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HUMAN RESOURCES INTERNSHIP

INTERNSHIP REPORT
SWOT ANALYSIS: PENANG ADVENTIST HOSPITAL

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EXECUTIVE SUMMARY

The primary topic of this internship report is the job experience I gained throughout my six-month industrial training at Penang Adventist Hospital. This report highlights my internship experience at this hospital, namely in the areas of human resources, and that involves recruitment. While working on my internship here, I experienced both intrinsic and extrinsic rewards. At Penang Adventist Hospital, I will need apply all of the skills and knowledge I gained while studying at Universiti Teknologi Mara (UiTM) Arau, Perlis in Bachelor of Business Administration (Hons.) Human Resource Management.

The purpose of this report is to identify and comprehend the organization's internal strengths and weaknesses, as well as external opportunities and threats. The SWOT matrix of an organization will be effective in identifying and improving weaknesses. SWOT analysis is critical for them to evaluate their difficulties and strengths in order to be listed among the healthcare field. This research is going to look at the advantages of chances, how to overcome weaknesses, and how to avoid threats.

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3.0 COMPANY PROFILE



Penang Adventist Hospital (PAH) was established in 1924 by DR J. Earl Gardner. PAH is part of an International Adventist Network of some 600 not-for-profit hospitals, clinics and dispensaries worldwide. From its humble beginnings, PAH has continuously grown to become a tertiary healthcare Centre for the Malaysian community and International visitors (Penang Adventist Hospital, 2020).

The hospital is supported by dedicated physicians, nurses, and healthcare professionals, and employs modern medical equipment to provide quality healthcare. We look forward to not only providing quality healthcare services but also educating the community to make informed choices about their general well-being.

Penang Adventist Hospital is at Pulau Tikus. To be specific, it is located at 465, Jalan Burma, 10350 George Town, Pulau Pinang. Many patients from Indonesia seek medication from PAH. Moreover, this hospital is just next to the Consulate General of the Republic of Indonesia Penang, Indonesia's embassy.

There are several terms in order to recognize the staff in this hospital. It is called AHCS, AHSM and PAHSB. As for the clinical and non-clinical (management) employee, they are group in AHCS which also known as company one. For clinical, they are divided into two divisions, which are Nursing and Allied Health division. Besides, non-clinical staff members include those in management like HR, Finance, IT, Customer Relations, Front Office, and etc.

As for AHSM, they are employees who belong to food services, bakery and commissary departments. They are also known as company two. Last but not least, PAHSB. These employees are those who are serving the Adventist College of Nursing and Health Science (ACNHS). So basically, the lecturer and other college staff are under PAHSB.

3.1 VISION

Penang Adventist Hospital will be a people-centred teaching and learning healthcare system with international quality wholistic care, delivering excellent experiences to the community and region.

3.2 MISSION

Penang Adventist Hospital is committed to demonstrating the love and healing ministry of Christ by providing comprehensive, competent & excellent healthcare for all.