



Kementerian Kesihatan Malaysia



UNIVERSITI
TEKNOLOGI
MARA

Cawangan Perlis
Kampus Arau



HRM666 : HR INTERNSHIP

INTERNSHIP REPORT

PEJABAT KESIHATAN DAERAH KOTA BHARU

PREPARED BY NADIA SYAKIRAH BINTI MOHD RAFI



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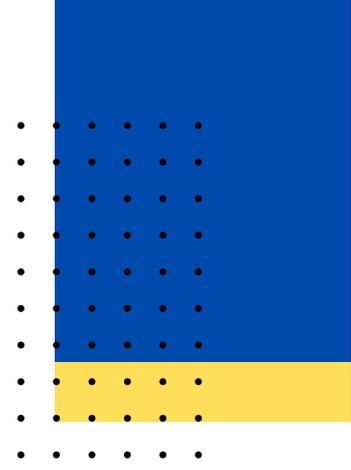
EXECUTIVE SUMMARY

Gaining real-world experience through industrial training is a transformative step for final year students at Universiti Teknologi MARA (UiTM). The compulsory Industrial Training (HRM666) course, mandated by the Faculty of Business Administration, ensures that students acquire essential pre-professional job experience. By completing twenty-four weeks or six months of training in a selected organization, students not only meet course requirements but also immerse themselves in practical work environments, honing their skills and preparing for future careers.

This internship report highlights a six-month training program at Pejabat Kesihatan Daerah Kota Bharu (PKDKB) from 3 March 2024 to 9 August 2024. As an HR intern in the health sector, I was deeply involved in various HR functions, including recruitment, employee engagement, and administrative support. These experiences provided me with a comprehensive understanding of HR practices within the healthcare industry, significantly enhancing my capability to manage human resources effectively in a sector where the stakes are uniquely high.

Moreover, this report delves into the operational challenges observed during my tenure at PKDKB. Identifying and analyzing these issues allowed me to gain valuable insights into the complexities of HR management in the health sector. These learnings have equipped me with the knowledge and skills necessary to navigate and address the unique challenges of HR in healthcare, laying a strong foundation for my future career in this critical field.

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COMPANY'S PROFILE



PEJABAT KESIHATAN DAERAH KOTA BHARU

| | |
|-----------------------|---|
| Company Name | : Pejabat Kesihatan Daerah Kota Bahru |
| Company Address | : Jalan Doktor, Bandar Kota Bharu, 15000 Kota Bharu, Kelantan |
| Year Of Establishment | : Tahun 1993 |
| Headquarters | : Jabatan Kesihatan Negeri Kelantan |
| Type Of Company | : Government Agency |
| Type Of Industry | : Healthcare |
| Company Activities | : PKDKB provides essential health services, including clinics, medical services, health awareness programs, disease prevention, immunizations, and public health crisis management. |
| Number Of Employees | : 1400 employees |
| Branches | : 13 branches |
| Website | : https://jknkelantan.moh.gov.my/v3/ |
| E-mail | : pkdkb@moh.gov.my |
| Phone | : 09-7448000 |

COMPANY'S PROFILE



Pejabat Kesihatan Daerah Kota Bharu (PKDKB) is an essential component of the healthcare system in Malaysia, specifically within the Kelantan state. This district health office operates under the umbrella of the Jabatan Kesihatan Negeri Kelantan (JKNK), which in turn is a part of the broader framework of the Kementerian Kesihatan Malaysia (KKM), or the Ministry of Health Malaysia (Kementerian Kesihatan Malaysia, 2023). PKDKB is responsible for the implementation of health policies, monitoring public health concerns, and ensuring the delivery of healthcare services at the district level. It serves as the frontline in public health initiatives, disease prevention, and health promotion activities within the Kota Bharu district (Zainal, 2023).

PKDKB plays a critical role in addressing local health challenges specific to Kota Bharu. This includes managing outbreaks of communicable diseases, implementing vaccination programs, and providing maternal and child health services. The office works closely with local communities to promote health education and awareness, ensuring that residents are well-informed about preventive measures and available health services. By focusing on community-based healthcare, PKDKB helps to bridge the gap between the healthcare system and the population it serves, fostering a more health-conscious and proactive community.

Moreover, PKDKB collaborates with various stakeholders, including non-governmental organizations, local authorities, and private healthcare providers, to enhance the overall healthcare infrastructure in Kota Bharu. This collaborative approach ensures that healthcare delivery is comprehensive and inclusive, addressing not only immediate health concerns but also the broader social determinants of health. Through these efforts, PKDKB contributes significantly to the overall goal of achieving universal health coverage and improving the quality of life for the residents of Kota Bharu.