Chapter 6

Conclusion

The company that will be operating soon have a very exciting time ahead. The market is competitive. However the company is not starting from scratch. It has a sound background in the years that it has operated as power generation monopoly. It has the strength of a large corporation with a respectable logo to rely on. Its staff are willing to accept the challenge. What is needed is sound business management of the company by its leaders.

This paper in trying to act as a guide for company managers who have to grapple with the demands of the newly incorporated company have only highlighted the major subjects. It has not discussed some other important subjects such as finance and management. It has not touched on leadership skills nor motivational theories that are applicable. It has however tried to bring an awareness on the need for a review of the management methods in TNB as they are not entirely applicable in the new company due to the different environments in which the two entities operate.

The paper highlights the importance of strategy formulation as it is the source of future company operations, business plans and budget. Just as important is the customer, and the need to know him better. Hence a customer profile survey was conducted. It revealed interesting results and provided the manager with a different picture of the actual customer.

This paper also introduced ideas regarding human resource management, different than that of TNB practice. What may be applicable in TNB may not necessarily apply to a smaller subsidiary company and transplanting the same system hoping to achieve good results is not possible.

It is hoped that what has been written will encourage the managers of TNPG and other subsidiaries to continuously seek beyond these pages for better methods of management than what they have been accustomed to in TNB. Should that happen, the objective and intention of this paper has been more than met.

Here's to the success of Tenaga Nasional Power Generation Sdn. Bhd.!