



UNIVERSITI
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MARA



MGT666



INDUSTRIAL TRAINING REPORT

TENAGA NASIONAL BERHAD (TNB) JITRA

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EXECUTIVE SUMMARY

This report summarizes my industrial training experience at Tenaga Nasional Berhad (TNB) Jitra which was conducted from 11 August 2025 until 23 January 2026. The internship was part of the academic requirements of my program and served as an important step in preparing me for the professional working world. During this period, I had the chance to see how a major national corporation like TNB operates and how every department contributes to keeping the organization efficient and meets its customer's needs.

I was attached with the Retail Division throughout my internship which I spent 5 months at the Customer Service Operations counter and rotated for 2 weeks each at the Billing Unit and Credit management Unit. Every placement was a learning curve. I did customer account issues, helped with name transfer, account closures and updating documents. The supervision from my supervisors, Mrs. Hani Rahayu, Mrs. Sharifah Nurhanani and Miss Sharifah Nurhafizah had turned each of the task to a chance where I can learned something about how to do the communication and working in group could help me further understand myself as friendlier person and also trained me to be more focused on details.

It also provided me an opportunity to strengthen my interpersonal skills and build some confidence working with actual customers. I've learned the most about how crucial it is to remain calm, patient and professional, no matter what. Aside from the knowledge which I have gained working, I became more disciplined and learned that time management and teamwork could greatly affect work productivity.

Overall, this report covers my internship journey, the company profile of TNB, my tasks and responsibilities, the skills and knowledge gained and a brief SWOT analysis with recommendations. It highlights what I learned throughout my time at TNB Jitra and how the experience has helped me grow into a more confident, responsible and career-ready individual.

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My greatest appreciation also belongs to my supervisors in the internship program namely Mrs. Hani Rahayu, Mrs. Sharifah Nurhanani and Miss Sharifah Nurhafizah and all the staff members of TNB Jitra who have shown patience, guidance and mentorship towards my internship period with the company. Their constant counsel and support helped me to conquer work related difficulties and contributed significantly to my knowledge of the working environment. I am extremely grateful that they have tried their best to make my internship a valuable and enlightening learning process.

My parents and siblings have also contributed immensely to my life and I am also very thankful that I have their love, motivation and continuous encouragement. Their faith in me at all times, coupled with the emotional and moral support they gave me made me strong and confident to continue walking through all the challenges in my internship life.

Finally, I want to mention that I am very grateful to all my friends that supported and helped me in the successful completion of this report. Your support has been of so much importance to me either through guidance, encouraging words or even mere acts of kindness. May Allah shower blessings of further success and happiness on each and every one of you.

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