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UNIVERSITI
TEKNOLOGI
MARA

BACHELOR OF BUSINESS ADMINISTRATION (HONS.)

HUMAN RESOURCE MANAGEMENT (BA243)

HRM 666

HUMAN RESOURCES INTERSHIP

ASSIGNMENT TITLE

INDUSTRIAL TRAINING REPORT

(TENAGA NASIONAL BERHAD, KOTA BHARU)

PREPARED BY

NIK MUHAMAD AFIQ BIN ROHAIRUL

(2020859682)

PREPARED FOR

SIR MUHAMMAD ZAINUDDIN MOHAMED AZUDIN

&

SIR AHMAD HUMAAM A. SHUKOR

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Executive summary

In completing my bachelor's degree journey, it is expected to end with internship session on my 6th semester. What needs to be started must come to an end, thus 1 March 2023 is a starting journey my experience at Tenaga Nasional Berhad, (TNB) Kelantan branch. All the journeys consist of my 24 weeks of internship approximately from 1 March 2023 till 15 August 2023 which I have been assigned under Business Support Office (BSO) department and supervise by En Khairul Azuan Bin Ibrahim. As a student, it really gives me exposure to real world working tasks and environment. In this report also, I am observing and trying to identify Tenaga Nasional Berhad (TNB) swot analysis which helpful on individual and company strength, weaknesses, opportunity, and threats. To sum up, my report will reflect the company objective and I will also attach a recommendation. I will also give conclusion regarding internship experience at Tenaga Nasional Berhad (TNB), Kelantan Branch.

Company profile

2.0 Company profile



Diagram 1 show logo of Tenaga Nasional Berhad

2.1 Name, Location and Background

The company name is Tenaga Nasional Berhad (TNB) soon will be recognized as Tenaga Nasional, headquarters (HQ) and located at Jalan Faraday Bangsar, 59100 Kuala Lumpur, Wilayah Kuala Persekutuan Kuala Lumpur (EzTNB HQ Bangsar- TNB HQ Bangsar) is a national electricity company which sparks branches all around Malaysia. My internship journey started at one of its famous branches in Kelantan, which is in Jalan Tok Hakim, Kelantan, 15100 Kota Bharu, Kelantan. Generally, Tenaga Nasional Berhad offers comprehensive services such as Grid, Distribution Network, Business Support Office, and Retail.

TNB Kota Bharu can be concluded as the biggest office in Kelantan. The branch in Kelantan is total of 10 Branch 10 district. In addition, TNB Kota Bharu has services such as General Administrative Services, HR Functional, Finance, ICT Functional and Procurement Services. Specifically, my department is known as the Business Support Office (BSO). To make it smooth and to embrace work in team value, BSO office led by two charismatic executives specifically covers the state and district. The Business Support office also has the strength of 9 supporting officers and two telephonies adhere any problem towards smoother the task. Event management logistics, routine maintenance, asset acquisition also part of our service. Tenaga Nasional Berhad

Historically, Tenaga Nasional Berhad (TNB) is known as Lembaga Letrik Pusat (LLP) in the years 1949-1965, Lembaga Letrik Negara (LLN) in the years 1965-1990. It was founded on 1 February 1990 taking part in the renaming of the gazetteer by our ex-prime minister at that time Tun Dr Mahathir. Nowadays, besides electric supply operation, Tenaga Nasional Berhad also given opportunity on higher education journey through their initiatives establish public universities, Universiti Tenaga Nasional (Uniten).

2.2 Vision, mission, objective, Goal

Vision

To be among the leading corporations in energy and related business globally.

Mission

We are committed to excellence in our products and services.

Objectives

Reaching sustainable infrastructure and ecosystem which accelerate energy transition and address climate change by digitalizing the utilities industry, utilizing efficient technology, and exploring greener energy sources for enhanced power security.

Goal

We aim to delivered SP2050 initiatives through a multi-faceted approach which focus on energy transitions by reduce coal capacity, expand TNB` low carbon generation portfolio, increase adoption of cleaner fuel and green technology and increase operational efficiency.

Purpose

Together we brighten lives through innovative and sustainable solutions to a better world.

Aspiration

To be a leading provider of sustainable energy solutions in Malaysia and internationally

Core values

Integrity, collaborative, professionalism, customer centricity, forward thinking and mindfulness.

2.3 Organizational structure

In order to make sure TNB run smoothly on word their day to day opeartion, briefly let me bring al of readers with meet with my department organizational structure (business support office)

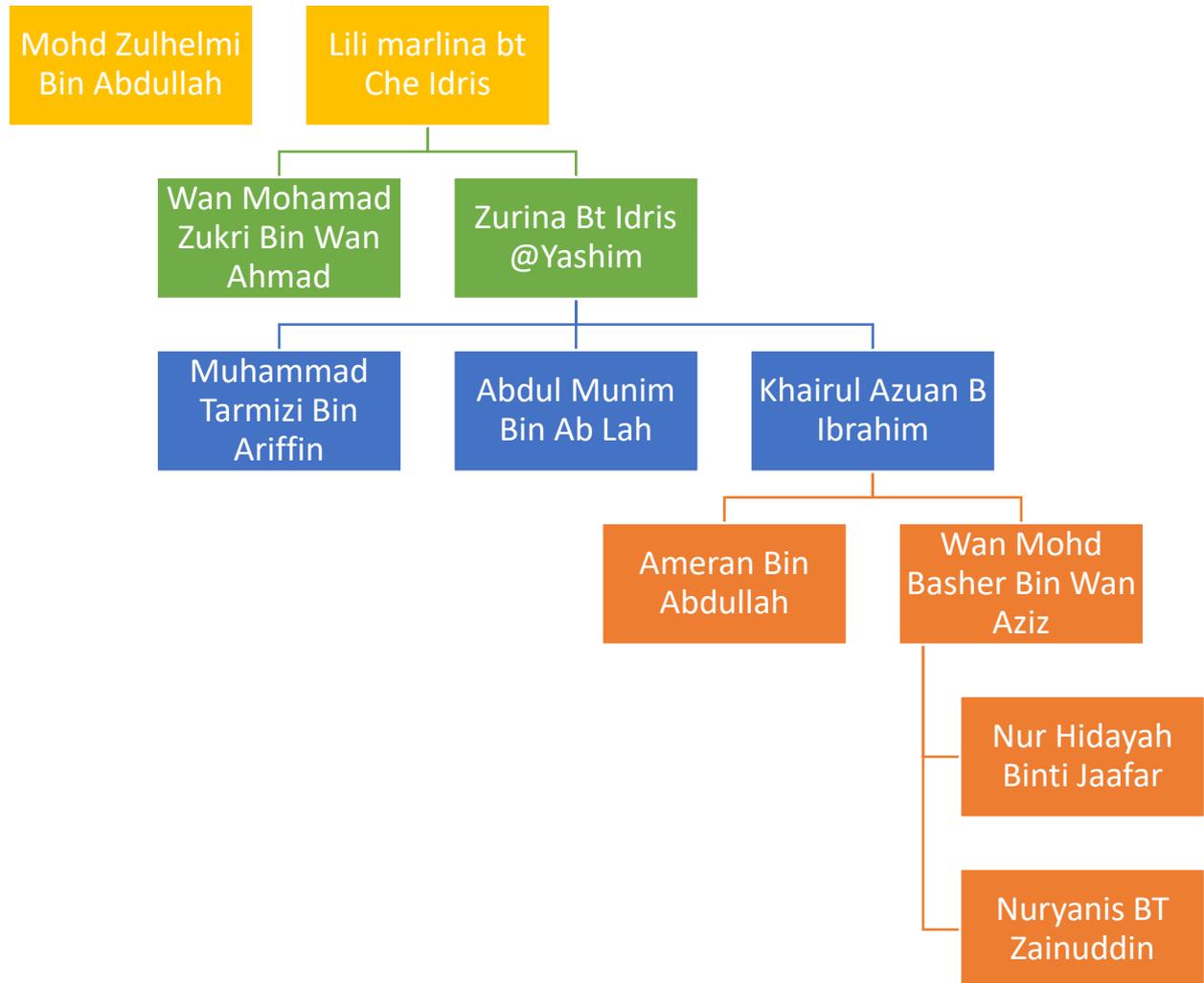


Diagram 2 show Organizational Structure

3.0 Training reflection

3.1 Duration, specific date, working days and time.

The duration of the internship program that I must undergo is 24 weeks or 6 months that start from 1 March 2023 till 15 August 2023. My working days of my industrial training start from Sunday till Thursday with implement normal office hours, eight (8) hours per day which is from 8:00am -5:00pm. Based on the law govern, 1 hour is required let the employee had a lunch break and zohor prayer for Muslim employee from 1:00pm to 2:00pm.

3.2 Details, department, and roles.

The department that has been assigned is the Department of Business Support office which is an administrative unit of Tenaga Nasional Berhad (TNB) Kota Bharu. This department is located on level 5 of the building as I had positioned as internship students. The company also implements shift working day divided into two teams. It consists of Team A and Team B. Their working hours start as early 8;00 am in the morning and end with duty at 5:00pm evening. Working From Home (WFH) is also being practiced by Tenaga Nasional Berhad, Kota Bharu.

Apart from that, there are a few categories that I had been assigned to during my internship. The task and responsibilities are included in the building task and outdoor tasks such as outreach held by company. Below here is part of the task and responsibilities that I attached with some photo and diagram to make sure it is clearer and give bigger picture about it.

My day-to-day task always start at 8:00 am on normally I am doing administrative task which I categorized as basic level intern task at Business Support Office (BSO) Here consist of scanning document and sending the letter to person in charge.



Figure 10 show Scanning Document using photocoppy machine.



Figure 11 show sending letter to each level respectively.

Next the best thing to do is I am introducing by Tenaga Nasional Berhad about the Environment, Social and Governance (ESG) practice which help to gain awareness between each employee and all the workforce too. So below here is task consist of design poster and entry data to each serial number, each photo and model electronics item that would like to be sent to e-waste factory.



Figure 12 show A ESG poster.

NO	GAMBAR	KETERANGAN ASSET	NO S/N ASSET	WYB (JMB)	NO ASSET	TARIKH PEMBELIAN	KUALITI (UNIT)	LOKASI	KATEGORI ASSET (Dense or non-dense)	KEDARAN FORMAL ASSET	JUSTIFIKASI UNTUK PEPULUSAN	CADANGAN KEDARAN PEPULUSAN	CALAKAN
1		MP	CH0270822	1.00		2015	1	Area TL, Bilik-upah, Wipon-Tek & Etera	e-waste	Renes	C. Tidak cukup untuk digunakan	L. Jaitan kepada vendor	
2		MP	CH0802198	1.00		2015	1	Area TL, Bilik-upah, Wipon-Tek & Etera	e-waste	Renes	C. Tidak cukup untuk digunakan	L. Jaitan kepada vendor	

Figure 13 show A list of Item to send to E-waste.

The third level which consist of task of handle function and events. The events is in the building the current event of Sambutan Hari Raya held in Tenaga Nasional Berhad, Kota Bharu

building. I need to design a photobomb as a complementary of events besides arrange of layout. So below is my evidence.



Figure 14 show A Photobooth for Sambutan Hari Raya



Figure 15 show plan design layout of Sambutan Hari Raya

The last one is besides what happened in the building, Tenaga Nasional Berhad through their committee has special plan and community service which led to outreach outside the building. For example, me assist the team of Persatuan Kebajikan Pekerja Islam (PKPI) Tenaga Nasional Berhad, Kota Bharu joint venture with MYDIN company and Department of Social Welfare Malaysia or known as Jabatan Kebajikan Masyarakat (JKM) for people who are in need. They also have programme of Ihya` Ramadhan with student in Maahad Tahfiz on Ramadhan month.



Figure 16 show me on CSR event TNB x MYDIN x JKM.



Figure 17 show A Ihya Ramadhan poster



Figure 18 CSR Programe with Maahad Tahfiz

3.3. Gains and Benefits received.

As per intrinsic benefits during my 24 weeks undergo industrial training is I can do work or task given accordingly suits order given. I also being introduced to a company tailored website that compromises all information and platform to every workforce which at their fingertips and they just need to click only which rooms they need. I also experienced handling and assisting function like Anugerah TGBS events and decorating Teams on Hari Raya events, gain knowledge more on administrative scope and dealing with new transformation on become greener on their Environment, Social and Governance.

4.0 Swot analysis

Swot analysis contain of four elements which is (Strength, Weakness, Opportunity, and Threats). Every of these elements were detailed in each segment where will be told thoroughly in it paragraph.

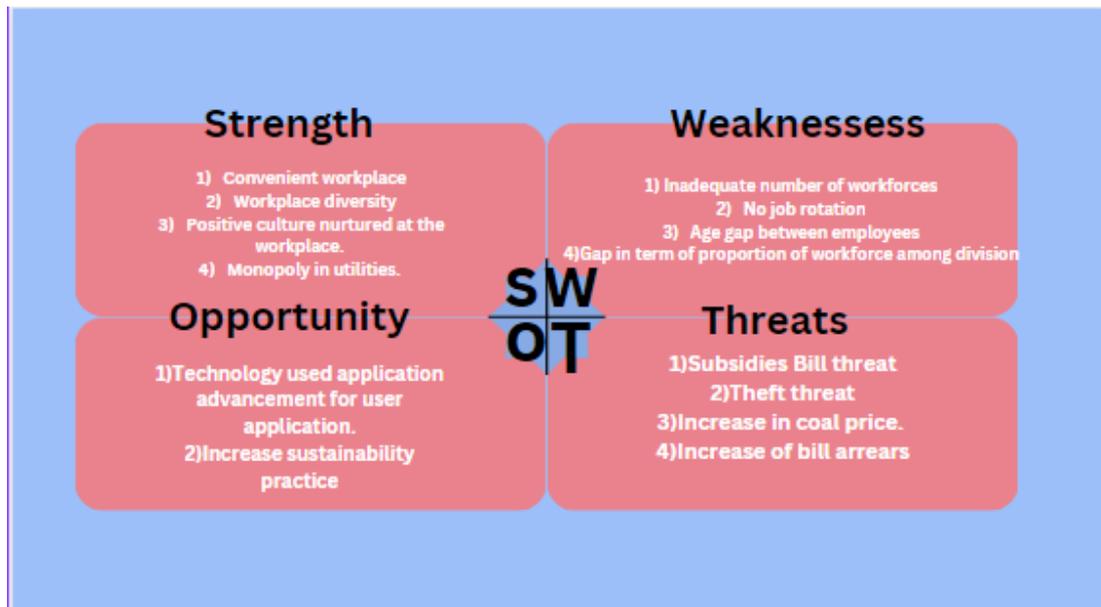


Figure 19 show A list of SWOT Analysis

4.1 Strength

4.1.1 Convenient workplace

Convenience workplace in a simple way can be describe as the environment at workplace which bring workmen keep productive for strive of success. The productive workplace also can drive to make employee step ahead with higher performances which also boosts staff retention and improves overall performance of the office.

In my experience, Tenaga Nasional Berhad Kelantan, TNB Kota Bharu has more than enough. It can be classified as the building itself as a “one stop center” because it was equipped with latest technologies and enough facilities moreover for the workmen all around Malaysia that would like to use any facilities that are provided in Tenaga Nasional Berhad Kelantan. This can be assured and supported by the evidence of all its facilities are fully function and can be utilized. It also related with excellent facility management as facility management deals with every non-core business activity of a business (Kolpakova,.May & Mar (2009).

In addition, there are also parties that will take part on behalf in maintaining good care of the building and this work scope also was done by my department. All these facilities can enjoy and bring benefit to all work members in Tenaga Nasional Berhad Kelantan. As an example, any party related to Tenaga Nasional Berhad can carried out any event, using meeting room and seminar hall and held small gathering party at the balcony dining hall. It is all under one roof and all this infrastructure and indirectly Tenaga Nasional Berhad can save their spending in their piggy banks thus nit burnt a hole in their pocket force them in spending extra money to use outside facilities to have dinner or any grand event such like do seminar at prestigious hotel or rent hall for big company events.

Next, amongst of the facilities that Tenaga Nasional Berhad Kota Bharu have like gymnasium, spacious prayer hall for muslim worker, big hall, and seminar room. One of the events held in Tenaga Nasional Berhad Kota Bharu is Anugerah TGBS which include the section region from east region who are given award to workmen who are gives an outstanding effort of job and task delivered. Small gatherings like Sambutan Hari Raya can also be done on balcony dining hall. To sum up, it was in the middle of the city with a strategic place near other facilities like Pasar Siti Khadijah, EPF building, and near BSN bank.

4.1.2 Workplace diversity

Wide range of skin color, races, different religions, and belief can best represent the meaning of diversity in workplace. Tenaga Nasional Berhad also did not let go any prospects of make sure hired workers from diverse backgrounds to help company become more appealing among other too.

One of the advantages that I observe from having workplace diversity is serves better opportunities for creative and various ways in problem solving. Since it has different set of skills, expertise and insight, the forecast problem or the establish problem that are arise can be eliminated well and can be solved properly with the strength of spark pop out ideas and solutions from various people. The bond becomes stronger as a lot of work can cross the section and collaborate more.

Other than that, the best choice of company in choosing of idea so that they can have their own design thinking as designing thinking help on have more dimension as design thinking is well adapted to multi-dimensional problem-solving, including multicriteria decision-making. (Frisk and Bannister (2022)). The diverse is can the negative impact of high turnover from its employee too. It a significant move because it can be the reasons of employee become more satisfied and feel more comfortable in the office moreover there no arise issue of racist and partial worker who are enjoy from benefits. All the workers equally experience the benefits provided and no biased happened. For example, the age of employees also varies from youth till elderly. Gender equality between male and female worker also were among it. As far as I observed, higher position among male and female worker also equal. This once again prove that the female gender also was not undermine their ability and were given opportunity too to become a leader and indirectly reject the view of female were not given equal chances as compared to male employee. For instance, this scenario can be seen in Tenaga Nasional Berhad, Kota Bharu where Malay, Chinese and Indians were in one building working together.it is noted. Worker also has difference background of study and age too.

4.1.3 Positive culture nurtured at the workplace.

In Malaysia generally positive culture environment practice by the office and nurtured among all employee from higher position to lower position are the best practice all time. The positive culture in shared good values, best belief system and delivered attitudes. The positive culture that is nurtured can drive a company to a bigger influence on the company direction and extent. It can improve morale for each employee too and it will be one of the determinants of the efficiency of the day-to-day company operation.

Moreover, Tenaga Nasional Berhad always creates an inclusive work environment as part of their core values. All employees were given equal respect whether he or she is in a higher position workers or lower position worker nevertheless of their job scope. All work orientation, activities or programmed can be joined gather together. Generally, my department, Business Support office, was divided into four (4) regions which are west, east, south, and north. So, Tenaga Nasional Berhad Kota Bharu is categorized as the east region. It can say that every Wednesday or Thursdays in a month, every region although separated by large geographical area has Webex meeting so that they can be updated on any success that bring in or any glitches occurred so that they can help and rectify the tricky itself. Tenaga Nasional Berhad also encourages their people to blend in well with the local surrounding ways of living. Everything was taken as a step to blend with local and socialize as These social processes are important for understanding how this change because of digitalization occurs, instead of only describing the outcome in the local place (Fahmi and Savira, 2021). and not only workers in the same building but all over worker in Tenaga Nasional Berhad Kelantan.

In addition, I can look from an example shown by my Executive, whom are originally from Kedah, north region surrounding and ways of life, but He is well known on his generosity and friendly among the local workman even from different state. All the workers from each district in Tenaga Nasional Berhad Kelantan State also give high satisfaction towards him too based on the survey carried out by Tenaga Nasional Berhad Headquarters. It also happened communications between employee whenever they meet. This friendly scene is also not only applicable for staff that are working in the building but also was continued and nurtured to the staff who have retired. Therefore, this lets the retired staff feel respect and appreciated as they come around or stop by the office. To sum up, there special body on taking care the care of their workmen and it indirectly also can give benefits to their workmen beside the Union in the company.

4.1.4 Monopoly in utilities

Electricity is found in as early on 20th century meanwhile in Malaysian the electricity energy was found and was generate on the first time in mining town Rawang Selangor. At the time Malaysian still know as Malaya which them using electric generator in 1894. The first three supply place project in Malaysia projected by the Central electricity Board (CEB) was in the Connaught Bridge power station, the Cameron Highlands hydroelectric project and the development of National Grid. This has concretely proved that Tenaga Nasional Berhad is a monopoly electricity supplier which service provider that has no competitors.

In addition, there are no substitute sole provider services or any substitutes services just like Tenaga Nasional Berhad. However, the monopoly nature of company did not bring any fact that Tenaga Nasional Berhad the party who control the price but be bound with legislation too. In Malaysia, the company faces no competition as it can unreservedly activate all around Malaysia. Basically, it had become pioneer that indirectly make it easily can monopolize the utilities industry in Malaysia. This situation makes a company has advanced pie percentage on allowing Tenaga Nasional Berhad spend more money in developing the company and other business opportunity too rather than focusing compete in market. All in all, we can look at other companies that need to always make aggressive marketing so that people keep looking at them and be loyal customers at the end even be advocates because advocaters can have different view as advocates appear to have a unique orientation. (Haney and Lutters (2021).

4.2 Weaknesses

4.2.1 Inadequate number of workforces

Labor or shortage in manpower is weakness that identify moreover to each workforce. The low morale that arises in employees is the drawback of the inadequate number of the workforce. This will affect all sectors in the organization chart. This bad impact will influence internal conflict among employees, lack of recognition or delay in work. The job satisfaction percentage may also decrease as well as high turnover problems. This also may make an unbalanced proportion based on workload and workforce that a company have. There ought to possibly be an overlooked incident because of this inadequate proportion of the workforce.

As example in Kelantan, we have 10 districts, so every district needs to supervise but somehow in some arears that are shortage of manpower that ready to supervise execute the field assignment. It said that some expected employees might need to be on call even from the higher management employee too to execute the task or even to address any issue that arise moreover the one which involve with human life as electric may cause terrible death. . Loss-of-life events constitute threats to organizational legitimacy, following which a company might choose to communicate extensively with its stakeholders to reassure them the company remains legitimate (Bujaki and Durocher (2020). So that how to conduct work at different district as is lack of expertise workers. So, those acts identified as they need to be extra on working environment. For instance, the number of workforces in Tenaga Nasional Kelantan might be divided into four proportions which are technical, non-technical, executive, and non-executive. So somehow the employee might also be a non-technical person but also at the same time as a non-executive too, this is what happened to my department. Different scopes of work are for different people or staff but in the meantime, two different scopes of work may include one person's work.

4.2.2 No job rotation

One of the best practices for employees is to have a reliable schedule on job rotation. This will ensure that employees get more exposure of variation of job scope and task that need to be delivered and make employee that more expertise and gain more skills in handling problems. This will also empower each employee if in the meantime their colleague is in the office or having emergency leave. All the functions in the task requirement among employee are different so it will help employee broaden the knowledge on task as the same time help others who are in need.

In addition, in my department there is a division into two teams which are team A and Team B, so every week in a month there will be rotation in between team A and Team B. divides into two teams which take turns in the week and month. Each employee in the team has field expertise and task responsibilities. As an example, when an issue comes across or there is no fast response if someone who is involved in the matter is working from home. Working from home constitutes a subcategory of remote work and telecommuting. (Olsen, Hildrum, Kummen and Leirdal (2023), So, to adhere to the problem, someone must act and have job rotation task responsibilities for each group if they were not at the office at the time. This will make the length of task response get longer than actual since there is no person who can solve the problem instead of the real or assigned personnel come into the office.

This negative impact will result in how job or task will be pending and be in low productivity and the job done will be less efficient.

4.2.3 Age gap between the employees

The age gap between the employees cannot be denied as weaknesses because the larger age gap between employees will make potential challenges at workplace. Some of the examples potential problems are older employee may need longer time to make themselves comfortable with current update or technology that are required to them to deliver the task than youth worker. There is also a scenario of maybe the older workers might feel not valued by the younger worker too.

This problem also might drive an age correlated physical and mental regression. If an employee has health issues, the work would be delayed, and the line of succession become bigger. The succession process is considered one of the most critical moments in a family firm's life cycle (Richard et al., 2019). The next candidates to overtake the current task for the successor that would like to retire will affect the delay in passing the button of the task.

For instance, at Tenaga Nasional Berhad Kota Bharu, basically the generation of employees in the workplace is Gen x Millennials and Gen z, but most of the employee age can be classified under GEN X as compared to the other two generations. From this, we can see an age gap issue may occur among the employees. This is because most of the leaders that uphold higher positions in the company tend to be generation x. Hence, at time their ways of leadership or control over their division or department can be a little traditional and less of new generation ideas.

4.2.4 Gap in Term of proportion of workforce among division

There are four 4 main divisions in Tenaga Nasional Berhad Kelantan which are Grid, TGBS or Business Support Office, Distribution Network and Retail. It is notice that the amount of workman distributed division is no equal and imbalance. The proportion itself where under looked to each department are who are need in higher worker and who can be proportion on less worker. So, it will happen high workload and low workforce.

This scenario led to low productivity because the workforce will be extremely exhausted. I think personally retail and distribution Network must be in one team because everything is synchronized and integrated between each two as integrated be so it can be fundamental issue care by company. Integrated reporting focuses on integrating social and environmental information with financial information to ensure that both financial and non-financial issues are of fundamental concern to an organisation (Nishitani et al., 2021; De Villiers et al., 2014). So, when any complaint gets in from retail, the issue can immediately be solved. No retention or no delay action should be taken. The process of transferring data or any information will not happen as well as miscommunication at the time of will not happened. One of the reality issue that had happened in Tumpat , Morat Kelantan during flood season, there three people who are actually death because of the proportion and weak integrated between division itself. The delay of the complaint makes people lose their lives. This is because the complaint of to disconnect the line of electricity were take longer action.

4.3 Opportunity

4.3.1 Technology advancement for user application.

In this term, technology plays its biggest role in our daily life today. It may differ with others how we look at the benefits of technology in our daily lives. Some of us may say that the more advanced technology is they more likely to a person become lazy and being only dependent of the technology. In my opinion, I would rather say it differently. The opportunity of technology should be used largely in our industry then also making a advantage for us. In my observed, company that used technology more in their company where supervise by human too really think far on operating their business because they indirectly assist them on sustain and become great competitor to other companies because they are employ the technology and did not only focus on traditional way. The technology opens to new innovation The importance of incorporating open innovation into innovation investment portfolios is made particularly clear by segmenting the impact of innovation on revenue generation between traditional and open innovation (Dencik, Fisher, Higgins, Lipp, Mashall and Palmer (2023).

In my scenario, Tenaga Nasional Berhad had launched their special application called MyTNB as it can help a lot of busy breadwinners today to make payment at the need of their fingertips and such save time not to que in front the counter to make bill payment. This result will help a lot of people out there make transfers more convenient wherever they sit because the application can be linked with the various online banking options. The beneficially to society. Having que up long to the counter and need to take number waiting for the turn is such an exhausting spot to be.

Other than that, Tenaga Nasional Berhad also has Kiosk TNB where society who are missed the time of normal office hour to come to counter to make payment, make use the kiosk since it can operate until 11:00pm. This act can be done because the kiosk is one of the programs that help people who are not familiar with the TNB application yet. All in all, this will help the users if users are more likely to have more cash in hand compared to cash in bank. For instance, the small businesses all around the city such as fishmonger, butcher or hawker can make payment at kiosk at the end of their day when collecting the money and no need to come the other day just because to make utilities bill payment.

In my point of view, such bigger benefits compete than deficiency advancement of technology. I hope the application will be more user friendly in future.

4.3.2 Implement sustainability practices.

Sustainability is one of the factors that require by all company so that the will always relevant to the industry and continuing the business life cycle sustaining the operation and not close their operation or downsizing Recent downturns in the economy have made payroll cost reduction, such as cutting pay and downsizing, an integral part of organizational life (Datta et al., 2010; Kelly, 2020; Smith, 2020; Zingheim and Schuster, 2002). which need a practice on make retrenchment of their employee. Sustainability energy is also important to reduce the quality of our life today. With all this impact of using smart energy like hydro and solar, the greenhouse effect will be reduced.

Tenaga Nasional Berhad Kota Bharu itself implement with the new rules and regulations of nurturing all their member following guided from headquarters apply environment, social and governance (ESG) traits whenever any function or events that they would like to handle or uphold a programmed moreover in the building. As an example, the use of solar energy in Kelantan soon became a great project investing and nurture the source of the sun. It is a solar panel who be used on river and collect the sun's energy and generate the sun's energy into electricity. This will make more power instead of reliant on only one source, to be precise coal and charcoal.

It also can be seen in other country Tenaga Nasional Berhad had become developer company who invest their wealth on make sure the solar project happened too in other country like Indonesia and Thailand too. This is the utmost opportunity as well as splendid investment for the future.

4.4 Threats

4.4.1 Subsidies

Subsidies is none of the factors or way government set or giving help to Malaysian people who are in need to balancing with the economic growth Economic growth theory research suggests that the factors of production consist of labor, capital, and technology. (Ke, Qiao and Chen(2019) Plenty of people benefit from this. One of it is, electric tariff subsidies. Which include the domestic users from all stage of economy life in Malaysia from B40 till T20 household and premise.

This makes sure align with the law and government policies. Nevertheless, as we can see, it said that the subsidies are now being stopped given to the T20 in-house premises. From this problem there arises threat of user to lose interest towards Tenaga Nasional Berhad which how far the subsidies will be deducted and when then actual time period that the government would like to impose or govern the policies.

In addition, one of the responds from Tenaga Nasional Berhad is not to align with the option but try in negotiating since Tenaga Nasional Berhad see the different view and perspective to the given subsidies. As to the person that actually who are needed such as farmer and other small industry who help the shortage of sources of food or raw material on daily basis the people of Malaysia in order to make sure the Malaysian economic growth is sustain.

4.4.2 Theft threat

Malaysia has largest unique geographical, so it is impossible that Tenaga Nasional Berhad will cover all that geographical area beyond diversification and go internally. International diversification may enable the firm to bolster the productivity advantages that accrue from a more accessible geography, (Symeou and Merchant (2019). Thus, theft threat is given growing as in become threats to the Tenaga Nasional Berhad look like no signed of full stop forever. This is because theft is passion doing their job and do not care about surrounding or any bad things like accident will happened during their irresponsible decision.

One of the operating modes is to cut the phone wire that has cooper inside and they sell into the market who acknowledge and buy the cooper which inside the phone itself. The cooper itself have the value market, so it it marketable to sold. Although it looks like a small portion of the phone might be cut off, the cost to repair is bigger than. It also can lead to a fatal death. Somehow it some case, there is the fiber line of wire were cut instead of the copper one.

With that negative effect happened, Tenaga Nasional Berhad has done come out with solution were there have establish special team to cater the problem and it is proven that the case of cutting and theft threats can be reduced as well as the death because of cutting illegal phone to get the cooper can be avoided too.

4.4.3 Coal price increase

It is noted that Malaysian use coal as the sources to generate electric. So, with that we know coal is the biggest percentage source used generate electricity than other sources such as hydro or solar. Solar energy is perceived as an environment-friendly energy source, as it does not require any fossil fuel and is free of greenhouse gas emissions (Awais et al., 2022). Since coal is non-renewable energy and cannot be replaced when finished and there are no sources anymore, Tenaga Nasional Berhad has thought ahead which they suggest on using new branch of energy which solar and hydro. For now, as we can see in Kelantan, there is a solar project under supervision of Tenaga Nasional Berhad itself where it can manage to start cover up the coal energy itself.

This suggestion comes when the coal price is higher all around the price. The price of coal increase moreover from the war that happened between Russia and Ukraine. So, the unstable political view seems to have enormous effect moreover to the price of coal. It is expected that the price will become more higher as well as the ringgit (RM) Malaysia getting weaker. So, the foreign exchange rate will be more burden to us Malaysia to cater the demand of using coal as our generate sources of electric energy. This is supported by the local area itself where not enough mine of coal is available at this current time since all of them are likely to be closed. With all the price of the coal increase around the world, then this is become the threats for Tenaga Nasional Berhad in generating the electricity sources and channels to every place in Malaysia.

4.4.4 Bill arrears threats.

When there only give is from Tenaga Nasional Berhad through government policies, somehow the facilities provide are misused. The electric bill will be issued at the end of the month so that use capacity use must pay the billed. But unfortunately, there are always case arise premise would never pay the electricity bill and has very big arrears which make harm to the Tenaga Nasional Berhad company if it is not profitable.

To sum up, this brings the fact that we have little power to manage them. When. The bills need to make an action of cut of the electricity channel to the premise, the owner of the premise is angry and even not accountable to their action, but they are playing victims as they were suppressed by the authority and spread misinformation about the responsible authority, Tenaga Nasional Berhad had done depraved things. These behaviour pledge as calculative accountability which Calculative accountability may produce a “narcissistic sense” of the self, when the self comes to view others mainly as an instrument for achieving self-interest (Roberts, 1991, 2021).

Nevertheless, what genuinely happened is far from the spread news to the public which in the same time there hired wild animal like dog in order to prevent the authority to enter their premise and do their job. The dog will harm the officer and it is designed to destroy the officer who is trying to get in more, even hired people with guns. These actions force Tenaga Nasional Berhad to establish special team to weaken the threats. These make Tenaga Nasional Berhad need to focus more on training the officer to do their job to tame the dog. They must be trained to control the dog, if there is no counter of the job needs to deliver and, in the worst case, they must collaborate with local authority to settle the problems that arise.

4.5 Swot matrix



Figure 20 show A SWOT MATRIX

4.6 Swot matrix explain

4.6.1 Convenient workplace and Technology used application advancement for user application.

From my observations, the advancement for user application served to the society which include kiosk for bill paid on the building and application like MyTNB which make easier for customers to pay the electricity bill. These initiatives come from a company that has full facilities and the technology used application launch moreover for the user. One of the way to overcome sometime high traffic of use, the team of may advance develop more the various options payment such as using the Boost or Tng method payment.

4.6.2 Monopoly in utilities and Increase sustainability practices.

The best plan from Tenaga Nasional Berhad (TNB) of sustainable practice derived from the inner idea of the workforce. In between of supporting to make sure less carbon monoxide was release to the air and resulting thinnest the ozone layer, Tenaga Nasional Berhad (TNB) come out with brainstorming and the pop out has been gazette by strategy on lesser the carbon monoxide and use more green energy by implement on lesser use of coal. Nowadays, as we can see the trend of using coal to generate electricity is declining and switching to solar and water and in the future biomass and wind. Tenaga Nasional Berhad as monopoly in serving all over Malaysia.

4.6.3. Inadequate number of workforces and Increase sustainability practices.

One of the way company exercises in sustaining the cycle of business is by taking care of their employees. Other than making sure the salary and benefits are accurately given to each employee. The company also cannot miss out on the well-being of the employees. Everything must be put in line and balance so that no employee is left behind. The proportion of each worker needs to be distributed well and the company needs an adequate number of of workforces. This will help the company to avoid redundant of work or any delay of work happening because of inadequate numbers of workforces. It is better to say, balance the distributed will help workers less burden and nut turning them easily burnt out.

4.6.4 Monopoly in utilities and increase in coal price.

As a national business electricity supplies, while retaining the tittle of only company who had been licensed by our government, raw material such as coal is declining meanwhile the price the price of coal is increasing, and the company need to switch to other supplier because the mine in Malaysia for charcoal re permanently closed.

4.6.5. Inadequate number of workforces and Theft threat

Theft threat is such a big issue for the company, the wirer might be mistakenly evaluated as cooper wirer instead of fiber. The cooper in wirer has value in the market, while imposed or have adequate number of workforces, the special team can assist and has plenty hand by stopping the operation of the theft. This indirectly can lessen the task of the established special force when it is distributed among them.

5.0 Recommendation and discussion

5.1 Convenient workplace

A convenient workplace can be categorized workplace can be use occupied, systematic and can be access all over work building as well as provide comfort and harmony environment. The system that was use in Tenaga Nasional Berhad are up to date and fully utilize. The Safety team also introduce the ergonomic style such as workplace table setting to make sure the health of worker will not compromise. Previous ergonomic-focused interventions have succeeded in minimizing the negative impacts of sustained mechanical stress. (Artiga, Bucy, Qiu, Cramer, and Raney, (2022). Flexible working days also was acknowledged as one of the ideas derived in promoting work life balanced. While flexible working has been touted as a means of achieving work-life balance, it may lead to higher working intensity, blurring work-life boundaries and the invasion of private life (Chung, 2022; Kelliher and Anderson, 2010; Mas and Pallais, 2020).

5.1.2 Workplace diversity

Workplace diversity covers broad perspectives such backgrounds, cultures races and skin colour. We should embrace all the diversity that we have so that we can respect and value each other without being prejudice. Workplace diversity also are beyond geography factor. The diverse idea help solving problems in more mutual. The issue that arises from customer also can be address since different solutions can be offered. On top of that, the reputation of company will become more exclusive since plenty of innovation and everyone morale in uplift due to all opinion are celebrated. The workforce diversity definition is an important concept that helps businesses appeal to a wider variety of customers and workers Degrees, H. R. (n.d.).2023)

5.1.3 Positive culture nurtured at the workplace.

Reciprocated respect and a good support system in workplace can create harmony and being uplift employee motivation. This can lead everyone be more productive and work towards company goals. Being able to dedicate time to specific tasks, completing them and ending your workday with a quality output can be an overall measure of your productivity. These can be easily understanding the positive culture that can be nurture at workplace. Positive culture at workplace is portray a strong foundation of a company's value. This will make the communication become more effective and the respond become faster. Everyone will be highlighting synchronizing in delivery work and task given. Research by Deloitte has shown that 94% of executives and 88% of employees believe a distinct corporate culture is important to a business' success. Agarwal, 2019).

5.1.4 Monopoly in utilities

Tenaga Nasional Berhad is the only entity in Malaysia who licensed the supply of electricity. This showed that no competitor and no other option for user to choose. The price has been set up by the government and cover with the subsidies also. There are also plenty of regulations were imposed so that the price and the services of the Tenaga Nasional Berhad were not manipulated. Additionally, Tenaga Nasional Berhad can intervene in some ways by ensuring the fair pricing imposed and obedient.

5.1 Recommendation (strength)

Based on the point I have listed above, there are few recommendations that I can suggest. Firstly, organization should be more open on hiring and selecting workers or workforce from different background without prejudice. Secondly, the facilities must be utilizing also so that no waste. Apart from that, the positive culture nurtured at workplace also must be as traditions and keep it cycle rolling at over the year so that it will not be as history and left behind. The monopoly business must be kept and countless ways to preserved it must be done so that the goodwill of the company will not more tarnish.

5.2.1 Inadequate number of workforces

The inadequate number of workforces is a situation where there is excess demand of job but by the capacity or the number of workforces is short. This shortage of the number of workforces need to address quickly. Tenaga Nasional Berhad is rapidly in growth, but the number of workforces is less which may happen a higher percentage of turnover and lower return on investment percentage to the company. Inadequate of number also leverage the productivity and will affect the customers satisfaction toward company. If the number of workforces is inadequate, indirectly, the skilled labour a company has is lesser. Mertzanis and Said (2019) also come to similar conclusions by reporting a significant and positive association between access to skilled labor and firm performance in the developing world (Farroq and Bakhadirov, (2022).

5.2.2 No job rotation

Single role or no change in the task and responsibilities or doing similar job is can easily understand as no job rotation. In general, job rotation can be implemented by two main strategies: within-functional rotation and cross-functional rotation (Al-Zoubi, Masa`deh and Twaissi (2022)). This no rotation may be stuck for a long period if not planned well. The skills and development of everyone can be more precisely upgraded. Employees will also be encountering easily bored, no motivation and stagnant. We also can see no cross between the previous job and current job and may lead to always wanting to stay in comfort zone.

5.2.3 Age gap between the employees

Different age of each employee in workforce can be recognised as age gap between employees. The also drawback and positive things about the different on age gap. When age gap is too big, it denies the easier way to share the knowledge, exchanges the idea between the generation. Age plays huge perspective for any worker to make decision. Company must embrace all stage of generation. For companies to find success they must offer meaningful products that are relevant at each life stage specific to specific generational values (Chillakuri, 2020). Disrespect youth generation also can create the awkward situation moreover during meeting or any occasion held in office.

5.2.4 Gap in Term of proportion of workforce among division

Disproportion in distribute of employee moreover in divisions between department also has the weaknesses. So, it can lead on gap of expertise too. Somehow the division needs more people, but it is misplaced or treated like those division has already ample person to cover the task. The workload between the divisions can also be observed since the gap is huge. To be added, the allocation also may not be equally distributed and something important somehow will be missed out.

5.2 Recommendation (weaknesses)

To expand the strength Tenaga Nasional Berhad must address the inadequate number of workforces. Where it can manage the number of workforces is sufficient. Next the Tenaga Nasional Berhad also need to have plan to restructured back the positions and job task which make more job rotation happened. The gap of proportion of workforce also needs to be address by balancing the allocation and make more collaboration between the division.

5.3.1 Technology advancement for user application

Technology advancement such as develop the innovative applications for user is such a good platform since the need to pay for the bill and come to the front counter can be reduce. Technology is an important part of almost every job today (Team, 2022) Users can enjoy the application such MyTNB or even the kiosk TNB without having stuck. They just need the telephone and the online banking system synchronized with their internet connection. The advancement will show empowerment and the credibility of the company itself.

5.3.2 Implement sustainability practices

Implementing the sustainability for environmental green is such a good way to preserve the earth nevertheless to implement it require high cost as Understanding and applying sustainability can be complicated, expensive, (Al Mahamheed, Riaz, Aldoob and Halari (2023) and demanding. Tenaga Nasional Berhad is integrated with the campaign of to lesser carbon footprint by year of 2030. Adopting sides of implement sustain practice open more job opportunity and pull more investor as they can see more potential in generating income and save the earth as the same time. This can help by having a unique talent from younger generation and splash with vibrant idea on managing new business venture.

5.3 Recommendations (opportunity)

It is an great opportunity as technology advancement for user application is good enough, but some of the features need to be upgrade as make it more likely faster than before. The implement of ESG also help to reduce use of paper which help the new idea source of renewable energy like solar direct from sunlight pop out. This can be new venture for business as the investor will put their money on the table if the widen the solar energy use and area of generating the solar.

5.4.1 Subsidies

Financial injection in by government to make ease for the Malaysian by reducing some cost is more like understand as subsidies. When the subsidies are given to the Tenaga Nasional Berhad, company are leading the way of reducing the operation cost. User also can gain it benefit and less burden with the cost of living moreover when the government had announced of news to pulled subsidies be given so far.

5.4.2 Theft threat

Taking without concern the property and can cause loses make we understand about the theft threat. Theft is more likely to steal intentionally for personally intention or mischievous plan of resell the cooper wirer to black market which offer side pocket to the theft. To sum up, this action makes cause death and fatal accident to the nearest people or neighbourhood that face the theft of the cooper wirer. There may be arise an electric shock when open the plug.

5.4.3 Coal price increase

Coal a fossil fuel that can generate electricity in general. So, if their price is increase rapidly, the government need to think another alternative. The increase of the price is because we need to export the coal from another country which is their currency is higher than Malaysia Ringgit. The action on only export and no trade of other energy or something to offer to increase the import will see our market is fallen. Then cheap energy such as solar and water need to be featured more and gain more speciality moreover in our country.

5.4.4 Bill arears threats.

Bill arears will increase directly with the reduce of the subsidies. So, it is important to retain these threats. The reduce of the subsidies make the higher amount of the overdue bills. This will open the risk and jeopardize the business as the service of the supply need to be cut off from the user meter. This also led the dissatisfaction of the user which one of the biggest Board of Director of the company. The company will face more other premise higher accumulate debt and more stubborn parties will ignore paying their debt.

5.4 Recommendations (Threats)

It is important to overcome the problem of the threat as it will make the company not profitable and make company loses as need to bear the loses of its product and the users' recognition for the company of Tenaga Nasional Berhad.

6.0 Conclusion

As conclusion, Tenaga Nasional Berhad has help med me become more aware of the reality of workplace. The internship company has taught me well on welcome users, customers. Having a chance to look the overall view from my perspective is one of a golden opportunity too. The building itself and eleven level which I believe every level require patience moreover in our stage of life.

Personally, in my taught, my interpersonal skills increase, my confidence in delivery task also increase. The environment also helps me to develop all the require skills needed moreover in future endeavours. The hardships will come with ease.

All in all, I think overall experience are really cannot be replaceable with this 6 with these 6-month journey. I in my humble would like to express my overwhelming gratitude to Tenaga Nasional Berhad, Kota Bharu for letting me undergo my internship training for wonderful 6 month and acknowledging my potential. In nutshell, may our path cross gain in future and

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8.0 Appendices



Figure 21 A photo Event Gotong Royong



Figure 22 A photo event of TNB x MYDIN x JKM



Figure 23 A photo of Sambutan Hari Raya at my office with my Executive, Mr Zulhelmi Bin Abdullah.



Figure 24 A photo show Ihya` Ramadhan poster.



Figure 25 A photo of CSR programme with Maahad Tahfiz



Figure 26 A photo of ESG Poster create by me



Figure 27 A photo activities on supporting ESG campaign.



Figure 28 A photo scanning document using photocopy machine.

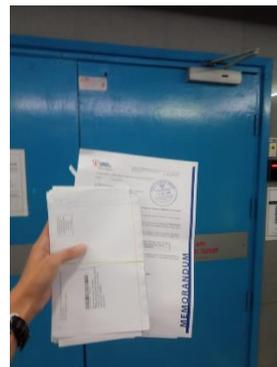


Figure 29 A photo of me sending letter to each level respectively.

NO	BARANG	QUANTITAS	UNIT	TANGGAL TERIMA	REMARKS	LOKASI	STATUS	REMARKS	LOKASI	REMARKS
1	MONITOR	2	PIECES	2023
2	MONITOR	1	PIECE	2023

Figure 30 A List of items send to E-waste.



Figure 31 A photo photobooth for Sambutan Hari Raya



Figure 32 A photo of layout for Sambutan Hari Raya



Document Information

Analyzed document	WRITING REPORT NIK MUHAMMAD AFIQ BIN ROHAIRUL.pdf (D172124606)
Submitted	7/16/2023 5:22:00 AM
Submitted by	Nik muhammad Afiq bin rohairul
Submitter email	2020859682@student.uitm.edu.my
Similarity	0%
Analysis address	zainuddin.azudin.UiTM@analysis.ouriginal.com

Sources included in the report

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i | Page PREPARED BY: NIK MUHAMMAD AFIQ BIN ROHAIRUL 2020859682 PREPARED FOR SIR MUHAMMAD ZAINUDDIN MOHAMED AZUDIN & SIR AHMAD HUMAAM A. SHUKOR

ii | Page ACKNOWLEDGEMNET First and foremost, I would like to express my sincere gratitude to my honourable lecturer, for this course, Sir Muhammad Zainuddin Mohamed Azudin and Sir Ahmad Humaam A. Shukor who had helped and give me a lot of guidelines and compulsive ideas on making it possible for me to complete this report for the individual assignment for this subject Human Resources Internship (HRM666), Universiti Teknologi Mara that was been fully supervised my lecturer, Sir Muhammad Zainuddin Mohamed Azudin. I would like also to thanks to my internship supervisor, Mr Khairul Azuan Bin Ibrahim for guiding me all his heart and to my classmates who countless and thoughtful in making effort helps me finalizing this assignment. I am over the moon and under overwhelming in all humbleness and gratefulness because I am chosen to be one of the people who can acquire and obtain and depth my knowledge about the Tenaga Nasional Berhad (TNB) company in general. In a nutshell, I am grateful that Allah s.w.t. has gave me the guidance and occasion to learn more about His Knowledge.

iii | Page Executive summary In completing my bachelor's degree journey, it is expected to end with internship session on my 6th semester. What needs to be started must come to an end, thus 1 March 2023 is a starting journey my experience at Tenaga Nasional Berhad, (TNB) Kelantan branch. All the journeys consist of my 24 weeks of internship approximately from 1 March 2023 till 15 August 2023 which I have been assigned under Business Support Office (BSO) department and supervise by En Khairul Azuan Bin Ibrahim. As a student, it really gives me exposure to real world working tasks and environment. In this report also, I am observing and trying to identify Tenaga Nasional Berhad (TNB) swot analysis which helpful on individual and company strength, weaknesses, opportunity, and threats. To sum up, my report will reflect the company objective and I will also