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**TENAGA
NASIONAL**

FACULTY OF BUSINESS AND MANAGEMENT

UNIVERSITI TEKNOLOGI MARA (UiTM)

KAMPUS BANDARAYA MELAKA, MELAKA

BACHELOR OF OFFICE SYSTEM MANAGEMENT (HONS.)

INDUSTRIAL TRAINING REPORT

MGT666

INTERNSHIP REPORT "SWOT ANALYSIS OF TENAGA NASIONAL BERHAD"

03 MARCH - 15 AUGUST 2025

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EXECUTIVE SUMMARY

Throughout my 24 weeks of industrial training which started from 3 March to 15 August 2025 at Tenaga Nasional Berhad Muar branch, Johor was truly an eye-opener and a valuable experience for me as a final year student taking the MGT666 Industrial Training course. This practical training gave me extensive experience in facing the challenges of the real world of work. This experience taught me skills that I did not get when I was a student. The experience I gained included how to communicate with employees and customers.

This report I have prepared describes the background of Tenaga Nasional Berhad Muar and about me during my internship at this company. It also includes a detailed overview of the duties, roles and responsibilities assigned to me during the internship which consists of assisting in daily operations and participating in site visits.

Throughout the 24 weeks of internship, I was shuffled through four departments. The first department is BSO (Business Support Office), second department is CS (Customer Service), third department is Billing Service and last is Collection and Recovery. This rotation gave me exposure and experience in various areas of TNB operations. Each department had its own specific work and learning experience, which enabled me to establish a broader view on how the company operates as a whole. This rotation also helps me adjust to various styles of working, enhance my communication skills and recognize the need for teamwork in providing effective services to customers.

The priority of this report is to explain the SWOT analysis of Tenaga Nasional Berhad which helps me in better understanding the strengths and weaknesses of this company. as well as the external opportunities and threats that may affect its operations. Based on my observations and experiences, I have prepared a discussion on this analysis along with some personal suggestions on how the company can improve certain areas for better efficiency..

Finally, I have explored the various sustainability and key sectors of the company, especially how TNB has adapted to changing with the ever-advancing modernity. Finally, this report also contains an appendix section, where I have included selected documents and records of my participation throughout the training as supporting evidence of my contribution.

ACKNOWLEDGEMENT

First and foremost, I would like to thank Allah SWT for His guidance and blessings. Due to Him, I managed to complete this report even though I have been through tons of hardship in finishing this report. Since I must work and at the same time I am responsible for this report. This report is for the subject of Internship (MGT666), which is the final evaluation requirement to end my journey toward this Bachelor's Degree.

I have learnt so much from this report because I have to use the SWOT analysis to assess the organisation. I was also better equipped to deal with the workforce and the tiniest hint of adulthood thanks to this industrial training. In addition, I want to express my sincere gratitude and admiration to Dr. Nurul Ain binti Mustakim, my advisor. This is because I have learnt how to handle the challenges and obligations of writing and finishing this report.

Furthermore, I am very grateful to my supervisor, Puan Noor Rita , for the chance and her faith in me to participate as a Retail Intern in the department. Also, I received cooperation from a handful of individuals while finishing this industrial training. Thus, I would like to express my gratitude to all staff in TNB for their valuable support and guidance throughout my internship.

From the moment I arrived, my co-workers were willing to introduce themselves and make me feel comfortable. They were very patient in responding to all of my enquiries and helping me gain a deeper grasp of the business and sector, and they were always eager to offer their experience and knowledge. When I had questions or concerns, the staff members were always polite and willing to help. I am thrilled to have the chance to collaborate with such a dedicated and capable group of people.

From the bottom of my heart, thank you so much.

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