



UNIVERSITI
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Cawangan Melaka
Kampus Bandaraya Melaka

MGT666: INDUSTRIAL TRAINING REPORT



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EXECUTIVE SUMMARY

The industrial training experience, which I had from 11 August 2025 to 23 January 2026 in Tenaga Nasional Berhad (TNB), was useful as it enhanced my administrative, interpersonal, and technical abilities. During the training, I was rotated across four departments, that is, Business Support Office, Customer Service Operations, Billing Operations, and Credit Operations, where I had firsthand experience in documentation management, customer service processes, billing processes, and credit operations. This enabled me to see how every unit can be used to improve the overall efficiency of TNB in terms of services. This report outlines my profile as a student, my background in the company, my reflection on the training, a SWOT analysis, discussion, and recommendations.

The company profile also refers to the fact that TNB is the biggest electricity utility in Malaysia with a vision of Powering the Nation, Beyond Energy, and its sustainability, digitalization, and national energy transition. In the meantime, the reflection section provides the description of the most important competencies that I have acquired, such as communication, problem-solving, documentation handling, customer support, and system usage. The SWOT analysis shows a strong brand and good employee welfare as strengths, staff shortage and slow digitalization as weaknesses, renewable energy growth and EV infrastructure as opportunities, and regulatory changes and increased competition in the renewable sector by the private sector as threats.

The elements are also justified in regard to the operations and strategic direction of TNB, with academic references. It is recommended to enhance workforce planning, speed up the process of digitalization, enhance renewable energy infrastructure, increase the number of EV charging stations, and increase risk management. The report concludes by reflecting on the ways in which this internship has influenced my career growth and future goals in the energy and business industry.

ACKNOWLEDGMENT

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

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I would like to extend my heartfelt appreciation to Tenaga Nasional Berhad, especially to Puan Hajah Norhayani Binti Mohamed Ali, the Customer Care Officer, for welcoming me as part of the team and providing a supportive and conducive working environment. Special thanks also go to all staff members of the Business Support Office, Customer Service Operation, Billing Operations and Credit Operations Department, who have guided me, shared their knowledge and offered constant encouragement throughout my internship.

In addition, I would like to sincerely thank Madam Maisarah Binti Ishak, my faculty advisor who always help me during internship process. Although Madam Maisarah has other commitments, she still makes time for me as well as meeting via Google meet to discuss about internship program and future plan.

Furthermore, I am grateful to my academic supervisor and all lecturers from Universiti Teknologi MARA (UiTM) for their continued support, constructive feedback and encouragement throughout this industrial training period. Lastly, I would like to thank my family and friends for their prayers, moral support and motivation that have kept me going every step of the way.

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