK EXPERIENCE

### **INTERNSHIP IN COMMERCIAL DEPARTMENT**

MELAKA ICT HOLDING SDN BHD

1 MARCH-15 AUGUST 2023

- Assist prepare documents for commercial unit.
- Manage Microsoft word, Excel.

### **COOK ASSISTANT PART TIME**

FEYZA Tempe Crunchy

2017-2018

- Prepare the ingredients
- Fry chip with high temperature
- Packaging the product

## REFERENCES

### **ENCIK NORWAJUNIZAM BIN ABD WAHAB**

- Head of commercial department in MICTH
- 019-2790000
- Melaka ICT Holding Sdn Bhd
- junizam@micth.com

### **MADAM KHALILAH BINTI IBRAHIM**

- Lecturer of International Business
- 019-330 3375
- UniversitiTeknologi Mara (UiTM), Cawangan Melaka, Kampus Bandaraya Melaka.
- khalilah375@uitm.edu.my



## 2.0 COMPANY'S PROFILE



*Figure 1: Melaka ICT Holdings Sdn. Bhd. Official Logo*

Melaka ICT Holdings Sdn Bhd is a Melaka State Government-owned corporation that is managed by Melaka State Trust Fund and became the first Telecommunication Infrastructure and ICT company in Malacca. Melaka ICT Holdings Sdn Bhd, also known as MITCH, was established in July 2003. Datuk Seri Haji Mohd Ali Rostam, the former chief minister of Melaka, created MITCH after realising the industry's enormous potential. The government of Melaka State established MITCH to take advantage of its status as a State-Backed Company (SBC) and become actively involved in ICT services and infrastructure throughout the nation, not only in Malacca State.

MITCH, under the patronage of YAB Datuk Seri Utama Ir. Hj. Idris bin Hj. Haron, has transformed into an active SBC, providing innovative and value-added ICT Managed Services for all. MITCH is fully owned by the Tabung Amanah Melaka, Jabatan Kewangan Negeri Melaka. Today, MITCH, led by Dr. Nazdiana Binti Ab. Wahab, has transformed into a full-fledged telecommunications and ICT company, supported by our dedicated and technically qualified employees, thus ensuring reliable, professional, and quality services.

MITCH has been mandated by the Malacca State Government to build, control, and maintain the construction of telecommunication towers throughout the State of Malacca. MITCH also works with telecommunications companies to meet the demand for cellular and broadband services among consumers. The construction of the telecommunications structure is in line with the efforts of the Malacca State Government to overcome drop-call problems in order to achieve Zero Blind Spot targets in the state. In addition, MITCH, in partnership with several business partners, is developing a fiber-optic infrastructure network for Malacca. This move will offer faster speeds and more extensive broadband services.

Since 2005, MITCH has built and acquired more than 132 telecommunication towers throughout the state of Melaka to cater for the network expansion needs of cellular operators. And since 2014, the Melaka Government has mandated MITCH as stipulated in the guidelines used for the construction of telecommunication structures in the state of Melaka. The purpose of the telecommunications structure is in line with the efforts Melaka and the Melaka State Government are making to achieve the target of 75% broadband access in Melaka by 2016.



## 2.0 COMPANY'S PROFILE

**SHAREHOLDER, CLIENT & PARTNERS OF MELAKA ICT HOLDINGS SDN BHD**

Figure 2: Shareholders of Melaka ICT Holdings Sdn Bhd

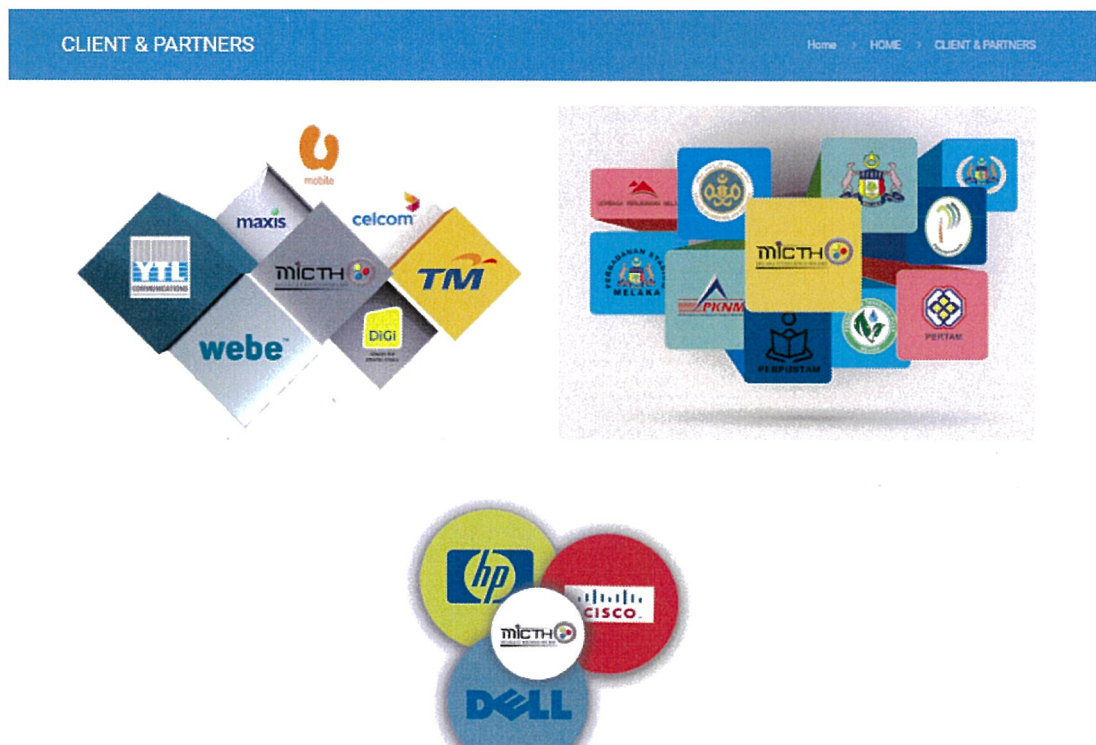


Figure 3: Partners of Melaka ICT Holdings Sdn Bhd



## 2.0 COMPANY'S PROFILE

### LOCATION

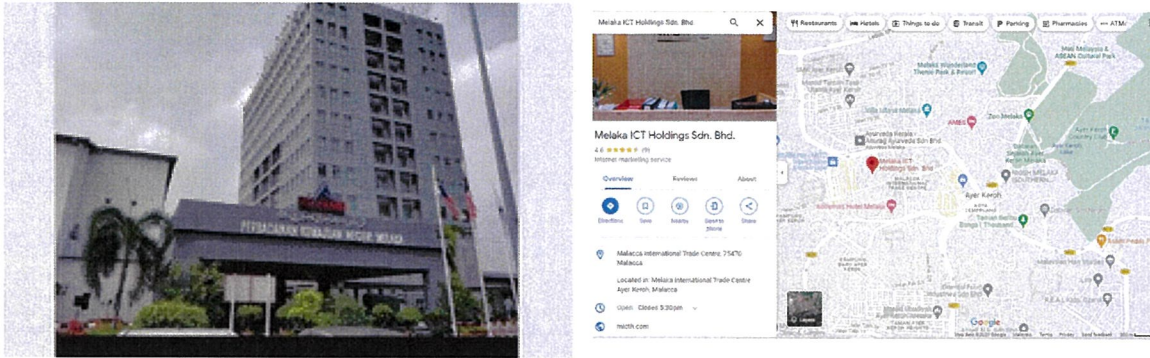


Figure 4: Malacca Corporation (MCORP) building location.

Melaka ICT Holding Sdn Bhd is located on the 11th level of the Perbadanan Kemajuan Negeri Melaka (PKNM) and will be known as Malacca Corporation (MCORP) at Jalan Konvensyen, Kompleks MITC, 75450 Ayer Keroh. The location of MCORP building is a quiet strategic location because it is close to the administrative centre of the state government where its houses the governor's office and state council building.

### OPERATION HOURS



Figure 5: Operation Hours of Melaka ICT Holdings Sdn Bhd.

The operational hours for this company are from Monday to Friday from 7:30 a.m. until 5:30 p.m., with different rest times on Monday to Thursday from 1:00 p.m. until 1:00 p.m. and on Friday from 12:15 p.m. until 2:45 p.m. This company closes on Saturday, Sunday, and public holidays.



## 2.0 COMPANY'S PROFILE

### VISION, MISSION, OBJECTIVE, AND GOALS

#### THE VALUES OF OUR COMPANY LIST OF FOUR VALUES

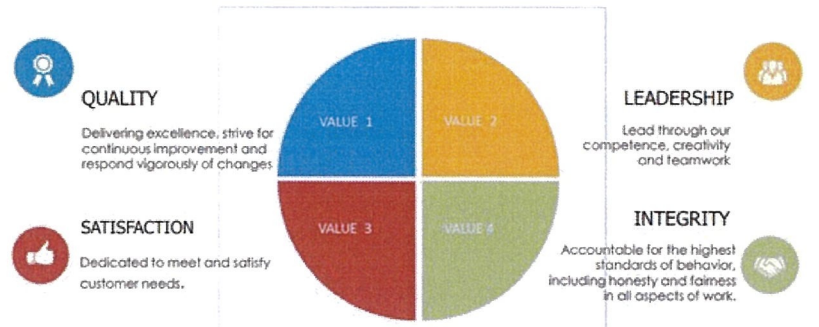


Figure 6 : The Values of Melaka ICT Holdings Sdn Bhd

#### IMPORTANT FACTS VISION AND MISSION

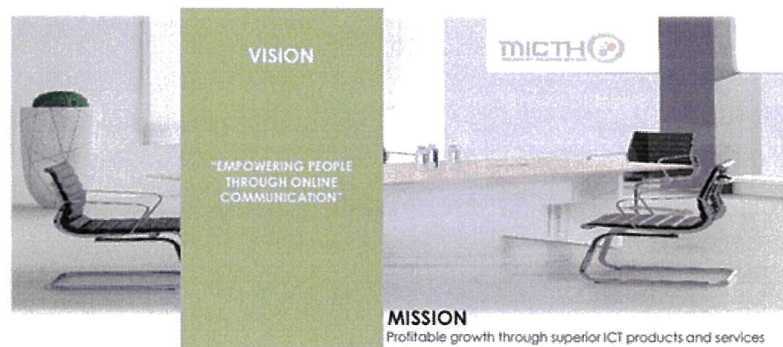


Figure 7: The Mission & Vision of Melaka ICT Holdings Sdn Bhd

MITCH's vision is to **'empower people through online communication'** and their mission is **'profitable growth through superior services and products'**. To meet the demands of cellular operators' network expansion, MICTH has erected and purchased more than 132 communication towers in the state of Melaka since 2005. The Malacca State Government has given MITCH the authority to construct, oversee, and maintain telecommunication towers over the entire State of Melaka. In order to address consumer demand for cellular and broadband services, MICTH also collaborates with telecommunications providers.



## 2.0 COMPANY'S PROFILE

### ORGANIZATIONAL STRUCTURE



Figure 8: Board of Director of Melaka ICT Holdings Sdn. Bhd..

A board of directors is the governing body of a company and represents the interests of its shareholders. It also provides guidance and advice to an organization's CEO and executive team. A board provides general oversight of operations without getting involved in day-to-day operations. Y.A.B. Datuk Seri Ab Rauf bin Yusoh, who has served as the **13th Chief Minister of Malacca**, has been the chairman of Melaka ICT Holdings Sdn. Bhd. since March 31, 2023.



## 2.0 COMPANY'S PROFILE

### ORGANIZATIONAL STRUCTURE



Figure 9 : Management Team of Melaka ICT Holdings Sdn. Bhd..

Dr. Nazdiana binti Ab. Wahab has been Chief Executive Officer (CEO) at Melaka ICT Holdings Sdn. Bhd. since 1 July 2020, assisted by Mohd Jailani bin Deraman as Chief Operating Officer (CFO). This company consists of 55 employees that are divided into various departments that play different roles in achieving the set objectives and goals. In this company, they have seven departments. These departments include Account and Finance, Cooperate and Administrator, Human Resources, Telecommunication Infrastructure, Information Technology, Commercial Unit, and lastly, Legal and Integrity Unit. The head of department plays their role by taking care of all matters relating to the staff of the department. They are responsible for managing staff performance and buildings teams that work well together and are able to carry out plans.



## 2.0 COMPANY'S PROFILE

### PRODUCT/ SERVICES OFFERED

#### *Infrastructure & Telecommunication*

#### **Tower Development & Rental**



*Figure 10 : Structure tower telecommunication provided by MICTH.*

Telecommunication towers are height structures that are typically built to hold parabolic antennas, which are typically used for microwave transmission for communication. They are also erected at certain heights and are used to deliver radio and television signals to faraway locations. These towers fall within the three-legged and four-legged space trussed structure category and are self-supporting buildings. **(Vikaskumar Pandey, N.G.Gore, P.J.Salunke, V.G.Sayagavi, 2019)**. The Melaka State government has granted Melaka ICT Holdings Sdn. Bhd. the "exclusive right" to build, erect, control, and maintain existed tower communications infrastructure in Melaka from telco providers such as Digi, Umobile, Celcom, YTL, Maxis, Webe, Sapura and Telekom Malaysia to meet customer demand for telecommunication facilities involving cellular and broadband services.

The Malacca State Government's ambition and efforts to accomplish the target of 75% broadband connectivity in Malacca by 2016 are aligned with the goal of the telecommunication infrastructure development control. Additionally, it aims to eliminate blind spots, reduce drop-call rates, and provide a choice of voice calling options across Malaysia.

MICTH provides many types of telecommunication tower structures, like the RDS Lampole, Legged Tower, Minaret, Monopole, and others. MICTH has served 266 structure that have 35 towers divided by their height, which is 45 meters, 60 meters, and 75 meters. Beside that, there are 189 lampole structures between 24 and 30 meters and have 42 structure from minaret and minimast. There are 268 active sites that are rented by the sharers of Telco's around Malacca, that are divided into three districts, which are Alor Gajah, Jasin, and Melaka Tengah.



## 2.0 COMPANY'S PROFILE

### PRODUCT/ SERVICES OFFERED

#### Fiber



*Figure 11: Fiber Optic of telecommunication tower.*

With the advantages of MICTH being appoint for an exclusive right holder from state government of Malacca, Fiber Optic unit responsible in supervise all the project involving all telco provider and contractors appointed by MICTH or telco providers. This unit is responsible for making an approval request to carry out FiberRise Project. MICTH is an expert in fiber optic splicing and testing, and it offers these services year-round on-site in Melaka. In addition to installing Micro Fiber and Micro Duct, MICTH also places cables across the country employing "cable blowing" for FTTP and FTTH as well as long-haul, metro, and FTTP applications. MICTH offers our finished towers and fiberization for sharing using our streamlined approach and within the quickest time frame. We also assist new operators set up their wireless networks in Melaka.

This process involves all state governments and authorities such as Malaysian Public Works Department(JKR), Infrastructure Corridor and Social Impact Division (BKI), Department of Irrigation and Drainage (JPS) and other utilities involved in mapping the project plan.

The use of fiber to link towers before going up the tower to link antennas is the explanation behind this. Underground fiber cable (OFC) networks are necessary for the deployment of the 5G network. Upgrading towers is necessary due to the increased demand for cellular bandwidth needed to accommodate the rapidly increasing data usage from smartphones and tablets. More bandwidth demands more antennas. The towers will need to be wired with more antennas. If the cables are coax, they will likely add more weight and wind resistance than the tower was intended to support. The coax cable attenuates radio frequency (RF) signals at high frequencies, thus they need a lot of power to transmit up the tower (The Fiber Optic Association, Inc., 2018).



## 3.0 TRAINING'S REFLECTION

### 3.1 DURATION

My industrial training programme at Melaka ICT Holding Sdn Bhd lasted 24 weeks, from March 1 to August 15 of the same year. This company offers flexible work schedules so that everyone can choose the hours that are most convenient for them. The following table lists the types of time-flexible work:

<b>MONDAY – FRIDAY</b>	<b>8:00 AM – 5:00 PM / 8:30 AM – 5:30 PM</b>
<b>RECESS</b>	<b>1:00 PM – 2:00 PM</b>
<b>FRIDAY BREAK</b>	<b>12:15 PM – 2:45 PM</b>

### 3.2 SPECIFIC DEPARTMENT

My position in this company as a student practical in commercial unit under the supervisor Encik Norwajunizam Bin Abd Wahab. There are 5 employees under commercial unit and everyone has their tasks to manage this department.

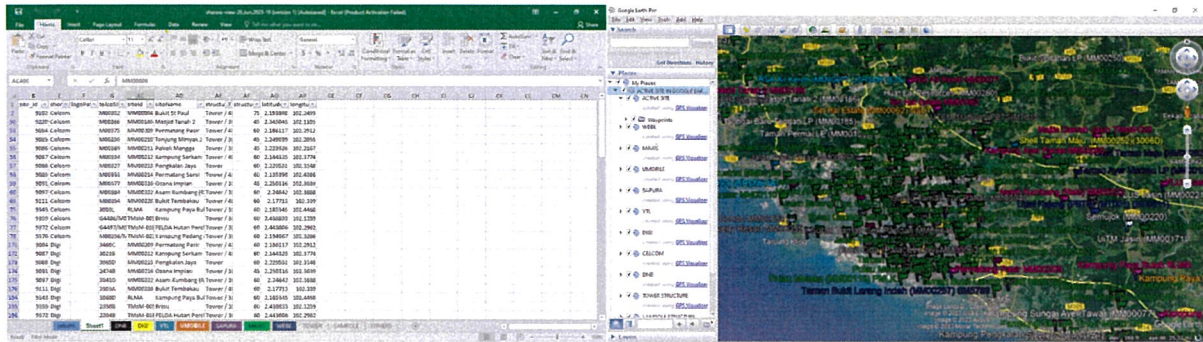
### 3.3 ROLE & TASK GIVEN



I will help my team do things like photostat, scan, and then upload the documents related to the commercial unit in their email. Besides that, I also use a paper shredder machine to destroy private and confidential documents.



### 3.0 TRAINING'S REFLECTION



Furthermore, my supervisor give me a task to handle Goggle Earth Application. Firstly, I need to organize of MICTH partnership telecommunication which are from Digi, Umobile, YTL Corporation, Digital Nasional Berhad (DNB), Webe, Sapura, and Maxis in the excel before I copy past all the data in the Google Visualization website to transform the information in the Google Earth. From this application, all the staff can see the difference color of flag which represents the telco and also the structure that built by MICTH is being labeled in the maps with their site name and ID of location in Malacca. Even for the first I handle this apps, my supervisor admit that I is fast learner and I can finish this task excellent.



I was asked for labeling the file documents of commercial unit and rearrange all the document with the correct SmartPartner and make sure all the document have completed with the sign approval from the CEO of Melaka ICT Holdings Sdn Bhd. For the information all the document is very private and confidential and I need to keep the document in the save storage file.



## 3.0 TRAINING'S REFLECTION

### 3.4 BENEFITS RECEIVED



I get RM 500 allowance for a month and all the internships form Melaka ICT Holdings Sdn Bhd get incentive "duit raya" RM 200.



All staff and internship student in Melaka ICT Holdings Sdn Bhd invited to attend a program organized by the company which is a program "Makan Durian Bersama Staff MICTH" 26 June 2023 in Eco Do Bem Cafe & Durian Park.



We also given the opportunity to attend a charity screening to watch a movie "65" at Mahkota Parade Malacca.



## 4.0 SWOT ANALYSIS

# COMMERCIAL

## Department

### Strengths

- Xolas in Tower Management System (TMS) consists online document
- Skilled and experienced staff in handling commercial matters and equipment.

### Weaknesses

- Many back-log issues delaying the process of issuing SLO & AAWO renewals.
- Lack of information and records of old sites.

### Opportunities

- Good cooperation with the telco is able to solve the problem even if it takes a long time.
- Able to increase income in terms of collection of additional equipment.

### Threats

- Failure to complete the SLO & AAWO may result in the Telco intending to leave the site.
- Error entering information in the system affects the Telco's confidence in establishing cooperation.



## 5.0 DISCUSSION & RECOMMENDATION

### 5.1 STRENGTH

#### 1) XOLAS IN TOWER MANAGEMENT SYSTEM (TMS) CONSISTS ONLINE DOCUMENT



Figure 12: Xolas in the Tower Management System using by MICTH



Figure 13 : Xolas in the Tower Management features

The Xolas Tower Management System has been in use for over 3 years in 5 Malaysian tower companies, and Melaka ICT Holdings Sdn Bhd is one of the companies that uses it. Xolas TMS has a customizable workflow that you can attach to any site, so there are related documents that help all the staff in MICTH especially the commercial unit to access the system, capture and display the most relevant information for all sites that are being built, dismantled, audited, or if there is maintenance due. Xolas Tower Management System can simplify the work of checking prices, tracking all site equipment, finding the date of handover of the tower to the telco, and providing information on landlords, tenancies, site structures, site design and layout, permits, and insurance. It's very flexible in this regard. Xolas TMS acts as a single source of current data and information. Storing data in a single repository eliminates the need to access multiple spreadsheets for information. A tower management application is a boon for telecom tower operators looking to increase efficiencies of scale and improve their bottom line. It helps control costs, increases operating efficiency, and reduces revenue loss.

**Anthony Davie**, Founder and CEO of Xolas TMS said, In 2019, Sabah (East Malaysia) based Common Tower Technologies, became a further client. Then last year, Melaka ICT Holdings were the first client to sign a 5 year contract, which shows their attention to detail



## 5.0 DISCUSSION & RECOMMENDATION

and development in close partnership with their anchor clients since 2016 has led to some great results. Today there are many different types of companies across the telecom ecosystem who are looking at using Xolas, and we expect our client base to grow again in a short timeframe.

According to Executive Chairman, of World Halal Industry and Trade Alliance, Indonesia, "Xolas has a huge potential to grow. It goes beyond software management, providing efficiency and solutions for various industries. (Nusa Rangkuti, 2020). Beside that, (Dato` Mohd Haji Rehat, 2018), COO of D`Harmoni Telco Infra Sdn. Bhd., Malaysia, said, "Company revenue has grown by 30% in the last 3 years because Xolas TMS allows them to do more business with the same staff for lower operating costs. This proves that Xolas Tower Management System is very efficiency because it can reduces a lot of time for a staff to find important document related in store and provide a lot of benefit that bring profit for a company.

### RECOMMENDATION :

The use of Xolas System Management Tower is very important for a telecommunications company, it should not have a problems, but every system produced will definitely have shortcomings that can be overcome with a few steps. For example, every time users want to log into the system, they have to wait and refresh again because the slow use of the system to start data may be due to poor internet speed or too many system users in the company. Furthermore, every times I am trying to key in data in Xolas, I need to refresh the page to update the new data and always double check if the data correctly insert in the correct site of telco. As a good step, the company should increase the internet speed by optimize router settings and Melaka ICT Holding Sdn Bhd should invest some money to company Xolas Sdn Bhd to improve the Xolas Tower Management System so that the system is more efficient and easy to manage by all staff and they can use without any error or system down.

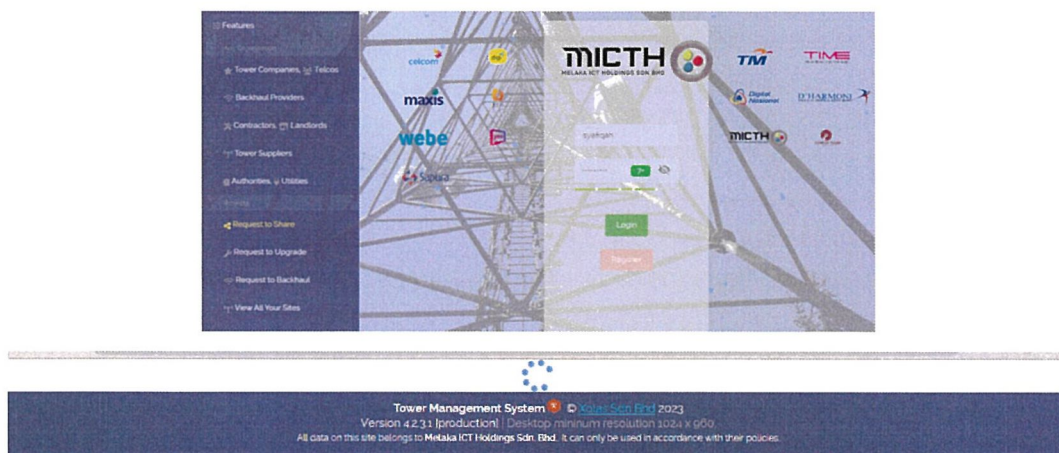


Figure 14: User need to reload the System after login because of lagging when everybody use them simultaneously.

## 5.0 DISCUSSION & RECOMMENDATION

If a company does not have poor internet speed even though MICTH provide system Internet Technology (IT), every employee especially the Commercial Unit who is responsible to prepares every related document will spend several hours every day online to download or sending documents to client, work with customers or do research, even if a few seconds of delay in loading the page can reduce productivity and reduce company profits. (Xpert Technology,2022)

As a company of provide telecom tower should required guarantee that all the processes are being carried out as planned. Failure to adequately maintain the tower sites can affect multiple operators on the site and increase the operational costs of not only the tower but also of the Mobile Service Provider Company (MNOs). Effective tower management facilitates a superior customer experience for tenants or the MNOs on the site which involves following the SLA norms and making sure that they get the required uptime. This not only helps the MNOs ensure mobile connectivity for the end-users but also contributes to tower' revenue growth through customer retention. Moreover, effective asset management is known to increase the life of an asset providing better returns on investment.



## 5.0 DISCUSSION & RECOMMENDATION

### 5.1 STRENGTH

#### 2) SKILLED AND EXPERIENCED STAFF IN HANDLING COMMERCIAL MATTERS AND EQUIPMENT.



*Figure 15: Staff from the commercial department and internship student having a good relationship.*

Any organization can profit from having a skilled workforce because it helps to improve their company's reputation and long-term performance. If you are fortunate enough to have a professional team that believes in your company and loves its work, your business will be able to prosper in a competitive and always changing industry. Any effort made to keep them is valuable (Meena Chabbria, 2022). A skilled worker constantly goes above and beyond in fulfilling their duties and has the necessary credentials for the position. You'll find that a trained workforce is entirely committed to your company, whether it be by offering exceptional customer service or making sure that each task is carried out with more precision and care.

Commercial department have 5 skilled and experienced staff in handling commercial matters and equipment especially their head of department Encik Norwajunizam bin Abd Wahab who has almost 10 years of service. Encik Noorwajunizam is a good leader and have a skilled to manage a team even this department just a few years established, they have committed to settle all the task and overcome the problem arise especially handling the telco matter. Furthermore, one of the senior member of commercial department Puan Zainurriah Binti Md. Nor as telecommunication infrastructure executive, always be a point of reference for other department members because of her experience handling many cases appear in this department.

In today's industry, I believe it is crucial to have a skilled workforce in any industry. Simply put, businesses that prioritize productivity, efficiency, quality work, loyalty, and a happy workplace, along with providing their workers with training, education, and access to new opportunities to improve and develop their talents, will thrive. By doing this, you will contribute to the growth of your business while maintaining excellent relationships with the staff.

## 5.0 DISCUSSION & RECOMMENDATION

### RECOMMENDATION :



*Figure 16: Rewards received by staff who has serve in company almost 1 years from the company*

The word “Money doesn’t buy happiness,” is true. A positive employee experience is not determined by salary alone. There are alternative ways to keep all the employees happy, besides handing out a raise or promotion. Because they are highly qualified and experienced, skilled individuals can help Melaka ICT Holdings Sdn Bhd become more productive and efficiency company in Malacca. Whereas more training for unskilled workers may be necessary, this somehow takes more time and money to upskill them. As we know in an organization, the workforce is the most valuable asset, and it is important for an organization to understand their needs and help them be engaged and satisfied. For example, on August 25 until August 27, 2022, Melaka ICT Holdings Sdn has held a "team building" program that was carried out in Tanah Aina Farrah Soraya Raub, Pahang to improve the relationship between each employee while at the same time providing peace of mind from thinking about work matters. As conclusion, this program bring a positive impact to the performance staff, so company should retain this kind of program in the future.

In addition to paying their salaries well, make sure that the company routinely expresses due appreciation to the best employees, who have long experience in running the company. This includes praising employees in front of the group, commemorating birthdays, giving bonuses, which encourages them to be more enthusiastic about doing work. (Sean Ludwing, 2023). ChicExecs' vice president of PR & digital marketing, Kristen Wessel, argued in Forbes that "employee appreciation can sometimes be overlooked, but it's an important part of any business's employee retention strategy." this shows that the company really values them by giving them anything from a simple handwritten note to a huge incentive. Beside that, employee benefits, offered to the employees, act as an attribute for better performance and support for your employees. For example, MICTH has also given appreciation to every employee who has served for more than a year by giving a branded smartphone.

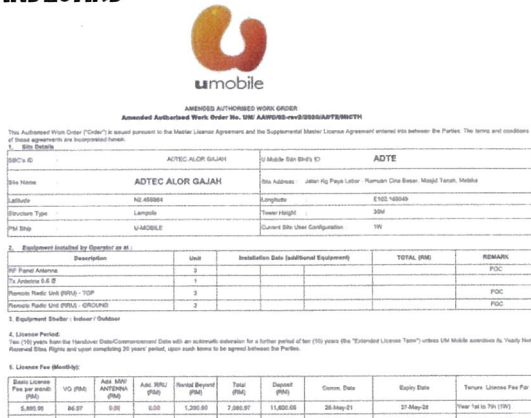
MICTH has organized a lot of programs that strengthen friendly relations among staff and give faces of joy to all staff, not only that, every staff are also given additional allowances such as "Duit Raya" and bonuses. This incentive should be continued as a sign of appreciation to every staff.



## 5.0 DISCUSSION & RECOMMENDATION

### 5.2 WEAKNESES

#### 1) MANY BACK-LOG ISSUES DELAYING THE PROCESS OF ISSUING SLO & AAWO RENEWALS "LANDLORD"



**Amended Authorized Work Order (AAWO)**  
Amended Authorized Work Order No. **UAWO-001-2020-000001**

This Amended Work Order ("AWO") is issued pursuant to the Master License Agreement and the Supplemental Master License Agreement entered into between the Parties. The terms and conditions of these agreements are incorporated herein.

**1. Site Details**

Access Provider's ID	U Mobile Site ID
ADTEC ALOR GAJAH	ADTE

**2. Equipment Installed by Operator as at:**

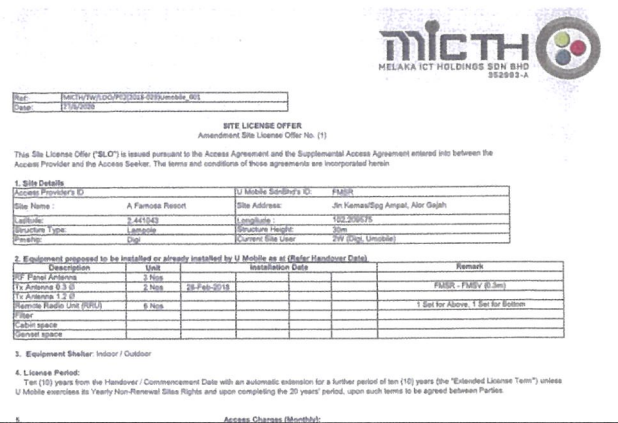
Description	Unit	Installation Date (Additional Equipment)	TOTAL (RM)	REMARK
RF Power Antenna	3			POC
Tr. Antenna 6.5 G	1			POC
Powerline Modem Unit (PMLU) - TOP	3			POC
Powerline Modem Unit (PMLU) - GROUND	2			POC

**3. Equipment Shelter:** Indoor / Outdoor

**4. License Period:**  
Ten (10) years from the Handover Date/Commencement Date with an automatic extension for a further period of ten (10) years (the "Extended License Term") unless U Mobile exercises its "Yearly Non-Renewal" rights and upon completing the 20 years period, upon such terms to be agreed between the Parties.

**5. License Fee (Monthly):**

Access License Fee per month (RM)	VO (RM)	ADD. SLO/ AAWO FEE (RM)	ADD. SLO/ AAWO FEE (RM)	Net Total (RM)	Deposit (RM)	Comm. Date	Expiry Date	Tenure License Fee Per Year (RM)
5,800.00	88.07	0.00	0.00	5,888.07	1,000.00	28 May 21	27 May 24	Year 1st to 10th (10Y)



**SITE LICENSE OFFER**  
Amendment Site License Offer No. (1)

This Site License Offer ("SLO") is issued pursuant to the Access Agreement and the Supplemental Access Agreement entered into between the Access Provider and the Access Seeker. The terms and conditions of these agreements are incorporated herein.

**1. Site Details**

Access Provider's ID	U Mobile Site ID
A Famosa Resort	FAM01

**2. Equipment proposed to be installed or already installed by U Mobile as at (Shelter Handover Date):**

Description	Unit	Installation Date	REMARK
RF Power Antenna	3 Nos		FAM01 - Fully (3 Nos)
Tr. Antenna 6.5 G	2 Nos	28-Feb-2018	
Tr. Antenna 1.2 G	1 Nos		
Powerline Modem Unit (PMLU)	6 Nos		1 Set for Above, 1 Set for Below
Powerline Modem Unit (PMLU)	1 Nos		
Cabinet space			
Connect space			

**3. Equipment Shelter:** Indoor / Outdoor

**4. License Period:**  
Ten (10) years from the Handover / Commencement Date with an automatic extension for a further period of ten (10) years (the "Extended License Term") unless U Mobile exercises its "Yearly Non-Renewal" rights and upon completing the 20 years period, upon such terms to be agreed between the Parties.

**5. Access Charges (Monthly):**

Figure 17: Example of SLO and AAWO document prepared by commercial unit.

Back long issue caused by sites from old partners such as Satria Mara Sdn Bhd, Tower Fleet Sdn Bhd, Caj Maju Sdn Bhd and recently from Dynamic Communication Link (DCL) who have handed over their tower to Melaka ICT Holdings Sdn Bhd because of expiry tower holder period by the Malacca State Government. The issue is that we are not the ones who built the tower, but the old partner site that I mention before who handover the tower to MICTH, they should provide a complete document, so that it is easy for commercial units to find information about the tower they managed before. Beside that, the price they offer to the landlord is not according to our MLA agreement price, so to get a price agreement with the telco takes a long time, hence the issuance of letters for the renewal of SLO & AAWO documents takes quite a long time from 2018 until today because we need to make discussion regarding the price and also all the data to handle the tower is complete.

This Site License Offer (SLO) and Amended Authorized Work Order (AAWO) is very important document especially for the tower infrastructure company like MICTH. Amended Authorized Work Order or "AAWO" means any variations and/or amendments to an AWO or an existing AAWO which include but is not limited to the addition of a new User to an Infrastructure thus reducing the License Fee, the increase or adjustment of the License Fee or the additional License Fee by virtue of a Variation Order under the License Agreement. So, the back-log issue arise when 'Landlord' trying to put higher price and not get consent from the telco provider. Furthermore, Site License Offer (SLO) is issued pursuant to the Access Provider's Access Reference Document ("ARD") and the Access Agreement entered into between the Access Provider and the Access Seeker. In the example above, Access Provider" means MICTH which is a network facility provider that owns or provides network facilities while "Access Seeker" refers to an Operator who submits a written request for access to Facilities or Services and who is also a licensee as defined by the Act and who is a supplier of network facilities, network services, application services, or content application services.

## 5.0 DISCUSSION & RECOMMENDATION

### RECOMMENDATION :

Poor planning and a lack of resources hinder commercial unit ability to address tower infrastructure problems and adhere to demanding deadlines. To help employees manage workflows, cloud-based handover software provides "real-time" tools that could keep company in touch with staff members in the office and on the job site. Thanks to features like customizable review processes and notifications, prioritizing will be a simple process for employees and their team. By keeping projects on schedule, this connectivity guarantees that there is always time to rectify problems prior to handover.

A tower project will constantly encounter unforeseen issues. Company must be willing to adapt if it wants to ensure that these problems are not ignored. Company are able to stop problems in their tracks with cloud-based handover software's detailed, shareable specs. The best handover software will provide personalized folder structures that correspond to company project design. This keeps things organized so that employee and their team can look for problems and take prompt action to fix them.

**Precordia** from Social and Behavioral Science Study claims that there are a number of difficulties in the transfer of commercial document of handover from one owner to another. Arguments that are unpleasant and costly are the result of poor transfer. Things can easily get lost or misplaced throughout the handover process, thus it's imperative to make sure that everything on and off the project is correctly handed off and recorded. Several issues might develop during a handover, the majority of which can be avoided with careful planning. By following these recommendations, company can plan a flawless handover of a building site.

A successful tower site handover depends on effective communication. A communication plan can be used by external teams as well. Client satisfaction is the main objective of any project, so be sure to communicate with the client and commercial team members about how to meet client demands.



## 5.0 DISCUSSION & RECOMMENDATION

### 5.2 WEAKNESSES

#### **2) LACK OF INFORMATION AND RECORDS OF OLD SITES SUCH AS DYNAMIC COMMUNICATION LINK SDN BHD (DCL)**

MICTH take over site of tower from (nfp) network facilities provider like Tower Fleet Sdn Bhd, Caj Maju Sdn Bhd, Dynamic Communication link, Satria Maju Sdn Bhd. causing many important documents to be incomplete to renew. all the towers we received before were in 2003 which used to lack technology and also experts in IT. This causes all the tower submission documents to be submitted to MICTH stored in physical form which is all the documents are stored in the file storage area, causing many documents to be unorganized and also lack of information that the commercial unit should know to prepare renewal documents. Besides taking a long time to find the document in the file store, we found that most of the documents were not in line/ parallel with the MLA that had been agreed upon by all parties.

The leasing procedure for generating each SLA (Site License Agreement) can be sped up by planning ahead and drafting an MLA (Master Lease Agreement). With the help of master lease agreements, cell towers may be quickly deployed without the need for ongoing contract negotiations, which is advantageous for both carriers and developers. Churn is what we would experience if we lost tenants as a result of the termination of our services, a tenant's failure to renew their lease, or the cessation of our ability to recognize income from a customer on a certain site for a given period of time.

It should be thought about whether lease and maintenance fees will be set at a certain amount or subject to escalation, and if so, at what rate (for example, based on the rise in the consumer price index of a relevant nation). The operator should carefully assess the transaction's currency risk. The tower business may insist on having the leasing and maintenance payments priced in the currency of its funding, but the operator will normally prefer them to be. When a telecommunications operator reserves the right to construct, relocate, modify, or replace equipment on a tower (for instance, as part of a modernization programmed), the computation of leasing payments might be complicated. The additional lease payments that would be due if the operator installed equipment that was more extensive than what was allowed under the Master Lease Agreement should also be taken into account and indicated by the parties.



## 5.0 DISCUSSION & RECOMMENDATION

### RECOMMENDATION :

Data storage is a key component of a successful business. Purchases of equipment, expense reporting, and other departments generate a ton of paperwork. How the employee store all this information from the company's everyday business processes affects the entire company. As you're thinking of ways to store all this data, accuracy and accessibility are key concerns. Written policies, budgeting records, and other frequently used files must stay easily accessible. You'll need accurate data for budgeting and the important information. And on top of all that, you're also keeping records of files that are no longer in active use for tax purposes, legal reasons, and to help you plan for the future.

The longer your business is around and the larger it grows, the more data you'll be storing. If you store this information on paper, it's going to start taking up large amounts of space. As you continue accumulating paper, storage costs go up, it's harder to find the files you're looking for, and the files take up more and more space. Plus, paper files are easily damaged. You risk losing years' worth of records if something like a fire or flood happens. Digital storage is the alternative. Storing business data electronically doesn't cause the same problems as physical storage, and it also comes with several benefits. Going digital is a big shift, though. As with any change that will affect your company's business processes, it's worth taking time to weigh the pros and cons of electronic document management and storage.

Data is an important asset in any business. For some companies, it's one of the most important assets. The way you store your data plays a major role in how easy it is to access, use, and secure important records and business documents. Paper files meet the minimum requirements for data storage. You can keep the important files on hand and if they're organized carefully, you'll be able to find what you're looking for. But that's about it. Paper gives you a way to store data. However, it doesn't empower your company to use that data effectively. You can look up the data and analyze it to budget, forecast customer demand, and answer other needs in your business, but a paper storage system doesn't do anything to make those tasks easier.

Digitizing data storage lets you store large volumes of data in less space than paper would take up (Shredall Group, 2018). Plus, a top-quality electronic data storage and document management system lets you go beyond simply storing the data. Online document management software makes the data you're storing easy to search through, analyze, share with stakeholders, and use for forecasting. When you're storing your data electronically instead of on paper, it's simple to leverage the data for your business. You'll be able to run keyword searches, sort files by type, compare data from different fiscal periods, and much more. It's also easy to make backup copies of digital documents without taking up huge amounts of extra space.



## 5.0 DISCUSSION & RECOMMENDATION

### 5.3 OPPORTUNITIES

#### 1) GOOD COOPERATION WITH THE TELCO IS ABLE TO SOLVE THE PROBLEM EVEN IF IT TAKES A LONG TIME.



*Figure 18: The symbolic handing over of the telecommunications tower to Maxis Broadband Sdn Bhd*

Agreements between telco provider is a way to promote efficiency in the sector at a challenging time. Today, American and Asian telecom companies are currently exerting pressure on the European telecom sector by taking advantage of their relatively consolidated domestic markets. European telecom firms also face service competition from so-called “over-the-top” providers, namely those providing telecom connectivity via the Internet. Telecom operators need concentrate with technological advances and provide new services in a highly innovative, technologically advanced industry. In this context, cooperation between telco companies could improve efficiency in the sector. (José Carlos Laguna de Paz, 2015).

In this regard, Melaka ICT Holding Sdn Bhd always maintain a good relations by fostering good cooperation with telecommunication companies to guarantee the stability of both parties. For example, commercial units always give priority to their clients by completing all the necessary documents to sign the tower rental handover agreement between telecommunication companies even it takes a long times, and also maintaining good relations with the contractors who are paid to manage the tower structure. Furthermore, cooperation in the workplace is also necessary so that all employees may collaborate to solve problems that arise. Employees and managers should be involved in decisions about what to do. Everyone should cooperate to accomplish a shared objective . (Luana Rodriquez, 2022).

In a nutshell, good cooperation brings a good image to the company, even though sometimes our department faces problems such as delayed documents that make telco companies doubt the company's abilities. But the company will provide a good solution so that its good name can be maintained.



## 5.0 DISCUSSION & RECOMMENDATION

### RECOMMENDATION :



*Figure 19: MICTH always has a good discussion so that the agreement with telco can be carried out.*

In order to maintain a good cooperation and relationship between clients, MICTH should concentrate on training all employees how to exhibit a patient attitude and how to communicate effectively when faced with clients concerns with clients. Clients should also play important role to respect and concur as well so that any issues arise can be resolved properly. Communication should be clear and simple for our clients to understand. Be careful when deciding on your communication tone and style when facing the client. If clients do not understand the company's intentions or ideas, they are more likely to refuse to take the desired action. Miscommunication is the biggest threat to maintaining cooperation with clients. Use straightforward language to give every client an opportunity to fully understand what the company is doing. Keep in mind to be responsive and make an effort to respond to clients within 24 hours. Clients will trust our company more if we respond to them consistently and quickly.

In addition, discussion with my supervisor **Mr. Norwajunizam**, company should take advantage of the benefits of technology. Use software that allows clients to track tasks or deadlines, for example, using the Xolas system. In that system, the customer does not have permission to change; instead, the customer can only see each document and also the price offered by the company during the tower rental period. Introduce them to the projects on which we operate as observers, keeping in mind that they only want to see what's important. Most of them are not interested in every detail, so the general picture is enough. This will also give them a great overview of the entire project.

During the cooperation, interesting discussions may arise between the client and the team. In addition, topics that may be useful in the future can be raised. It is useful to summaries the conclusions or insights obtained from them in one place. What companies use now is Xolas Tower Management, which will help to systematize and organize important documents and information in one place.



## 5.0 DISCUSSION & RECOMMENDATION

### 5.3 OPPORTUNITIES

#### 2) ABLE TO INCREASE INCOME IN TERMS OF COLLECTION OF ADDITIONAL EQUIPMENT AS WELL AS SHARER RECORDS AFTER COMPLETE RECORDS.

4. License Period:  
Ten (10) years from the Handover Date with an option for us to renew additional Ten (10) years upon such terms as the Parties may agree.

5. License Fee (Monthly):

Basic Rental (RM)	Dish (RM)	ADD MW (RM)	Total (RM)	Deposit (RM)	Comm. Date	Expiry Date	Remark
4,300.00			4,300.00	8,600.00	12/4/2016	30/3/2017	Year 1-7 (MLA), 1W
4,300.00			4,300.00	8,600.00	31/3/2017	18/7/2017	Year 1-7 (MLA), 2W
3,400.00			3,400.00	6,800.00	19/7/2017	23/12/2020	Year 1-7 (MLA), 3W
3,400.00	500.00		3,900.00	6,800.00	24/12/2020	11/4/2023	Add RRU on top
2,550.00	500.00		3,050.00	5,100.00	12/4/2023	23/12/2027	Year 8-15 years, 25% (MLA), 3W

Digi Telecommunications Sdn Bhd 501032 M  
Lot 40, Jalan Delima 1/1,  
Subang Hi-Tech Industrial Park,  
40000 Subang Jaya,

Figure 20: A complete document make Digi purchase additional equipment with MICTH

The preparation of complete and encouraging documents by the commercial unit has convinced all sharers to continue to cooperate with MICTH by increasing the company's income in terms of additional equipment purchases. This being the case, the sharer's confidence in the commercial unit's ability to record the whole thing in an important document. According to the Malaysian Communications and Multimedia Commission's (MCMC) most recent JENDELA study, the cost of a permit for building a communications tower in Malaysia might reach above RM100k over a six-year period. It is a higher cost to maintain the revenue for the company. So, by attract more investment in company by increase the equipment form telco can help more in the company profit.

The traditional Tower business model is simple in concept. They purchase telecom infrastructure from CSPs and lease it back to the CSPs over a period of years. The O&M services, space rentals, and co-location of the tower for several operators might all be different under these agreements. For task management, Tower has its own monitoring and control systems and upkeep equipment or purchase for additional equipment.

COVID-19 exposed our reliance on technology and networking, which is now pervasive in both our personal and professional life. Additionally, it has supported a long-standing trend in infrastructure investment: the growing attractiveness of digital assets, including fiber assets, data centers, and towers. The main value generator is growth potential, which may be achieved by expanding the number of sites or by placing more equipment on existing ones. (Adam Sutton,2021). It demonstrates that the future profitability of the communication tower infrastructure sector is higher.

## 5.0 DISCUSSION & RECOMMENDATION

### RECOMMENDATION :



*Figure 21: Example of Smart Tower should be MICTH provide to increase revenue.*

To increase income in terms of equipment, the company should modify its business strategy to increase more revenue. According to the **Tower Automation Alliance** website in 2022, large telecom infrastructure companies are witnessing strong growth, increasing their revenues, meeting their targets with new acquisitions, and releasing new services to complement the growing demand for 5G. The company should provide "smart tower" that can monitor a tower using IoT (Internet of Things). A "smart tower" or a "digitized tower" is an asset that can increase revenue and reduce operational costs as well as bring multiple benefits to both tower companies and the customers of those towers. A digitized tower allows you to monitor the tower in real-time and respond to incidents that may occur and act, saving costs and increasing profits. In addition, this monitoring also brings a very important value for this type of company, the safety, and security of both assets and workers. Smart Tower can monitor weather conditions like wind speed, humidity, air quality, barometric pressure, etc. by using a controller. Besides that, it also can use renewable energy generation by using wind speed, solar radiation, and battery recharge.


These sensors are configured according to certain parameters and criticality according to their typology or according to the location where they are located, categorizing their alarm levels that can also be visualized on a map, making an automatic update of the status, and triggering a series of corrective improvement actions. This also allows for tracking preventive maintenance actions.



## 5.0 DISCUSSION & RECOMMENDATION

### 5.4 THREATS

#### 1) FAILURE TO COMPLETE THE SLO & AAWO MAY RESULT IN THE TELCO INTENDING TO LEAVE THE SITE.



webe digital sdn bhd  
(Formerly known as Packet One Networks (Malaysia) Sdn Bhd)  
159, Jalan Templer  
46050 Petaling Jaya  
Selangor Darul Ehsan  
Malaysia  
T: +603 7450 8888  
F: +603 7450 8899  
webe.com.my  
A TM Company

Adendum of AUTHORISE WORK ORDER (AWO)  
Adendum of Authorised Work Order No./2018/SM0597/1

This Authorise Work Order (AWO) is issued to SBC pursuant to Clause 3.3 of the Master License Agreement dated 15 September 2011 and Supplemental Master License Agreement dated 11 May 2017. The terms and conditions of the Master License Agreement are incorporated herein

1. The Site Details

SBC ID :	SM 0597	webe ID :	SM0597
Site Name :	STADIUM HANG JEBAT	Site Address :	Rezab Sungai Malim, Bersebelahan Lot 10097, Stadium Hang Jebat, Mukim Paya Rumput, Daerah Melaka Tengah, Melaka
Latitude :	2.288533	Longitude :	102.23566
Structure Type :	Lamp Pole	Structure Height :	30M
PM Ship :	Webe	Current Site User Configuration :	3W (Webe, YTL, Umobile)

2. Equipment proposed and installed by webe :

Description	Unit	Installation Date	Total (RM)	Remark
RF Panel Antenna				
Tx Antenna 0.6 Ø				
Tx Antenna 1.2 Ø				
Remote Radio Unit (RRU)				
Filter				

3. Licence Period:  
Ten (10) years from the commencement date of the License Term with an automatic extension for a further of Ten (10) years period or any such other period and up to such terms as the parties may agree.

Figure 22: Uncomplete document AAWO about the quantity of equipment of telco purchases.

Imagine that company need to obtain legal paperwork from the previous year but one important thing is missing. Employee need look through their workplace and computer before discovering a duplicate in an archived email account. By failing to complete the document required by the telecom, commercial unit have not only slowed down their process finish the document but also jeopardized the security of the company. Failure to comply with compliance rules can land the board of directors, company, and employee itself in legal danger. Protect important document records from prying eyes. Although inadequate document security is a perennial issue, new management techniques and software advancements can help you prevent major failures.

Supervisors risk losing credibility and confidence if workers are unable to show management or shareholders of your company the necessary documents because he have misplaced it. The worst-case scenario would be losing your job, but even a slight deterioration in regard can harm your relationship with your shareholders. On the other hand, if your documents are securely kept on a cloud-based system, you may promptly share them with the right shareholders upon request and boost your reputation.

## 5.0 DISCUSSION & RECOMMENDATION

### RECOMMENDATION :

Documents may be vulnerable to both physical and digital security breaches if you do not properly arrange and file these or if you choose the wrong software. Make sure to discretely identify critical documents and keep them separate from other stuff. Keep backups, but make sure they are well-tracked and stored in a secure area. If you don't safeguard your records, your company may experience everything from financial losses to legal issues. **(Board Matter,2023)**. Losing data as a result of a system failure, a power outage, or a human error is one of the worst things that may happen when you enter data. You should always preserve a backup of your data, preferably on a different computer or device, to prevent this. Your backup data can be kept on external hard drives, online storage, or flash devices. Regular backup updates and functional testing are also important.

Additionally, in order to keep customers from leaving our site, the company should find the cause of the customer's complaint, come up with a solution, and send that solution to the client. It's also crucial to confirm that the solution you offered actually fixed the issue. There are a few options in this situation, If you are unable to confirm that the remedy is effective, include the following phrase at the conclusion of your correspondence: "Please let me know if there is anything further I can do for you. I'd be glad to assist. Beyond that Respond by saying, "I've tested this myself and it all appears to be working as expected, as you can see here: (include screenshot)," after making sure the solution is working. But if you are, just let me know. In some cases, it may even be worth reaching back out to the customer after a few days have passed to make sure that everything is resolved. **(Gregory Ciotti, 2023)**.



## 5.0 DISCUSSION & RECOMMENDATION

### 5.4 THREATS

#### **2) ERROR ENTERING INFORMATION IN THE SYSTEM AFFECTS THE TELCO'S CONFIDENCE IN ESTABLISHING COOPERATION.**

Data entry mistakes may be costly, distracting, and harmful for the standing of your company reputation. Company should have a plan to identify and fix errors whether employees are manually inputting data or utilizing software. Data input errors when preparing documents in a commercial unit might put a company at financial danger. This covers both missed and late payments, both of which may result in fines and costs from the companies you use. Long-term consequences of those penalties harm your company's working relationship with important clients, which is even worse. Strong client relationships are essential to keeping your business operating successfully.

Duplicate statements may be costly and time-consuming to fix, which makes them terrible for organizations. According to **Schaeffer**, focusing on removing duplicate payments is a powerful security approach that can improve all aspects of accounts payable security. She provides one essential example: "Anything you do to prevent or guard against duplicate payments will also guard against fraud."

Even if the majority of employees commit these errors in good spirit, the company may suffer significantly as a result of their missteps. Correcting inaccurate data can cost time and money, and if it's not done, it could result in lost revenue, lost clients, and even legal action. The need to minimize human error in data entry is more than ever when your business plans strategies based on your data. While mistakes are unavoidable, however it can reduce their frequency and the impact they have on your company by putting certain straightforward company procedures in place.

## 5.0 DISCUSSION & RECOMMENDATION

### RECOMMENDATION :

According to **Richard Martinez, 2022** by training staff members can readily resolve many data entry problems. The error entering data such as typo, duplicate words, error entering number of equipment, name of organization client and so on. company should aware of the employee about the importance of accurate data is thus the first step in dealing with inaccurate data. Inform them in real time about the sectors you affect and how you use such incorrect facts. Your staff will feel more personally accountable for their work if they comprehend the relevance and significance of the data. You can prevent the majority of the difficulties by teaching students to be aware of data entry errors.

If your workload keeps growing, you might want to hire extra data entry workers to help with the influx of new work. Even the most effective members of your staff won't be able to handle an increased workload. When staff are overworked, mistakes are made that ultimately cost businesses a lot of money. Additionally, overburdened employees experience a loss of work-life balance and eventually develop resentment. Overextending their capabilities has an impact on turnover and could raise attrition rates. The effectiveness of your company's data entry capabilities depends on how well you can balance the performance capacity of your employees with your overall workload. In conclusion, head of department should choose eligible person to key in data and make sure all the document it been checked before send to the client. From this client will be more confidence with the integrity commercial unit to handle the tower structure.





## 6.0 CONCLUSION

As for the conclusion, I had numerous memorable and helpful experiences throughout the 24 weeks I served for Melaka ICT Holdings. Additionally, this company supports the development and advancement of my knowledge, skills, and abilities. The industrial training in this company has taught me and opened my eyes to the real situation in the working world. Being in the commercial unit gave me an interesting experience when I was able to know the processes and documents of a company. My skills in the field of organize and systematic has improved, and I was able to improve my knowledge of the company's laws and regulations. During my internship at this company, I learned to understand that the commercial unit is the most crucial and fundamental component of the business because it prepares and manages all the document requirements, rental, and site of the tower owned by MICTH.

In addition, the experience of industrial training in this company became easier and more wonderful when I was able to meet good friends, with whom everyone loves to help each other. In addition, the employees here were all supportive, and that has made the working environment in this company very beautiful and always positive. I am very grateful to have my supervisor, who is always tolerant and teaches me many new things. They don't see me as a weakness in the company's department; instead, they often help and give me tasks that suit my abilities. However, I also hope to become a permanent employee of this company if they see my qualifications and abilities. If not given the opportunity, I will look for job opportunities that have the same characteristics as my work during industrial training in this company because the same experience will make it easier for me to serve in other companies.

Finally, I am happy and proud of myself for being able to face all the obstacles while working and survive for 24 weeks to take the opportunity to work for this company. I am also satisfied because I feel that I have done the best job and satisfied all parties without causing any problems in this company. My plans for the future after this industry training are to find a job related to my course and this department because this is my soul and I feel I will do the best in this field. I would like to thank all the parties involved at UiTM for giving me the opportunity and facilitating my industrial training at the MICTH company.

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## 8.0 APPENDICES



*Figure 24: Attending to Majlis Pelancaran DE Rantau Melaka*



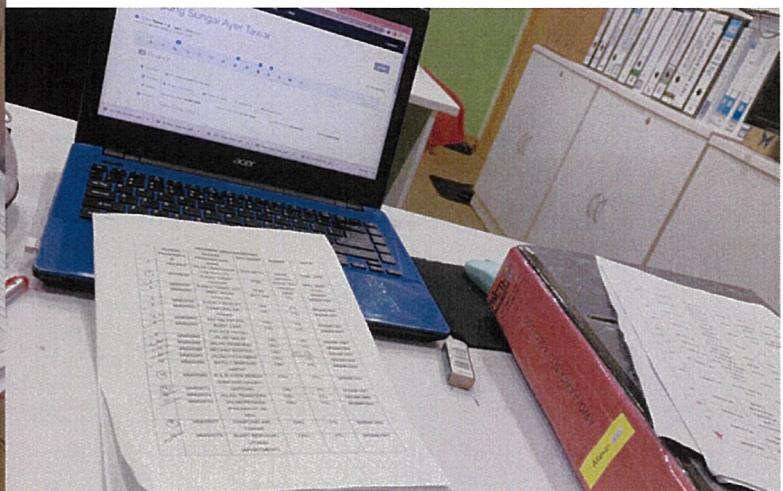
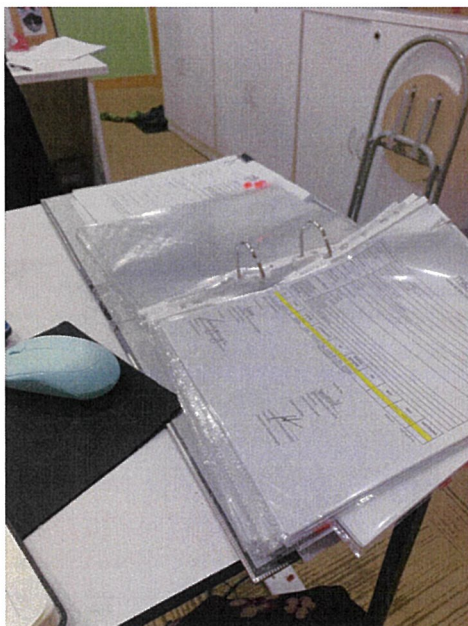
*Figure 25: Benefit from Melaka ICT Holdings Sdn Bhd*



## 8.0 APPENDICES



*Figure 26: Discussion with my supervisor and the picture of entrance of Mcorp building*



*Figure 27: My task organize the document in the file store*