



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka
Kampus Bandaraya Melaka



MGT 666 INDUSTRIAL TRAINING REPORT

PREPARED BY
RABIATUL ADAWIYAH
BINTI ABD MAJID
(2023136189)

PREPARED FOR
PN MAISARAH BINTI ISHAK

Faculty of
Business and
Management

Bachelor in
International
Business (Hons)

Making our world Better. Brighter.

SURAT KEBENARAN

Tarikh : 23 Januari 2026

Kepada :

Penyelaras Latihan Praktikal
Fakulti Pengurusan Perniagaan
UiTM Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka

No Tel : 06-285 7119 / 7190 / 7196

Email : praktikalfppmelaka@uitm.edu.my

Maklumbalas (/)



Setuju



Tidak Bersetuju

Tuan/Puan

KEBENARAN UNTUK MEMUAT NAIK HASIL LAPORAN PELAJAR LATIHAN INDUSTRI SEBAGAI "PUBLIC ACCESS" DI REPOSITORI UITM

1. Merujuk perkara di atas, pihak organisasi bersetuju / ~~tidak bersetuju~~ pihak universiti memuat naik hasil laporan pelajar latihan industri sebagai "public access" di repositori UiTM.

Nama Pelajar	Rabiatul Adawiyah Binti Abd Majid		
No. Matriks	2023136189	Nama Program	Perniagaan Antarabangsa
Tajuk Laporan	Laporan akhir latihan pritiika	Nama Syarikat	Tenaga Nasional Berhad

2. Tindakan ini adalah di bawah tanggungjawab dan kesedaran penuh oleh pihak organisasi.

3. Sekiranya terdapat sebarang masalah atau kebocoran maklumat sulit pihak organisasi tidak boleh mengenakan sebarang tindakan undang-undang kepada pihak universiti.

Yang Benar



Wai : Rozita Binti Yusoff
Jawatan : Pembantu Tadbir Kanan
No. Tel. : 07-8831742
No. Faks : 07-8834898

Cop jabatan/organisasi:

TENAGA NASIONAL BERHAD
JALAN TUN HABAB,
81900 KOTA TINGGI,
JOHOR.



Executive Summary

This industrial training report documents the six-month internship undertaken by Rabiatal Adawiyah Bt Abd Majid at Tenaga Nasional Berhad (TNB), Station Kota Tinggi, Johor, from 11th August 2025 to 23rd January 2026, as part of the Bachelor of Business Administration (Hons) International Business programme at Universiti Teknologi MARA (UiTM). The purpose of this report is to provide an overview of the organisation, describe the training experience, analyse organisational strengths and weaknesses, and evaluate opportunities and threats faced by the company.

During the internship period, trainee was assigned to several departments, including Customer Service Unit, Billing Unit, Credit Management Unit, and Business Support Operation. Exposure to these departments provided practical experience in customer handling, billing processes, credit control, document management, digital systems such as MyTNB portal and administrative support. Trainee also participated in task force activities, workshops, and operational fieldwork, which enhanced understanding of real-world utility operations.

This report further includes a SWOT analysis to evaluate TNB's internal and external environment. Key strengths identified include continuous training and development programmes and comprehensive employee benefits, while weaknesses include high workload due to staff shortages and inefficient data migration. Opportunities such as growing solar energy demand, Net Energy Metering (NEM), and smart meter implementation are highlighted, alongside threats such as unpaid customer bills and strict regulatory compliance requirements.

Overall, this industrial training experience provided valuable exposure to professional work culture, strengthened practical skills, and enhanced understanding of business operations in the energy sector. This internship successfully bridged theoretical knowledge with practical application and contributed positively to the trainee's personal and professional development.

Acknowledgement

From Editor

First and foremost, I would like to express my sincere gratitude to Allah SWT for His guidance and blessings throughout my industrial training journey, which enabled me to complete this report successfully.

I would like to extend my deepest appreciation to Tenaga Nasional Berhad (TNB) Station Kota Tinggi, Johor, for giving me the opportunity to undergo my industrial training at their organisation. My sincere thanks go to all the staff and supervisors who provided continuous guidance, cooperation, and support throughout my training period.

Special appreciation is also extended to my industrial supervisor for the valuable advice, knowledge sharing, and encouragement that greatly contributed to my learning experience. I am also grateful to my academic supervisor, Pn Maisarah Binti Taib, for her guidance, constructive feedback, and support in completing this report.

Finally, I would like to thank my family and friends for their moral support, encouragement, and understanding during my internship and the completion of this report. Their support has been invaluable in helping me achieve this milestone.



Table of Content

05

ACKNOWLEDGEMENT

06

RESUME

08

COMPANY PROFILE

09

ORGANIZATIONAL STRUCTURE

11

SERVICES

12

TRAININGS REFLECTION

14

SWOT ANALYSIS
