



INTERNSHIP FINAL REPORT

AT TENAGA NASIONAL BERHAD (BATU PAHAT)
(22nd September 2025 - 9th January 2026)

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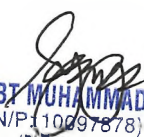
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EXECUTIVE SUMMARY

This report discusses my 16-week industrial training at Tenaga Nasional Berhad (TNB), located in Batu Pahat, and was conducted from 22 September 2025 to 9 January 2026. The industrial training offered me valuable exposure to the working environment of a large government-linked company (GLC).

Tenaga Nasional Berhad is Malaysia's main electricity utility company, operating in the Generation, Transmission, Distribution, and Retail business segments. During my industrial training, I was attached to the Retail Division and rotated monthly among the Billing Services, Collection & Recovery, and Customer Service units. This rotation provided me with valuable exposure to the operation of these units, including the processes involved in electricity billing and revenue collection, customer account management, and other related activities.

During my industrial training period, I was exposed to various administrative and operational activities related to electricity billing and other relevant aspects. In addition, I was exposed to office systems like Microsoft Excel and SAP Logon, which enhanced my knowledge and understanding of these systems and their usage in office environments. Overall, this industrial training improved my analytical and attention-to-detail skills and enhanced my knowledge of basic financial and operational systems.

The main aim of this industrial training was to link the theoretical concepts with the practical world. Through daily activities and interactions in the working environment, I was able to gain a better understanding of the structure of TNB in terms of its operations and coordination in providing services to the community. Moreover, this training helped me enhance my communication skills, teamwork, time management, and problem-solving skills, aside from the acquired knowledge.

The report will comprise various sections, such as the student and company profiles, the internship experience, SWOT analysis with recommendations, and concluding learning outcomes with appropriate appendices. Overall, this industrial training in TNB Batu Pahat was a valuable experience that helped shape my professional and personal self in terms of both technical and personal growth, especially in the field of finance and the corporate world.

ACKNOWLEDGEMENT

The completion of this industrial training report would not have been possible without the guidance, support, and cooperation of several individuals and organisations. I would like to express my sincere appreciation to Universiti Teknologi MARA for providing an opportunity to undergo this industrial training programme, which offered valuable exposure to a real working environment and contributed significantly to my professional development.

I would like to extend my sincere gratitude to my academic advisor, Associate Professor Dr. Abdul Rahim Hj Ridzuan, for his continuous guidance, support, and academic cooperation during the industrial training period. His guidance, support, and coordination with my industrial supervisor at Tenaga Nasional Berhad (TNB) Batu Pahat greatly assisted in ensuring that the internship was carried out smoothly and in accordance with the programme requirements.

My sincere appreciation also goes to the management, executive officers, and staff of Tenaga Nasional Berhad (TNB) Batu Pahat, especially those from the Retail Division, for their guidance, cooperation, and willingness to share knowledge with me throughout the internship.

I would also like to acknowledge my fellow interns at TNB Batu Pahat for their teamwork, encouragement, and shared experiences with me during the training period.

Finally, I would like to express my heartfelt thanks to my family and those who were always by my side for their continuous encouragement, understanding, and moral support, which played an important role in maintaining my motivation and focus throughout the internship.

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