

HRM666: INDUSTRIAL TRAINING REPORT

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2023131517

M1 BA243 6B

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Internship Period:

24 WEEKS



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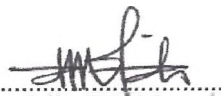
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Executive Summary

This report is a summary of my industrial training experience as a Business Support Office Intern in Tenaga Nasional Berhad (TNB). The internship was carried out on August 11, 2025, through January 23, 2026, at the Business Support Office Department.

During this six-month internship, I was able to have a good experience of the inner working of a big government-related utility company, especially in the business support areas. My administrative, analytical as well as communication skills were developed as I was given a range of responsibilities.

The main activities comprised the management of documentation and record-keeping, internal reporting assistance, assisting with procurement-related activities, as well as facilitation of inter-departmental communications. I was also involved in planning the departmental events, meetings and engagement activities which involved me making presentations, internal memos and briefing materials.

I was also engaged in the development of internal communication content including information posters and updates to be placed on the notice boards and digital platforms, which assisted in ensuring that the messaging is clear and effective throughout the department. All of these duties not only helped me develop my organizational and creative abilities but also gave me practical experience of working in the organized company setting.

This internship has gone a long way in enriching my knowledge in the operations of business in one of the large utility companies. It has enhanced my skills in managing corporate procedures, my listening skills and the significance of efficiency, accuracy and teamwork in business support services. The experience of working in Tenaga Nasional Berhad has provided me with the practical knowledge and professional skills that will allow me to work in the administrative or corporate support roles in my future career.

Acknowledgement

Alhamdulillah, all praise to Allah S.W.T, the Almighty, for His blessings, strength, and guidance that have enabled me to successfully complete this internship report.

I would like to express my deepest gratitude to Madam Noor Junaini Arwin Bt. Yaacob, my advisor for the subject HRM666 Internship, for her invaluable guidance, continuous support, and encouragement throughout this journey. Her advice and insights have greatly contributed to my learning and growth during this internship.

My heartfelt appreciation also goes to my supervisor, Madam Norzulaika, for her constant guidance and trust in my abilities. She provided me with numerous opportunities to learn, guided me patiently through my tasks, and shared valuable lessons that have significantly enhanced my professional development.

Finally, I would like to thank all the staff in my department for their kindness, support, and cooperation. Their encouragement has motivated me to keep improving each day. I truly believe that all the experiences and knowledge gained during this internship will serve as a strong foundation for my future career.

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