



اُنِهَوْرَسِيَّتِي تِيَكْنُوْلُوْجِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

FACULTY OF BUSINESS AND MANAGEMENT

BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCE
MANAGEMENT (BA243)

HRM666: HR INTERNSHIP

INDUSTRIAL TRAINING REPORT
COMPANY: CMH SPECIALIST HOSPITAL



CMH HOSPITAL PAKAR CMH
SPECIALIST HOSPITAL
森華專科醫院

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SUBMISSION DATE:
JANUARY 2025

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EXECUTIVE SUMMARY

This report focuses on a six-month internship conducted during the year between August 12, 2024 and January 24, 2025, at CMH Specialist Hospital in Seremban, Negeri Sembilan. As this was an internship, a vital prerequisite of the Human Resource Management (HRM666) course, thereby satisfying a qualification criteria for a Bachelor's degree in Human Resource Management. This internship had a goal to juxtapose the theories learned in a classroom to what it looks like when put to practice with a professional workplace.

During the internship, the intern had participated in a variety of tasks and responsibilities in the Human Resource Department. The hands-on experience covered various critical functions of human resources such as recruiting and selection processes, employee relations, compensation and benefits administration, performance management, training and development programs, and so on. Through these experiences, the trainee learned the fundamentals of a Human Resource Department while gaining knowledge of terms such as labour practices, workplace laws, compliance, reductions in force (RIF), and headcount planning activities.

This report also includes a SWOT analysis, which studies the strengths, weaknesses, opportunities, and threats or challenges of the sector. This analytical scheme was applied to analyse CMH Specialist Hospital's strengths and weaknesses, as well as external elements that could impact its operational effectiveness. Ultimately, the results from this analysis provide valuable soundings of the hospital's competitive space, pointing to important areas for organizational improvement and strategic development. Such an assessment also reflects on the hospital's competencies in managing its staff, training programs, and policy implementation while tackling upcoming challenges some of which are dictated by the broader industry as a whole or changes in regulations.

The internship was a valuable learning opportunity for the trainee, promoting professional growth, technical skill-building, and improved adaptability in a fast-paced workplace. He engaged himself in practical HR functions to develop critical thinking, problem-solving, and decision-making skills a prerequisite for a successful career in HR Management. Connecting with challenges in different environments also allowed for strengthening communication, teamwork, and leadership skills.

ACKNOWLEDGMENT

First and foremost, sincere gratitude is extended to CMH Specialist Hospital for providing the invaluable opportunity to complete the industrial training program from August 12, 2024, to January 24, 2025. This internship has been a highly insightful and enriching experience, significantly contributing to the understanding and application of Human Resource Management principles and practices in a professional setting. The exposure gained throughout this period has enhanced both theoretical knowledge and practical skills, preparing the trainee for future career endeavours in the field.

A special appreciation is given to the supervisors, Ms. Angie Ng Kuan Yong, Assistant Manager of Human Resources; Ms. Yap May Kee, Human Resource Executive; and Ms. Zuhaili, Senior Human Resource Officer, for their continuous guidance, support, and mentorship throughout the internship. Their professional expertise, patience, and willingness to share knowledge have been invaluable in shaping the trainee's learning experience. Additionally, appreciation is extended to En. Aminudin, Head of the Human Resource and Administration Department, for his invaluable insights and unwavering support, which have significantly contributed to the professional growth and development of the trainee during this period. Their encouragement and constructive feedback have been instrumental in improving problem-solving, and interpersonal skills in a real-world corporate environment.

Furthermore, sincere appreciation is expressed to the academic supervisor, Madam Nurul Aida Binti Harun, for her dedicated guidance, encouragement, and support throughout the internship period. Her constructive feedback and expert advice have played a crucial role in ensuring that the trainee remains focused and continuously improves in both technical and professional aspects. The knowledge and perspectives shared by her have greatly enriched the overall learning experience, reinforcing the importance of critical thinking, adaptability, and professionalism in Human Resource Management.

Lastly, heartfelt appreciation is conveyed to the parents for their unwavering support, encouragement, and belief in the pursuit of academic and professional excellence. Their continuous motivation has been instrumental in both personal and career development. The knowledge and experience gained throughout this internship have been highly beneficial and will undoubtedly serve as a strong foundation for a future career in Human Resource Management. Appreciation is extended to everyone who has contributed to the successful completion of this internship program.

1.0 STUDENT'S PROFILE



NURUL AIN NATASHA MARZUKI

SUMMARY

Motivated and freshly graduated with a Bachelor's degree in Business Administration in Human Resource Management, I am actively pursuing an internship opportunity within the esteemed HR department at your company. Eager to bridge the gap between academia and professional practice, I am enthusiastic about applying my theoretical knowledge to real-world scenarios while gaining invaluable hands-on experience. By immersing myself in dynamic environment, I aspire to contribute to the organization's HR initiatives, cultivate essential skills, and foster personal and professional growth. With a passion for HR excellence and a drive to succeed, I am committed to making a positive impact during my tenure at your company.

SKILLS

- | | | |
|------------------------|--------------------------|------------------------|
| • Communication | • Data Entry | • Document Management |
| • Interpersonal Skills | • Copywriting | • Inventory Management |
| • Teamwork | • Adobe Lightroom | • Database Management |
| • Problem-solving | • Microsoft Office Suite | (Basic Understanding) |

EDUCATION

- | | |
|---|-------------------------------------|
| University Teknologi MARA Campus Bandaraya Melaka | March 2022- February 2025 |
| • Bachelor of Business Administration (Hons.) Human Resource Management | |
| • CGPA: 3.28 | |
| • MUET: 3.5 | |
| University Teknologi MARA Campus Alor Gajah Melaka | September 2019- January 2022 |
| • Diploma In Office Management And Technology | |
| • CGPA: 3.53 | |

WORK EXPERIENCE

- | | |
|--|-----------------------------------|
| EsarII, Aeon Seremban 2 | July 2018 - November 2018 |
| <i>Sales Assistant</i> | |
| • Provided exceptional customer service to a diverse clientele, building rapport and effectively addressing their needs. | |
| • Gained experience in active listening, effective communication, and conflict resolution to ensure customer satisfaction. | |
| Internship, CMH Specialist Hospital Seremban | August 2024 - January 2025 |
| <i>HR Assistant</i> | |
| • Maintained and updated staff records, including leave applications, time-off claims, and medical benefits, ensuring accuracy and compliance. | |
| • Coordinated new staff onboarding processes, including building tours, uniform distribution, and departmental introductions. | |
| • Assist the supervisor with other relevant task whenever needed. | |

PROJECTS

Service Learning Malaysia-University for Society (SULAM)

Improving Education: Development of Insurance Module

- This project involved developing a student insurance module for Universiti Teknologi MARA (UiTM) Campus Bandaraya Melaka
- Increase student understanding of the importance of insurance and available plans.
- Collaborated with Prudential Assurance Malaysia Berhad (PAMB) to develop student-friendly insurance plans.
- The module is published on the UiTM Institutional Repository
- <https://ir.uitm.edu.my/id/eprint/83944/1/83944.pdf>

COMMUNITY SERVICE

Corporate Social Responsibility (CSR)

Lensa Kasih "Loving is Caring"

- Organized a 1-day program for orphans aged 5-12 at Rumah Kasih Tun Abdul Aziz, Melaka as part of the MGT538 Personal Development and Ethics course.
- Activities focused on fostering teamwork, helpfulness, communication skills, and building positive relationships with the children.

LANGUAGE

Malay

Native or Bilingual Proficiency

English

Professional Working Proficiency

ACHIEVEMENT

- 2020 Dean List Sem 1 | GPA: 3.54 (Diploma)
- 2021 Dean List Sem 2 | GPA: 3.59 (Diploma)
- 2022 Dean List Sem 5 | GPA: 3.72 (Diploma)

REFERENCES

Puan Noorain Binti Mohd Nordin
Lecturer
UiTM Campus Bandaraya Melaka

Cik Rozana Binti Othman
Lecturer
UiTM Campus Bandaraya Melaka

2.0 COMPANY'S PROFILE

2.1 Company Background



Figure 1: Company's Logo

CMH Specialist Hospital is located at Jalan Tun Dr. Ismail, Bandar Seremban. In 1932, the Negeri Sembilan Chinese Maternity Association established the first Maternity Centre using public monies at No.6 Lemon Street (Jalan Tuanku Munawir) in Seremban and the first Chairman was Dato' Wong Yik Tong. In 1935, two Singaporean philanthropist brothers, Mr. Aw Boon Har and Mr. Aw Boon Par, provided RM17, 000 to the double-story Negeri Sembilan Chinese Maternity Hospital (NSCMH), which was known as Aw Boon Har and Aw Boon Par Block.

In 1980, the Negeri Sembilan Chinese Maternity Hospital was renamed as NSCMH Medical Centre. Then, in 1986, a three-storey Block B had been constructed with the purpose to provide additional medical facilities, equipment, and wards. In 2001, a single-storey Block C was built to house the new Specialist Centre, and later, Block C was named after Mr. Tan Lam Hui, who was the father of Tan Sri Vincent Tan, the Chairman Cum Chief Executive Officer of Berjaya Group. Furthermore, in 2007, it obtained the approval of DYMM Tuanku Yang Dipertuan Besar Negeri Sembilan Darul Khusus to serve as the Royal Patron of NSCMH.

In 2011, Block Puan Sri Datin Alice Lee (Block B) was officially inaugurated by DYMM Tuanku Muhriz ibni Almarhum Tuanku Munawir, while Block B comprises four storeys, after the construction of an additional floor. In 2013, The Hospital successfully secured its land rights under the name "NSCMH Medical Centre" after previously holding them under the name "Setiausaha Kerajaan Negeri Sembilan Darul Khusus". At the same time, Dato Lee Tian Hock and his team took over the management of the NSCMA.

In 2014, A "Welfare Fund" chaired by Dato' Hon Choon Kim was established to cover medical expenditures for needy patients until now. In 2019, NSCMH Medical Centre acquired 11 dialysis centres from Mawar Medical Centre and renamed them NSCMH

Dialysis Care. In 2020, The NSCMH Medical Centre was renamed CMH Specialist Hospital whereas NSCMH Holdings Sdn. Bhd. and CMH Medicare Sdn. Bhd. (formerly known as CMH Healthcare Sdn. Bhd.) were formed to prepare for the hospital's ACE market listing, which is expected within five years.

In 2022, CMH Specialist Hospital began to be operated and managed by CMH Medicare Sdn. Bhd., a completely owned subsidiary of NSCMA. Additionally, in 2022, NSCMA commemorated its 90th anniversary and the hospital continues to uphold its phrase "Healing, Caring, and Serving". In Addition, in 2023, CMH was happily awarded the coveted Brand Laureate Iconic Brands Award in the Community Hospital Category, as well as the Nanyang Superb Brands Award for the year 2023. Aside from that, the CMH Junior Club was established in October 2023 as part of the Hospital's continued efforts to add value to the community.

2.2 Vision

The CMH Specialist Hospital focusses on offering quality and efficient services. We strive to provide high-quality comprehensive services with compassion and competence.

2.3 Mission

CMH is committed to helping patients enhance their well-being and quality of life through a dedicated professional staff.

2.4 Objective and Goal

To provide outstanding and efficient medical treatment to the people at a reasonable cost. The organization focuses on providing personalized health care services using advanced medical technology and skilled professionals in a highly patient-centred environment to improve the overall health of the community. CMH Specialist Hospital strives to provide quality health care to every sector of society, without compromising excellence or care as a result of promoting a culture of continuous improvement and innovation.

2.5 Organizational Chart

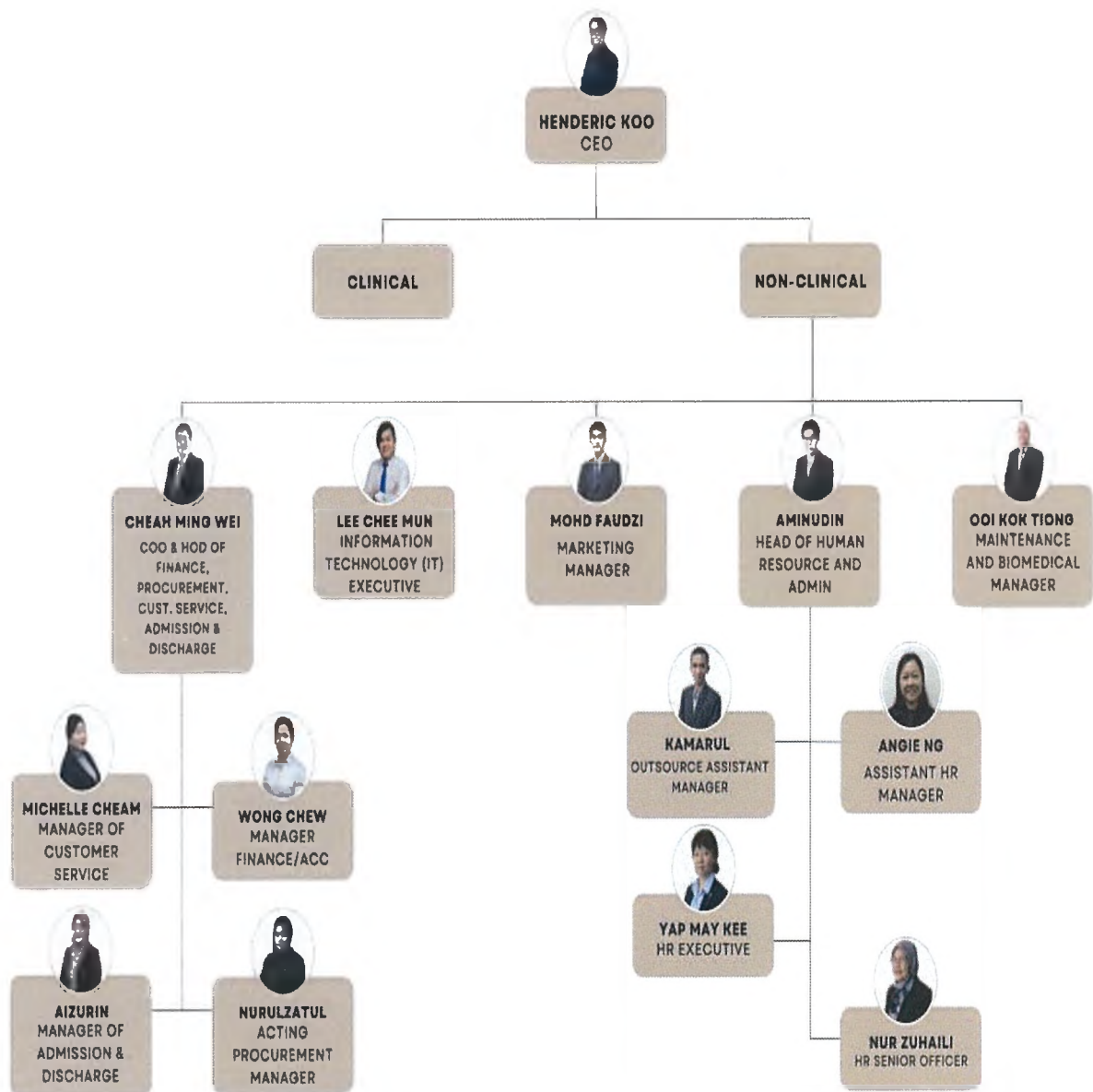


Figure 2: Company Organizational Chart

2.6 CMH Specialist Hospital Services

2.6.1. Specialities

CMH Specialist Hospital is a recognised healthcare facility that provides a comprehensive range of medical services to meet the different needs of its patients. CMH is well-known for its dedication to providing high-quality healthcare. It mixes cutting-edge medical technology with compassionate care. The hospital is a trusted provider of both general and specialised treatments, ensuring that patients receive complete and personalised medical care. CMH Specialist Hospital maintains its status as a premier healthcare provider in the region by combining a team of experienced experts and a patient-cantered approach.

The hospital offers a remarkable range of specialities, making it a one-stop shop for all medical needs. Its specialities include General and Specialised Surgery, Obstetrician and Gynaecologist, Paediatrician, Anaesthesiology, Cardiology, Psychiatry, and Ear, Nose, and Throat (ENT) care, Internal Medicine, Rheumatology, Ophthalmology, Vascular Surgery, Radiology, and Nephrology.

General and Specialised Surgery. A general surgeon is a physician who has completed specialized education and training to perform surgical procedures on individuals (Scott D. Croll, 2024). They work when patients require something beyond medicine to address their disease. In contrast to experts who specialize in one system or part of the body, general surgeons can treat a variety of conditions in virtually any area. These include trauma injuries, as well as disease processes such as appendicitis, cholecystitis, hernias, diverticulitis and a host of other surgical challenges. CMH Specialist Hospital provides comprehensive surgical services for patients of all ages. Surgeons specialise in inpatient and outpatient surgeries, as well as minimally invasive or laparoscopic therapies. Thanks to technological advancements, we can now conduct numerous treatments as outpatients. CMH day-care surgery gives patients the convenience of being away from home for only one day while recovering at home. Each general surgeon has completed advanced fellowship training, which includes endoscopy and upper gastrointestinal surgery, minimally invasive surgery, breast and endocrine surgery, and bariatric surgery. (CMH Specialist, n.d.). **CMH Consultant Surgeons:**



Figure 3: Dr Ng Sze How



Figure 4: Dr Mahadevan Deva Tata

Obstetrician-gynaecologists (OB/GYN) are physicians with specialised knowledge, skills, and professional competency in the medical and surgical management of the female reproductive system and associated problems. Gynaecology is the treatment of a woman's reproductive organs and health. Obstetrics is the treatment of pregnant women, including the delivery of babies. Obstetrician gynaecologists are especially important providers for women (AUC School of Medicine, 2021). Many women see their obstetrician gynaecologist as frequently as their primary care physician. That is one of the reasons why CMH Specialist Hospital's physicians believe it is critical to provide comprehensive obstetrician-gynaecologist services. CMH obstetricians and gynaecologists provide a wide range of treatments, including family planning and general gynaecological care, as well as ordinary and high-risk pregnancies, infertility, and minimally invasive gynaecological operations. (CMH Specialist, n.d.). **CMH Consultant Obstetrician & Gynaecologist:**



Figure 5: Dr Goh Wei Peng



Figure 6: Dr Lau Jinn Hwa

According to the American Academy of Paediatrics (AAP), **paediatrics** is a medical specialty that deals with the physical, mental, and social health of children from birth to young adulthood. Paediatric care is the comprehensive range of health services, including preventive health care and the diagnosis and treatment of acute and chronic diseases. (Mary Rimsza et al., 2015). Paediatrics is a specialty concerned with biological, social, and environmental factors affecting the growing child and with how disease and dysfunction affect development. Children are morphologically, physiologically, immunologically, psychological, develop mentally, and metabolically different from adults. A paediatrician is well-positioned to characterize the child's health, serve as the child's consultant and as the person who brings specialists to the table (using others as consultants), and to be responsible, ideally, in the context of, or with a group in a physician-led medical home. Because the welfare of the child is closely tied to the home and family environment, the paediatrician promotes the establishment of a caring environment. This support takes the form of education about healthful living and anticipatory guidance for patients and their parents. At CMH Specialist Hospital, their thought is that the role of a paediatrician goes beyond vaccines, prescriptions, physicals and routine visits. As a child's primary care physician, they assume total responsibility for their health and well-being, even if their specific health needs require the child to see multiple specialists. CMH's model of primary care is built around families and children, interestingly. CMH Paediatrics Ward aims to provide a friendly environment in our paediatric ward so we have colourful cartoon wall papers with decorations on them. Such a stay feels nothing like a standard visit to a hospital, thanks to CMH comfortable private rooms. Satellite TV with ASTRO kids' channels to keep the little ones entertained in each room, while parents can unwind on a comfortable sofa in a roomy environment (CMH Specialist, n.d.). **CMH Paediatrician:**



*Figure 7: Dr Rubini S Ravendra Kumar,
CMH Paediatrician*



*Figure 8: Dr Chew Joling,
CMH Paediatrician*

2.6.2. Clinical Services

In addition, CMH Specialist Hospital offers a range of clinical services designed to support diagnosis, treatment, and recovery. Clinical services are essential elements of the cancer centre that deliver diagnostic, treatment and supportive care services. They include a wide range of services that must be effectively integrated to provide co-ordinated, efficient care. For each service, they have applied a standard approach to describe the goals and scope, physical facilities, equipment, human resources and information management needs, management and quality considerations, best practices, guidelines and future trends. While inpatient and outpatient/ambulatory care do not reflect clinical services, they are important care delivery settings that must be considered in relation to the clinical services offered.

One of the clinical services at CMH Specialist Hospital is the **medical laboratory**. Medical laboratory or clinical laboratory, a laboratory where tests are done on clinical specimens in order to get information about the health of a patient as part of a medical diagnosis, treatment, or prevention (Waheed et al., 2023). Laboratory service at CMH Specialist Hospital is located at Level G of hospital. Laboratories provide full-range laboratory tests for diagnosis, management and prevention of a great variety of diseases. Diagnosis and providing the appropriate treatment to patient relies on speed and accuracy. Laboratory staff is experienced and professional trained personnel, and equipped with latest modern instruments and equipment. Processes and policies are established to guarantee that the appropriate information is transmitted to the appropriate entity. Following the completion and validation of a laboratory test, a hard-copy result will be sent to the requesting site. Additionally, the Hospital Information System allows this relations between the regarding departments of the hospital in real time. Diagnostic services can be booked online, quickly, and easily. Multiple tests are performed on single modern equipment to enhance accuracy and efficiency. At CMH Specialist Hospital the paramount commitment is to provide the best quality laboratory services to the clients. The secret to enhancing efficiency, quality, and patient safety is continuous development and improvement. (CMH Specialist, n.d.).

Other clinical services at CMH Specialist Hospital are imaging **services**. Imaging services are under the Radiology Department. Medical imaging refers to the visual representation of the anatomy and physiology of a human body in a non-invasive way for clinical purposes and medical science for accurate study of pathology and physiology of different organs and tissues of the body. Medical imaging is used to display internal structures beneath the skin and bones as well as diagnose structural abnormalities and treat

diseases transformed to health science (Shah Hussain et al, 2022). It is a significant component of biological imaging, which encompasses radiology that employs imaging techniques (e.g., X-ray radiography, X-ray computed tomography (CT), endoscopy, magnetic resonance imaging (MRI), magnetic resonance spectroscopy (MRS), positron emission tomography (PET), thermal imaging, medical photography, electrical source imaging (ESI), digital mammography, tactile imaging, magnetic source imaging (MSI), molecular optical imaging, single-photon emission computed tomography (SPECT), and ultrasonic and electrical impedance tomography (EIT)). About half of the total ionizing radiation exposure in the United States is due to radiation exposure from medical imaging (Shah Hussain et al, 2022). Medical Imaging technologies are used for measurement diseases mainly monitor, treatment, and prevent. In recent years, imaging technologies have transformed into indispensable tools for the diagnosis of nearly all major types of medical abnormalities and diseases, including trauma disease, many types of cancer diseases, cardiovascular diseases, neurological disorders, and many more medical conditions. Highly trained technicians use medical imaging techniques, just like medical specialists from oncologists to internists. The imaging services is located at the ground floor of CMH Specialist Hospital. CMH offers superior diagnostic services that ensure that diagnostic care is effectively delivered, safely, affordably, and timely. The radiology department offers 24-hour imaging service for inpatients, outpatients and emergency patients of all age groups.

Next clinical service at CMH Specialist Hospital is **pharmacy services**. With an increased emphasis on patient-cantered care, pharmacy services have grown tremendously over the years. These services are intended to promote appropriate medication therapy management and improve patient outcomes. These services aim to provide personalized care through the implementation of the pharmacist's medication expertise to ensure improved therapeutic outcomes. Since then, the range of services that community pharmacists are expected to provide has gradually widened and, following the onset of pharmaceutical care practices in the 1990s, there has been recognition that patients should be treated holistically rather than as simply a dispenser of medications (Ligia Reis et al, 2024). Pharmacy services are provided at CMH Specialist Hospital with a continuum of services that can serve the needs of inpatients and outpatients. The pharmacy, located on the ground floor of the full-service medical and wellness building, offers a broad range of pharmaceutical products, and all prescribed medications and medical devices can be dispensed. We have a qualified pharmacy team responsible for dispensing safe and effective medication, assuring proper therapeutic outcomes through consultations for individual needs. As proof of its dedication to patients' accessibility, the pharmacy is open 24

hours a day, 365 days a year on Sundays and publicly observed holidays so that patients have access to vital medications always.

2.6.3. 24-Hour Emergency Department

CMH Specialist Hospital's **24-Hour Emergency Department** stands as a pillar of its commitment to patient care. This department operates around the clock, offering immediate and lifesaving medical attention to those in critical conditions. Staffed by skilled medical professionals and equipped with modern facilities, the emergency department ensures that patients receive prompt and efficient care during emergencies. Whether it's a sudden illness, accident, or other urgent medical situations, the department is prepared to provide comprehensive support to patients at any time of the day or night. Patients benefit from a collaborative approach, which gives them access to a variety of specialists inside the hospital for seamless, coordinated care. CMH Specialist Hospital is your reliable source for 24-hour emergency medical care, with a commitment to offering the finest quality services. CMH's 24-Hour Accident and Emergency Department provides a wide range of diagnostic instruments and critical medical resources around the clock. Our 24-Hour Imaging Services include X-Rays, Magnetic Resonance Imaging (MRI), and Computed Tomography Scan (CT scan). In addition, CMH's on-site 24-hour lab and pharmacy provide ongoing access to vital testing and drugs. This comprehensive approach enables CMH to provide rapid, accurate diagnosis and seamless care, ensuring that all of your emergency needs are fulfilled efficiently, whether day or night (CMH Specialist, n.d.). **CMH Medical Officers:**



*Figure 9: Dr Woo Yun Kin,
CMH Medical Officer*



*Figure 10: Datin Dr Saramma Koshy,
CMH Medical Officer*

3.0 TRAINING REFLECTION

3.1 Duration: Specific Date, Working Day and Time

Through the CMH Specialist Hospital (12th August 2024 — 24th January 2025), the 24-week internship guided an environment to work in a workplace. The student followed a well-defined work schedule and worked Monday to Friday, 8:30 a.m. - 5:00 p.m., and Saturday, 8:30 a.m. - 12:30 p.m., with Sunday as a day off. A crucial part of the corporate environment, developing professionalism and adaptability, came from the structure and routine of the ward, allowing the student time to dedicate towards these important skills. Thus, through having a work schedule that was tailor to the student there was an adherence to workplace standards as they learnt about timeliness and responsibility. The professional environment of the hospital expected workers to be on time and stay on task to meet deadlines. The consistent structure of the internship created an environment in which multitasking became inevitable, but explosion of work allowed the student to practice and hone their skills of prioritization for when work needed to be done.

3.2 Roles and Responsibilities

The student was placed at the Human Resource Department and the scope of work during the internship involved multiple different roles and responsibilities. Student work there primarily encompassed the processing and management of leave data for employees needing a real focus on detail to do so accurately and in line with the company policies to which we all adhered. The role entailed updating and adjusting systems, reviewing requests by employees for time away from work, and ensuring proper documentation was kept. By performing this task, the student ensured that when people need to know the number of employees, age, and address of employees, student will find the required information readily available without any hassle, which is important when working with employee records. It helped to foster a fair, structured, and transparent workplace environment by keeping accurate personnel records.

Another key responsibility was processing new employee on boarding, which required assembling on boarding kits that included identification badges, employee handbooks, and key policies. Coordinating with multiple departments was essential in this role to ensure that new employees received all necessary resources to integrate into the organization successfully. Other matters also the student has been actively involved in holding short briefings for new employees on workplace procedures and policies, to help get everyone up to speed. This approach improved the students' practical skills and ability to

convey their message in a business environment. On boarding goes deeper than administrative tasks, and also provided the student with an understanding of employee engagement and retention strategies within an organization.

In addition, the student aided such Human Resource works as the preparation for the annual dinner, updating medical benefits to staff, drafting internal memorandum and the compliance of employee welfare policies. These experiences provided exposure to both administrative and strategic functions within the Human Resource Department. This internship permitted the student to be part of the organizational activities for coordination, planning, and working together, which are essential competencies in the human resource function.

One of the student's most valuable experiences involved participating in a role-play in the hospital's Code Yellow emergency preparedness drill. The student was cast as a victim in the simulation, which began as a lesson on the significance of crisis management, preparedness and communication during emergencies. This activity helped emphasize the need for written procedures and well-trained personnel to respond to an emergency in an organized way. This exposure to the day-to-day realities of health and safety management brought to life the importance of a well-managed workplace and the role of effective risk strategies.

3.3 Gains: Intrinsic & Extrinsic benefits

3.3.1 Intrinsic Gains

3.3.1.1 Skills Development & Personal Growth

This internship was a wide scope to learn a lot of things but mainly analytical skills, how to manage time and multitasking. Another critical aspect of skills development was the ability to analyse in-house training evaluation data, develop graphical visuals of training impact and evaluate if the training was effective. These involved detail-oriented work, critical analysis and data processing. This responsibility allowed the student to gain hands-on experience measuring the success of various training methods and pinpointing deficiencies. This quantitative capability translated into actionable insights that not only bolstered analytical skill sets but was also instrumental in fuelling Human Resource strategic decision-making. Additionally, understanding how to correlate employee training to company-wide productivity and results deepened the knowledge of workforce growth and improvement opportunities. The internship not only enhanced analytical skills but also

contributed significantly to time management and multitasking skills. Human Resource managers have a lot of tasks to deal with all at once from processing leave applications to updating employee records and organizing company events. These roles were by their very nature dynamic, requiring task prioritization, quick decisions, and the ability to adapt to changing demands in the workplace. However, over time, the student learned the ropes of multitasking and the system of working efficiently; through experience, the student learned to manage time, find ways to work faster and ensure productivity even under stressful conditions. Ensuring organization, discipline and efficiency are vital to getting ahead in any career, and this exposure to HR rolls only further solidified that notion for me.

3.3.1.2 Personal Growth

The shift from theory to application offered the student an opportunity to improve personal growth and identify areas for development. Academic education has built the foundation in Human Resource concepts, but implementation in the field is still where other skills such as communication skills, technical skills, and problem-solving skills come into play. My experiences involving interactions with co-workers and superiors in the workplace highlighted the need for professionalism, team-work, and good people skills. As it did, the student further developed her human resources skills through activities such as employee interaction, training coordination and policy implementation. Not only did this allow me to hone my technical skills, but also provided an opportunity for personal growth, as I found my confidence, ability to make decisions, and ability to adjust to new challenges improved significantly. Managing several obligations with tight deadlines emphasized the importance of improving multitasking skills and increasing resilience when it comes to dealing with workplace pressures. Having experience in corporate environments taught students that it is important to maintain a proactive approach to problem-solving and to seek constructive feedback from supervisors. Viewing these struggles as learning experiences enabled this student to concentrate on personal growth and career advancement. The complexity of handling different systems, the mandate to keep employees in line with company norms as well as industry standards underscored the critical need for continual education and growth in the Human Resource domain.

3.3.2 Extrinsic benefits

3.3.2.1 Resume Booster & Financial Gain

The internship provided a practical exposure to some core Human Resource functions and gave a great boost to students' resumes. Arguably, the most beneficial part of the exposure to real-world HR operations, employee relations, training coordination, absenteeism policies, etc. Not only did these activities deepen the student's knowledge the internship did a lot to boost student resume by providing exposure hands-on approach to core Human Resource functions. The exposure to real world HR operations which included employee relations, training coordination and policy implementation turned out to be one of the most valuable aspects of the experience. Returning back, not only did these activities help the student gain a broader understanding of HR processes but also served real-life examples of tangible experience that could be placed on a resume. Because employers look for pre-existing experience within the desired industry, the internship would allow students the opportunity to develop a tight resume loaded with skills and experience such as administrative work, personnel management, and the execution of corporate policy. Also the student learned the expectation of a workplace (policies, communications, and work with departments), which is very similar in such a structured environment. All of these elements helped produce a holistic resume that reflected both technical capabilities and non-technical skills, making the student more desirable to an employer. In addition to technical skills learned, the internship also provided a peek into corporate culture and professional email etiquette. This gave students a critical insight into the way Human Resource professionals deal with the employees, manage workplace issues, and work with employee relations. The students' experience interacting within corporate structures, attending meetings, and being a part of decision-making processes showed they were ready to move into full-time professional roles. In addition, drafting official documentation, such as memoranda, training reports, and policy updates, provided the student with valuable administrative experience for their resume. Not only these skills were enhancing employability but also they will be helping the student to perform future responsibilities of Human Resource management in which documentation and compliance is important thing.

3.3.2.2 Financial Benefits

Aside from being a great experience, the internship also provided financial benefits in the form of a modest stipend. Even though money was not the main purpose of the internship, having a stipend was like a foreshadowing of income and payroll systems with

respect to modern employment benefits. Real world experience with salary structures, allowances, and other financial incentives offered to employees provided solid theory on compensation and benefits administration. As someone who was pursuing a career in Human Resource management, this opportunity was most beneficial for navigating through the intricacies of compensation as it is one of the building blocks for employee satisfaction and retention. Moreover, as the student got to see first-hand payroll processes and financial transactions, they began to comprehend the ways in which salary calculations, deductions and benefits distribution were handled in the healthcare industry. Watching how companies implement employee financial incentives, bonuses, and performance-based rewards foreshadowed strategic ways of paying employees. Knowing this will help in the future job in the sense that the compensation structure becomes part of your knowledge because it is crucial to developing HR policies in line with the organizational model and employee needs. Dwindling student loan debt and a need to learn financial independence and responsibility while also earning a stipend during the internship also helped solidify this thought. Learning to manage their personal finances, budgeting for their daily expenses, and understanding the value of earned income were important lessons that helped to contribute to the student's overall professional development. Being paid for the work that students performed gave a deeper appreciation of the work involved in earning a salary and how crucial financial planning is to achieving long-term career and personal goals.

4.0 SWOT ANALYSIS



4.1 Strengths

S1: Establishment Over 90 Years

The hospital's other extraordinary advantage is its establishment of nearly 90 years. Having been around for that long, CMH Specialist Hospital has built a strong reputation as a reliable and trusted healthcare provider in the community. Hospital service is held within high esteem as the hospital often is recognized for its years of continuous service for over a century which provides a very competitive advantage by embodying high standards of care, knowledge, and legitimacy. A foundation of this nature is beneficial when it comes to building patient loyalty, attracting qualified specialists, and maintaining a strong position in the medical industry.

S2: Experienced Human Resource (HR) Team

Moreover, CMH Specialist Hospital strength play a major role from its trained and professional Human Resource (HR) which experiences from diverse health care setups. With their disparate professional experiences, these human resource professionals bring a wealth of different information and perspectives to their roles at CMH. They have a deep understanding of healthcare operations, workforce management, and regulatory needs gained through thousands of hours working at the bedside in a variety of hospitals. CMH HR team handles staffing issues and resource distribution, ensuring smooth operations and SGH regulatory compliance. By emulating successful strategies used in various sectors within the health sector, they do not only enhance efficiency but also nurture a constant

improvement culture among the hospital thus greatly influencing the institution's overall performance and stature as one of the top hospitals worldwide.

4.2 Weaknesses

W1: Manual Leave Record Update

The fact is that one of the most critical CMH Specialist Hospital weaknesses is that it is highly dependent on manual updating of leave records, which is a stark contrast to the digitalisation phase that most workplaces are going through. Meanwhile, CMH documents and monitors the leave data in Microsoft Excel instead of implementing a sophisticated Human Resource Information Systems (HRIS) like most other organizations to undermine the cost and time involved in processing employee leave by automation. Since the entire leave information is entered into spreadsheets based on Microsoft Excel, it is a time-draining and error-prone process. Every single entry, update, and calculation is done by hand which leads to greater likelihood of errors and administrative inefficiencies. Without a digital system for tracking employee leave, the HR department finds itself bogged down in data entry and fixes instead of focusing on higher value HR work.

W2: Insufficient Number of Human Resource Staff

Another weakness that contributed to CMH Specialist Hospital was the insufficient number of human resource staff within the current plan the hospital only has three HR professionals, which is significantly below the average staffing levels at other similarly sized and scoped hospitals, where at least four HR staff are needed. With minimal or no HR personnel, the strain is greater on the current staff to perform many tasks and responsibilities. The small HR department is responsible for significant functions such as talent acquisition, employee engagement and relations, on-boarding and learning and development or training, payroll management, benefits and compensation administration, and HR compliance with labor laws and regulations. These roles require much time and many details, and having interview staff of only three, it is impossible to cater to this area. Reduced capacity for strategic initiatives and long-term planning due to team's primary focus on day-to-day operations. With only three HR personnel, there are almost certainly going to be significant delays in employee requests, reduced support for staff development programs, a greater likelihood of administrative errors and a reduced overall effectiveness of the hospital.

4.3 Opportunities

O1: Strengthening Company Reputation Through Sponsorship Program

There is an opportunity for CMH Specialist Hospital to further enhance its reputation through strategic sponsorship programs. Long-term, through partnerships with esteemed nursing schools, including Nilai University, University College Bestari in Terengganu and MARA in Kelantan, the hospital strives to not only contribute positively to the education and training of future healthcare practitioners but also develop harmonious relationships with these institutions. This program facilitates high-achieving nursing students, interested in connecting with the hospital's employment, ensuring the ongoing pipeline of seasoned professionals. Additionally, this initiative adds to CMH's persona as a progressive and innovative organization in the pursuit of excellence in the nursing profession. CMH's dedication to investing in nursing education demonstrates its commitment to improving healthcare standards and addressing the increasing need for skilled healthcare professionals. Not only does this engagement give the hospital a better chance of earning the students' business while also boosting its image in the academic community, this leads to more referrals and collaborations down the line.

O2: Strategic Partnership

In addition, the capabilities and reputation of CMH Specialist Hospital have been significantly enhanced through a collaborative partnership with the prestigious International Medical University (IMU) of Malaysia. The mutual relationship enhances multiple benefits for the parties involved, such as advanced research, innovative medical training, and a steady influx of skilled medical graduates. By collaborating closely with IMU, CMH even integrates the latest medical advancements and insights into its practices, providing patients access to the latest technology available. In addition, this partnership will allow for collaborative research projects and clinical trials, positioning CMH at the forefront of medical innovation. Clinically, this relationship with a prestigious university, such as IMU, enhances the standing of the hospital and its appeal as a destination hospital for patients and potential employees alike; all people will gain much more confidence from receiving care at a great institution.

4.4 Threats

T1: Healthcare Industry is Highly Competitive

CMH, and the hospitals serving under it know they have been in a highly competitive health care market and must adapt where it is needed. CMH faces major challenges in retaining its patient base to these new medical care providers and to other existing hospitals with advanced medical technologies and specialist treatment options. As many studies show, institutions that fall behind in the race to innovate and modernize their healthcare solutions will lose their competitive edge as their patients increasingly prefer hospitals with more advanced medical treatment methods, shorter waiting times, better buildings and more acceptable consumer experience (Smith et al., 2019). Challenges facing organizations like CMH include the need to invest in new medical technologies, improve the overall quality of service, and transition to treatment modalities that are centered around the patient. Data suggests that hospitals that value technological advancement like EHR and telehealth enjoy higher patient satisfaction and operational efficiency (Jones & Brown, 2021). Continuous professional development for healthcare staff and strategic partnerships are also a must if high-quality service is to be maintained and market position is to be sustainable. In the absence of these initiatives, CMH runs the risk of losing patients to rival health systems that provide the latest facilities and specialized care. As a result, continuous innovation, infrastructure investment and patient-centric devotion are essential for CMH's long-term viability in an increasingly competitive healthcare setting.

T2: Challenge of Adapting To Rapidly Changing Healthcare Regulations and Standards

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also a must if high-quality service is to be maintained and market position is to be sustainable. In the absence of these initiatives, CMH runs the risk of losing patients to rival health systems that provide the latest facilities and specialized care. As a result, continuous innovation, infrastructure investment and patient-centric devotion are essential for CMH's long-term viability in an increasingly competitive healthcare setting.

5.0 DISCUSSION AND RECOMMENDATIONS

5.1 Strengths

The present HR team at CMH Specialist Hospital is qualified and experienced and can be relied upon to deliver nothing less than high-quality healthcare services. After 90 years in business, the hospital continues to flourish and benefits from a strong competitive moat created by the stability and length of its tenure in the local region. This indicates a long evolution, a long history of survival through many dangers over time. Moreover, you have access to very experienced HR professionals whose experience spans different health care setups. This experience enables the continuity of best practices and better personnel management, resulting in greater operational efficiency across the board. CMH should use these strengths consistently when marketing its brand and products.

They should have highlighted the growth and evolution of the hospital from 1932 until now when it became a modern multidisciplinary hospital would have instilled more trust and credibility. Profound employee profiles of long-serving employees can be posted on the hospital website and social media, showcasing the people, skills and contribution, aimed to highlight the CMH dream team of experience and expertise. Furthermore, CMH must dedicate efforts towards the holistic training of its HR force including advanced HR methodologies such as strategic workforce planning, compliance training to ensure the company meets regulatory requirements while protecting its operations and reputation, as well as to incorporate leadership development training, to ensure that its HR functions bring forth effective leaders who will overcome challenges and nurture an environment of trust and professionalism in the workplace. This investment in human asset expansion would bring forth to the potential of CMH internal capabilities and will accumulate its notoriety for quality in health care management.

5.2 Weaknesses

The use of manual techniques when updating on leave records and an insufficient number of HR personnel can hinder the operational effectiveness at CMH Specialist Hospital. It is manually driven, time-consuming, errors which are prone and there is no automation of the new generation of HRIS. The HR department is burdened with three professionals to look after myriad tasks thereby making the situation even worse. This lack can cause delays, increased administrative burdens and significant compliance issues.

Hence CMH should follow a jumble approach to the problems of having the ineffective course of manual observation of leave and trivial number of human assets by making a suitable investment into innovations and insightful workforce readjustments.

This is nothing less than an unproductive way to drive manual HR process management. The HRIS, thus, has been an important tool for them to manage their human resources from this perspective as well (Kavanagh et al., 2018), (2018), as it has the ability now to correlate leave application, approval and balances all at once, and there is no need for any manual update anymore. It also showed that possible benefits of HRIS are increased speed of information processing, increased accuracy of information, better planning and program design, and also improvement of staff communication(s). CMH could also increase its HR staff resources to alleviate the burden on the HR department. This would help in equally distributing the workload and ensuring all HR functions are taken care of. Get a larger HR team in place where it can add value, HR functions such as recruitment, employee relations function, training and development, and performance management processes can yield better results if there is a larger HR team that helps implement those processes, and one would hope on the flip-side you can expect better employee satisfaction and retention.

5.3 Opportunities

Due to the consequential significance of this university-based sponsorship for nursing students in association with an attributable institution such as IMU, CMH Specialist Hospital lightly should deliberate a little deeper on launching a sponsorship program. The program serves as an incentive for ambitious and talented nursing students, ensuring a continuous flow of the talent pool moving towards the prospective workforce that overtime, will meld into the institution staff. This initiative reinforces the hospital's identity as an educational and professional development leader. In addition, affiliation with a world-class institution will provide opportunity for the latest in medical research, innovative education, and a steady pipeline of highly trained graduates. It can also enhance CMH's image as a leading provider of medical innovation and education. This means that CMH needs to better its sponsoring program by tying up with more nursing colleges and take out more number of dividends. The goal of this initiative is to identify, support and empower top nursing talent from diverse backgrounds and geographic areas.

For effectively promoting this initiative, CMH should adopt a multi-dimensional strategy which includes campaigns via digital advertising, participation in health care industry

events and job fairs, and collaboration with leading education institutions to promote opportunities to prospective students as part of this initiative. In addition, CMH needs to send out advance information on ventures with cooperating colleges. These projects may include collaborative research-based initiatives to improve healthcare procedures, involvement in clinical trials to try out new technologies and methods, and continuous training planned to keep the hospital staff professionals up to date. These partnerships enhance CMH's clinical capacity and reinforce its position as a top institution for innovation and education in healthcare.

5.4 Threats

There is a threat of increased competition from other hospitals and healthcare providers for CMH. Apart from CMH, more number of healthcare establishments are offering specialized services and advanced medical technology, CMH might have to compete. Hospitals may be competing with other health systems that are adding more providers and, as a result, the prospect of a drop in patient volume and by implication revenue. Newer hospitals and clinics, especially those offering lower cost services or high end medical specialties, may be siphoning patients away from CMH. Care decisions are made by patients for various reasons, so CMH must innovate and ensure quality with this in mind to separate itself from its highly competitive environment. Another emerging risk is the ability to remain current with evolving healthcare regulations and standards. The health care system is regulated by numerous controls, and changes in policies, regulations, and accreditation requirements can impact the functioning of hospitals.

Not following these laws can lead to serious implications like legal issues, monetary fines, or loss of reputation. CMH also needs to ensure that all staff are trained and up to date with the changes. Failure to do so could jeopardize the functioning of the hospital and its accreditation. Improving CMH's competitive advantage would help the company evade elevated competitiveness. By providing specialized treatment and services which cannot easily be found at competitor hospitals. CMH should also look to investing in patient centered care efforts to provide an exceptional experience to each patient. Besides that, focus on building those local relationships and patient loyalty programs by centering its care on high quality and personalized care CMH can cement its space in the marketplace. With the constant changes in the regulation, CMH needs to keep track of the compliance based on the industrial standards and ensure that they are following the regulations. There should also be a mechanism for tracking regulatory changes along with a periodic staff training on

compliance with the rules. CMH should also put major funds into compliance management software to cover a broader base and begin spending on their internal audit department as well. It guarantees CMH's protection from the dangerous effects of non-compliance and retains its unshakeable status in the healthcare industry.

6.0 CONCLUSION

In conclusion, it has been a unique experience tying the dots between academic knowledge and its application on the field. These experiences enabled an understanding of real-world Human Resource, corporate practices and day-to-day operations. The training period encompassed various tasks and responsibilities that contributed to both technical skills and personal development, reinforcing the importance of adaptability, continuous learning, and professionalism. Working balancing with different Human Resource functions opened my eyes to the different aspects of this field and cemented my understanding of the role of efficient personnel management in the smooth operation of an organization.

Furthermore, the training experience developed critical workplace skills such as problem-solving and decision-making, as well as leadership and communication. The engagement with statutory tasks, staff relations and training coordination provided a holistic exposure to the corporate world. These opportunities conditioned the event of working underneath strain while sustaining accuracy and effectivity throughout the workflow. These pragmatic learning lessons laid a solid foundation for the student to build their future career, as they have developed ones that would help them become an exceptional Human Resource personnel.

In addition to technical skills, the internship taught me to be more disciplined and responsible in my work. Structured work environments and professional exposure highlighted the significance of collaboration and teamwork in accomplishing organizational objectives. Moreover, acquiring the ability to juggle many responsibilities simultaneously imparted confidence and resilience, equipping the student for the challenges of a competitive employment market. Ultimately, the experience of the internship taught me lessons that went beyond technical skills; it highlighted the importance of feedback, growth, and taking risks to strive for excellence.

The internship was an eye-opener, and a valuable experience as it gave us a brief insight of the challenges we face in Human Resource. Overall you will learn skills, knowledge and exposure is going to help you throughout your career. The student now has a heightened understanding of industry expectations and the ability to navigate corporate realities, better priming them for a transition into a professional setting. In addition to improved technical skills, the internship created a more confident, agile, and inventive person eager to add value to the workforce.

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8.0 APPENDICES







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