



INDUSTRIAL TRAINING REPORT

1 March -15 August 2023

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Matric ID: 2020471244
Class: BA243 6A
Arranged for: PM Dr. Ramesh Krishnan



**PANTAI
HOSPITAL**
Ayer Keroh



Iffah Nasrin

2020471244

EXECUTIVE SUMMARY

Overview

The internship report provides an overview of the activities, experiences, and achievements during my internship at Pantai Hospital Ayer Keroh (PHAK). This executive summary aims to present a concise and comprehensive overview of the report, highlighting the key aspects and findings.

During the internship, I was involved in a range of tasks and responsibilities, including general, monthly and ad hoc tasks. My general task includes all administrative and related HR clerical tasks. For example, scanning, data entry, photocopy etc. For an intern, there are also several responsibilities being placed on me. To illustrate, I'm responsible to assist HR officer in setting up training room for orientation, make ID badge for new hires, collecting, sorting and stamping received overtime claims. In between these tasks, I'm also been given ad hoc task like preparing for birthday gifts celebration for all employees, assisting at a job fair, assisting for Appreciation Treat sponsored by the CEO, etc. There are a lot of other tasks that I have experienced while being an intern at this hospital or department specifically.

The internship experience facilitated personal and professional growth, providing valuable insights and learnings, including help to improve my communication skills. It was the most impactful skill that I acquired during my internship. I believe my communication skills are enough to help me get through my internship, instead I was wrong. I have learned a lot more on the need to be a more clear and stern speaker as HR is a department where strict and leniency is balanced here.

The internship provided a valuable learning opportunity, enabling me to come up with SWOT analysis for the company. Based on my observation, PHAK's strengths are the hospital is a renowned and reputable organization, has a big financial backup, a significant number of employees, and has an advanced facility. Their weaknesses are that they are having staffing challenges, limited connectivity among employees, and they are facing a shortage of bed. Despite that, they are also exposed to various opportunities like growth in telemedicine and digital health, community engagement and CSR initiatives, medical tourism, and health insurance schemes. PHAK is also not free from threats like talent acquisition and retention, intense competition with other hospitals in the region, and last but not least is the economical threats that the industry is facing which is an economy recovering nation.

In conclusion, Pantai Hospital Ayer Keroh (PHAK) has established a strong reputation in the healthcare industry due to its strategic location, commitment to quality care, and affiliation with a reputable healthcare organization. To improve further, PHAK can focus on leveraging social media, addressing staffing challenges and high turnover rates, and enhancing communication channels by consolidating departments. By implementing these strategies, PHAK can enhance its market presence, improve patient care and satisfaction, and become a leading healthcare provider in Melaka and beyond.





Acknowledgment

I would like to express my heartfelt gratitude to all those who have contributed to the successful completion of my internship and the subsequent preparation of this report. This opportunity has provided me with invaluable experiences and learning. I am immensely grateful to Pantai Hospital Ayer Keroh for offering me the opportunity to intern with them. I extend my deepest appreciation to Ms. Lai Hui Xin, Ms. Subashini and the entire team for their guidance, support, and mentorship throughout my internship. Their trust, patience, and willingness to share their expertise have been instrumental in shaping my professional growth.

I also would like to thank UiTM Kampus Bandaraya Melaka for providing me with the necessary knowledge and skills that laid the foundation for my internship. I am grateful to PHAK's Human Resource Department for their guidance and encouragement during the application process and for granting me the chance to pursue this internship.

I am indebted to my Ms. Sharoshini for her constant guidance and support during my internship. Her expertise, advice, and constructive feedback have been invaluable in enhancing my skills and knowledge in the Human Resource department. Her dedication and patience have been instrumental in shaping my professional development. I would like to extend my gratitude to my fellow colleagues, and team members at PHAK. Their support, camaraderie, and collaboration made my internship experience enjoyable and meaningful. I appreciate their willingness to share their knowledge in this field.

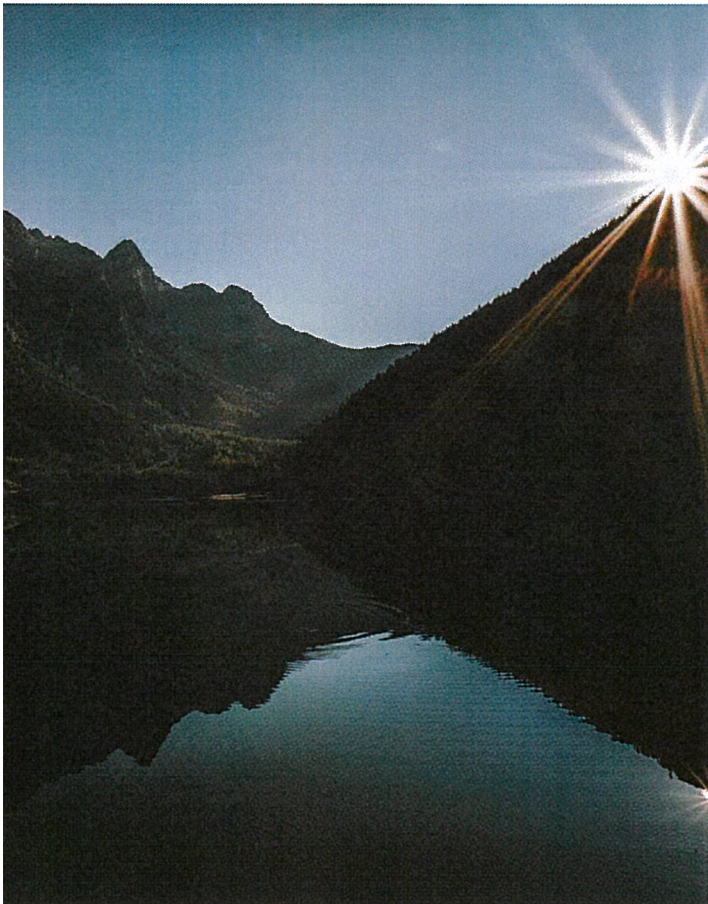
Finally, I want to express my appreciation to all the individuals and entities who have played a role, no matter how big or small, in making my internship experience enriching and rewarding. I am grateful for the knowledge, skills, and professional growth that this opportunity has provided me, and I am excited to apply these learnings to my future endeavors.

Thank you once again for the support, guidance, and encouragement extended to me throughout my internship.

Sincerely,
Iffah Nasrin.

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STUDENT'S PROFILE

Iffah Nasrin Binti Mohd Rizal



EDUCATION

Universiti Teknologi MARA Kampus Bandaraya Melaka **Malacca**
Degree in Bachelor Administration (Hons.) in Human Resource Management *2020-current*

- Currently holds CGPA 3.94
- Related Coursework: Recruitment and Selection, Training and Development, Compensation and Benefits, Performance Management, Industrial Relation.

Universiti Teknologi MARA Kampus Dengkil **Selangor**
Foundation in Law *2019-2020*

- Finished with CGPA 3.59 with basic legal knowledge.

SMK Tinggi Perempuan Melaka **Malacca**
Sijil Pelajaran Malaysia *2014-2018*

- Graduated with 9As and great extra-curricular activities.

WORK EXPERIENCE

Pantai Hospital **Ayer Keroh, Melaka**
Intern *March 2023- Current*

- Collected and passed documents to whom it may concern at the hospital on a daily basis.
- Managed and created employees' files with proper and required documents.
- Made and answered 5-10 calls weekly from various department or new hires or candidate.
- Screening resumes and log them into appropriate HR tracking spreadsheets once received.
- Assisted in recruiting through job fairs and screening of applicants.
- Maintained a high level of confidentiality.

MRS Synergy Prima Sdn. Bhd. **Bukit Piatu, Melaka**
Administrative Assistant (Part time) *August 2022- October 2022*

- Sent 10-20 emails daily demonstrating a mastery of written communication and attention to detail.
- Organized and managed sensitive data input in over 12 excel spreadsheets, retrieved and delivered information on weekly basis.
- Delivered exceptional customer service in a fast-paced environment by directing daily inquiries through phone and email leading to increased efficiency and unparalleled client experiences.
- Managed and delivered the implementation of an innovative new filing system that increased efficiency across teams.
- Prepared, proofread, edit and finalize incoming and outgoing documents and reports.

VOLUNTEERING EXPERIENCE

Charity Week 2022: Explorace **Kelab Sukarelawan Zakat (SUZA)**
External Relation Bureau/ Activity Bureau *29th October 2022*

- Collaborated and communicate with Islamic Reliefs Malaysia to raise funds for the kids in need all over the world.
- Plan and coordinated the explorace route by site-visiting the area.
- Prepared games and prizes without exceeding the limit of approved budget.
- Facilitate games and checkpoint during the events.

Hope Givers Project **Kelab Sukarelawan Zakat (SUZA)**
Project Assistant *29th January 2022*

- Assisted in documenting and reporting of project for approval by Pejabat Hal Ehwal Pelajar.
- Fundraised money from students, lecturers to people outside the institution.
- Gained and collected a sum of RM4071.00 in a month period.
- Organized an online event as a symbol of the transfer of the donations to 22 targeted students in need.