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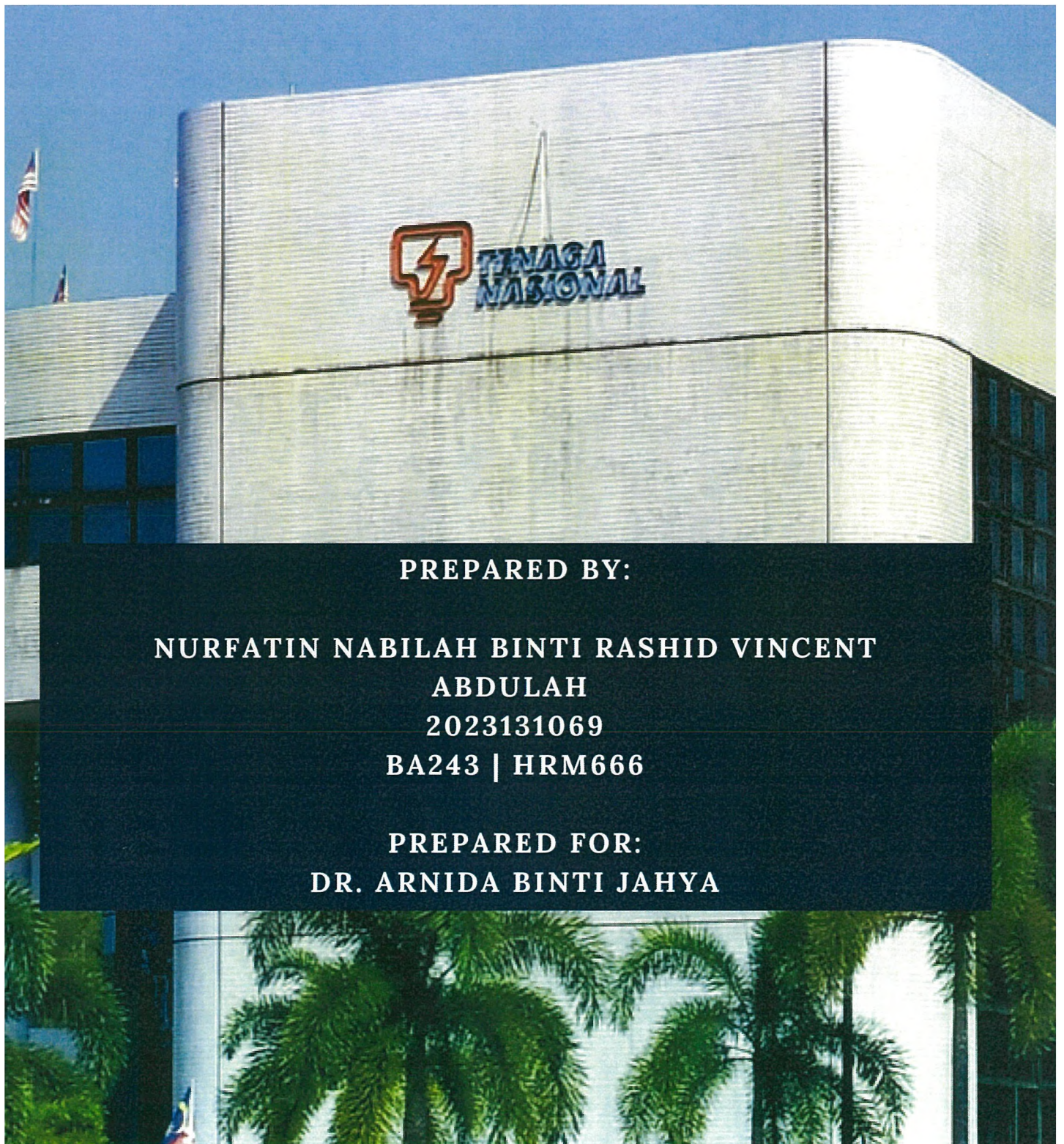
Cawangan Melaka
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INDUSTRIAL TRAINING REPORT: SWOT ANALYSIS OF TENAGA NASIONAL BERHAD (TNB) TAIPING



PREPARED BY:

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ABDULAH

2023131069

BA243 | HRM666

PREPARED FOR:

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APPENDICES

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Tajuk Laporan	SWOT ANALYSIS OF TNB TAIPING	Nama Syarikat	TENAGA NASIONAL BERHAD TAIPING

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Yang Benar



.....
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Jawatan : EKSEKUTIF BUSINESS SUPPORT OFFICE (BSO)

No. Tel. : 05-808 2020

No. Faks : 05-807 3321

Cop jabatan/organisasi:

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TENAGA NASIONAL BERHAD



EXECUTIVE SUMMARY

This internship involved a placement in the Business Support & Operation (BSO) Department at TNB Taiping from 11th August 2025 to 26th January 2026 considered as 24 weeks, overall experience was gained with regards to operational support functions on among of Malaysia's main utility companies. This internship position provided additional insight into how the BSO unit provides ongoing support to daily operations, facilitates workflow, and manages key administrative and operational functions for the organization.

During the internship, a variety of duties and responsibilities were assigned such as processing document and data control, producing internal reports, procurement management-related activities logbook entries update or maintenance support for event coordination & departmental activities. These responsibilities can enhance organizational, analytical and people skills. Being in constant contact with the BSO team, various knowledge were gained including compliance, processes and how important it is to be accurate and coordinated for operational performance as well. It was an opportunity to gain experience through action in how the BSO flow worked and what were its functions, focusing on delivering smooth servicing process.

The internship in the BSO Department was very worthwhile. It enabled academic knowledge to be applied in a working situation and to get experience in the industry that helped develop skills in administration, operations, and workplace communication. This practical journey can enhance future roles in organizational support, operations, and administrative work.

ACKNOWLEDGEMENT

First, I want to express my thankful to Allah SWT the Almighty, for all of His favors that enabled me to successfully complete my internship journey. I would like to thank the Tenaga Nasional Berhad (TNB) Taiping for giving me an opportunity for doing my six months industrial training in this amazing company between 11 August 2025 and 23 January 2026 that equivalent to 24 weeks. It was an wonderful journey in which I have gained so much.

I would like to convey my deepest thank you to my academic adviser, Madam Arnida Binti Jahya who gave me such of high spirited during this subject of HRM666. Her helpful feedback, positive recommendations, and dedication enabled me to organize and finish this task. Her support and commitment had a significant role in motivating me to keep fighting in what I was doing.

I would also like to show my gratitude for the unlimited guidance and advice that I have received from Puan Hurizam Binti Razalli, my supervisor, during the internship period. Her advice has made me learn a lot that how to improve myself and what the real work place is like in work place. Also special thanks to all BSO Staff and team members, especially Puan Sharifah Jan, Encik Muhaimin and Encik Zuhaili for being so welcoming, cooperative and patience for guiding me throughout my tasks. Their willingness to give on to their knowledge and skills has made an incredible difference in my journey.

To my lovely parents, siblings, and other family members, thank you for their never-ending love, endless prayers, and support. Their sacrifice and strength have been helping me to get through everything for the last three years and have become my biggest support system. I would not be here today without them, and I never would have completed my degree. I would like to thank you to my housemates for their constant patience and continuous support throughout the semesters. I will always remember the sleepless nights, laughter, and all that we have created.

Last but not least, I want to thank me. I want to thank me for believing in me, I want to thank me for doing all this hard work. I want to thank me for having no days off. I want to thank me for never quitting.

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