



**A STUDY ON APPLICATION OF CREDIT POLICY AT
TENAGA NASIONAL BERHAD (TNB)**

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BACHELOR OF BUSINESS ADMINISTRATION

(HONS) FINANCE

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

CAMPUS BANDARAYA MELAKA

28 OKTOBER 2009



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“DECLARATION OF ORIGINAL WORK”

I, NATASHA BINTI MOHAMAD NOR, (I/C NUMBER: 860908-14-5278)

Hereby declare that,

- This work has not previously been accepted in substances for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All the verbatim extracts have been distinguished by quotation mark and sources of my information have been specifically acknowledged.

Signature:

Date:

LETTER OF SUBMISSION

28 OCTOBER 2009

The Head of Program

Bachelor of Business Administration (Hons) Finance

Faculty of Business Management

Universiti Teknologi MARA

75300 Jalan Hang Tuah, Melaka

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “A Study on the Application of Credit Policy at Tenaga Nasional Berhad” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank You

Yours Sincerely

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NATASHA BINTI MOHAMAD NOR

2006136597

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ABSTRACT

Organization cannot exist without a policy. Policy is a very important element that each organization must have in order to guide their staff dealing with daily basis work. The purpose of this study is to know the application of credit policy in TNB. This case study focuses on TNB credit policy and how they use their credit policy to collect their account receivables. Besides that, the researcher also would want to find the differences from the theory and what are being practiced in TNB business operation. In this study, the researcher has conducted an interview with the executives and collects the information from the observation, website, journals, books, article and annual report. From the researcher view, the researcher found that TNB has applied the credit policy that refers to the customers make payment which they receive the electricity bills that been issued every month by the reading from Meter Reader. Once the bills been received, it shows that the payment of the bills will be due in 30 days starting from the day of the bill been issued. In conclusion, some suggestion and recommendation have been made to minimize the problem occur in TNB. These are important because it will help Tenaga Nasional Berhad (TNB) to improve their weaknesses in receiving payment from the customer in the appropriate of time. From the study, the researcher also have identify that a good relationship between TNB and customers also very important because it cause the loyalty of a customer towards an organization.