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UNIVERSITI
TEKNOLOGI
MARA



**TENAGA
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TENAGA NASIONAL BERHAD (TNB) KLUANG

FACULTY BUSINESS AND MANAGEMENT
BACHELOR IN OFFICE SYSTEMS MANAGEMENT
MGT666: INDUSTRIAL TRAINING REPORT

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EXECUTIVE SUMMARY

This report is prepared as part of the requirement for the subject MGT666 Industrial Training taken during final semester in the Bachelor Office System Management (Hons.) program at Universiti Teknologi MARA (UiTM).

The report summarize based on my six month internship experience at Teknologi Nasional Berhad (TNB) Kluang branch, where I was placed from 3 March 2025 to 15 August 2025. During my internship, I was placed in Business Support Office and Customer Care Office departments. My main tasks including handling administrative work and assisting customer service, and managing inquiries with MyTNB system. I also learned how to handle customer and respond to complaints politely and provide clear explanation professionally. One of the most valuable experience was during the electricity tariff adjustment, I saw how TNB prepared for the changes, explained the new rates to customers, and managed challenges. I also had discussions with my supervisor, which helped me track my progress and stay motivated to keep learning new things.

This report also includes a SWOT analysis based on my observation of the company. Some of the strengths include a sole company supply electricity, and modern digital system. However, the weakness like limited staff during peak hour and layout workplace. Opportunity include paperless initiative and flexible tariff changes (Time of Use) while the threats such as cybersecurity attack due to dependence to digital and solar energy competition were noted. In the discussion section, I shared the knowledge and skills I gained during my internship, such as communication, teamwork, problem solving, adaptability and system handling.

In conclusion, my internship in TNB Kluang gave me valuable experience in a real work environment. It helped me improve both professional and soft skills, learn more about how the company works, and prepare for future challenges.

ACKNOWLEDGEMENT

I would like to express my deepest gratitude to all those who have supported me throughout my industrial training journey at Tenaga Nasional Berhad (TNB) Kluang for 6 months.

First and foremost, I sincerely thank TNB for giving me the opportunity to gain industry exposure. Then, I extend my warmest thanks to Mrs. Norliana binti Abu Bakar, Executive of BSO, who is my supervisor during my first two months of internship in Business Support Office (BSO). I am also deeply grateful to Mr. Mohd Ridzuan bin Mohd Haris, Customer Care Officer (CCO), and Puan Fatin Afiqah, Executive in Customer Service, for their guidance, and valuable advice throughout my internship journey.

Most importantly, my heartfelt appreciation goes to all the staff in the BSO and CCO unit (Customer Service, Collection Recovery and Billing) for their continuous support and encouragement. Without their kindness and willingness to share knowledge, I would not have been able to learn and grow as much as I did. Because of the colleagues like them, I gained valuable insights and understanding how the work environment operates. Their mentorship has truly impacted on both my professional and personal growth.

Next, I am truly grateful for the support and guidance of Madam Nor Maslia binti Ramli Samudin as my faculty advisor. Her dedication in keeping students on the right track and willingness to share opinions and advice have been truly helpful. I appreciate her constant encouragement, constructive feedback, and care throughout my internship journey.

Last but not least, I would like to take this opportunity to thank to my family and all my friends for their unwavering support throughout my 6 month internship. Their presence helped me stay emotionally strong and motivated in everything I do. I'm especially grateful for always being there to listen to my experiences, understand my challenges, and provide constant encouragement.

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