



KPJ JOHOR

SPECIALIST HOSPITAL

KPJ JOHOR



INDUSTRIAL TRAINING REPORT AT KPJ JOHOR SPECIALIST HOSPITAL

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TITLE : SWOT ANALYSIS KPJ JOHOR
SPECIALIST HOSPITAL



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EXECUTIVE SUMMARY

This report is about Swot Analysis for the company that i been intern for 6 months. Firstly i managed to get the department that aligned with the major that i studied which is Business Administrator(Human Resource. I internship at KPJ Johor Specialist Hospital which is a private hopsital. Through this 6 months i need to analysis their strength,weakness,opportunity and threats for the company. As through that, i can get to know more on how to make swot analysis and at the same time get to know more how the company work especially the environment.

For this report i gathered all the information from the internet and get the data from my HR manager in order to complete and have the evidence for my point. In this report it has company profile where it is a background of the company then continue with organizational culture where it has the organizational chart of the company then details about the services of the company then continue with the swot analysis and recommendation for each swot and conclusion.



ACKNOWLEDGEMENT

Firstly, I want to thank to Allah for giving us chance and opportunities to experience the intership and complete the report together. I want to express my gratitude to Madam Nurul Nadiah binti Mohd Nor and my supervisor Madam Aisyah Amirah Afiqah that guide and patience with me through my internship program. Not to forget, the other staff in HR department, puan Fadilah, puan Aqilah, puan Fara,puan Murni,miss Nurin,Afiq that guide me on recruitment,payroll,internal&external training,employee benefits and employee appraisal.

Moreover, I want to express my appreciation to UITM MELAKA as through this program i got to experience and exposure on how the reality of the works is happen. I want to thanks to my beloved lecturer Ms.Rozana Binti Othman by guiding the way during the journey to finished this assignment and also, she provided us with a sincere teaching during meeting and give a details explanation so that we as her student can understand the content of SWOT ANALYSIS

I also want to thank to our parents who always support and also sharing information together whether direct or indirect in the completion of this assignment and trust in our abilities and never give up until the goal is achieved.



STUDENT'S PROFILE



ZULAIKHA BINTI ZAINAL

CONTACT



SKILLS

Computer Skills:

- Ms Word (Advanced)
- Ms Powerpoint (Advanced)
- Ms Excel (Basic)

Language Proficiency:

- Malay (Native)
- English (Intermediate)
- Mandarin (Basic)

Soft Skills:

- Time management (Good)
- Teamwork skills (Good)
- Communication Skills (Good)

REFERENCES

Afzan Nor binti Talib
Advisor of Bachelor Business Administration
UiTM Kampus Bandaraya Melaka
No Tel: 013-3241000

Aisyah Amirah Afiah
Supervisor Internship
KPJ Johor Specialist Hospital
No Tel: 011-36776165

PROFILE

Analytical and team-oriented graduate with a Bachelor of Business Administration in Human Resources. I am ready to expand by experiencing new experience and ready to learn everything. I am committed to build career in human resources and achieve company goals.

WORK EXPERIENCE

Human Resource Internship

KPJ Johor Specialist Hospital

March 2023-August 2023

- Scheduling interview session for new candidates.
- Prepare performance indicator slide 2022 for selected department.
- Prepare new orientation slide for new staff.
- Prepare an offer letter and recommendation letter for new staff.
- Participate in recruitment and screening candidates.
- Make a memo and contact hotel for external training reservation

Rotiboy Crew

Rotiboy Senai Airport

August 2022-September 2022

- Managed to calculate stock in and out
- Managed a big number of customer during peak hours
- Become a cashier and handling the payments
- Baked,organized,labelling,packing the materials and bun

EDUCATION HISTORY

Bachelor Business Administration(Hons) Human Resource Management

Feb 2021-Aug 2023

UITM KAMPUS BANDARAYA MELAKA

- My current CGPA is 3.26
- Have certificate in level 1 e-usahawan course Go digital by MDEC
- Become a treasurer in Webinar issue project
- Become a floor manager for Hotel&Etiquette event at Primary School
- Become an activity Bureau for industrial Relations Webinar Event

Diploma in Business Management

July 2018 - Jan 2020

UITM SEGAMAT JOHOR

- End with good CGPA 3.58 and rewarded with dean list
- Participate in Silat Club and provide training to primary school students.
- Participate in Mandarin Club Activities: Hanzi



1.0 COMPANY'S PROFILE

1.1



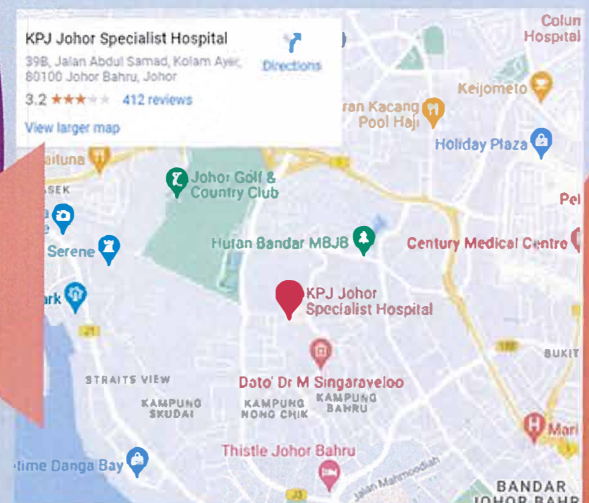
KPJ JOHOR

SPECIALIST HOSPITAL

COMPANY LOGO

1.2

- **KPJ JOHOR SPECIALIST HOSPITAL**
- **Subsidiary company of Johor Specialist Hospital Sdn. Bhd.**
- **Address : 39B, Jalan Abdul Samad, 80100 Johor Bahru, Johor, Malaysia**
- **Contact number : 07-2253 000**
- **Email: jsh@jsh.kpjhealth.com.my**
- **Website**
<https://www.kpjhealth.com.my/johor/>





COMPANY'S PROFILE

1.3 BACKGROUND

KPJ Healthcare Berhad or known it as KPJ / the group which is the Malaysia's Leading provider of private healthcare services. This is the first private specialist hospital in Johor which is in 1981 and the group has been at the forefront of the healthcare industry. In addition, KPJ consists more than 28 specialist hospitals that located throughout the nation. Other than that, KPJ has expand their branch to abroad which is 2 hospitals in indonesia, a sizeable share in a hospital in Bangkok and a hospital in Bangladesh

KPJ has a resilient business model, from 38 years of experience in the Malaysian Private Healthcare Industry. Johor Specialist Hospital sdn.bhd or known it as KPJ Johor Specialist Hospital (KPJ Johor) has establish to the public in May 1981. KPJ Johor where it is the first private hospital in Johor under KPJ Healthcare Berhad (KPJ) Group of hospital the largest network of private healthcare providers in Malaysia. KPJ Johor also have a 40 years of experience where excels in multiple self-developed and collaborative centre of excellences in Cancer Centre , Cardiac Centre and IVF & Fertility Centre which is Monash IVF KPJ JOHOR.

Through years, KPJ developed in number of quality activities and committee which comprises of medical professional and awards. One of the award that KPJ Johor achieved is Hospital Management Asia 2017 award where they got an excellent award. There is others award such as International Standard Quality Award in category quality beauty & healthcare company



1.4 OPERATION HOUR

WORKING HOURS:
MONDAY-FRIDAY:
8.30 AM - 5.00 PM
SATURDAY:
8.30AM-12.30PM

SHIFT DUTY:
IST SHIFT: 7.00 AM- 2.00PM
2ND SHIFT: 2.00PM-9.00PM
3RD SHIFT: 9.00PM-7.00AM

**HOSPITAL WAQAF AN-NUR &
KLINIK WAQAF AN-NUR:**
SUNDAY-THURSDAY:
8.30AM-5.00PM
FRIDAY:
8.30AM-12.30PM



1.5

CORPORATE CULTURE

VISION

THE PREFERRED HEALTHCARE PROVIDER

Our Fundamental purpose is the delivery of exceptional health treatment, care and diagnosis to all our patients. We are dedicated to being the preferred provider of care, with innovative use of technology, experienced doctors and well-trained staff who collaborate to offer the best diagnosis and treatment plans

MISSION

DELIVER QUALITY HEALTHCARE SERVICES

Our Mission is to improve the health of the people and the communities we serve. Led by skilled and caring medical staff, we are consistently focused on clinical excellence and innovative technology for superior patient outcomes

CORE VALUE

- **Safety**
- **Courtesy**
- **Integrity**
- **Professionalism**
- **Continuous Improvement**

1.6 ORGANIZATIONAL CHART

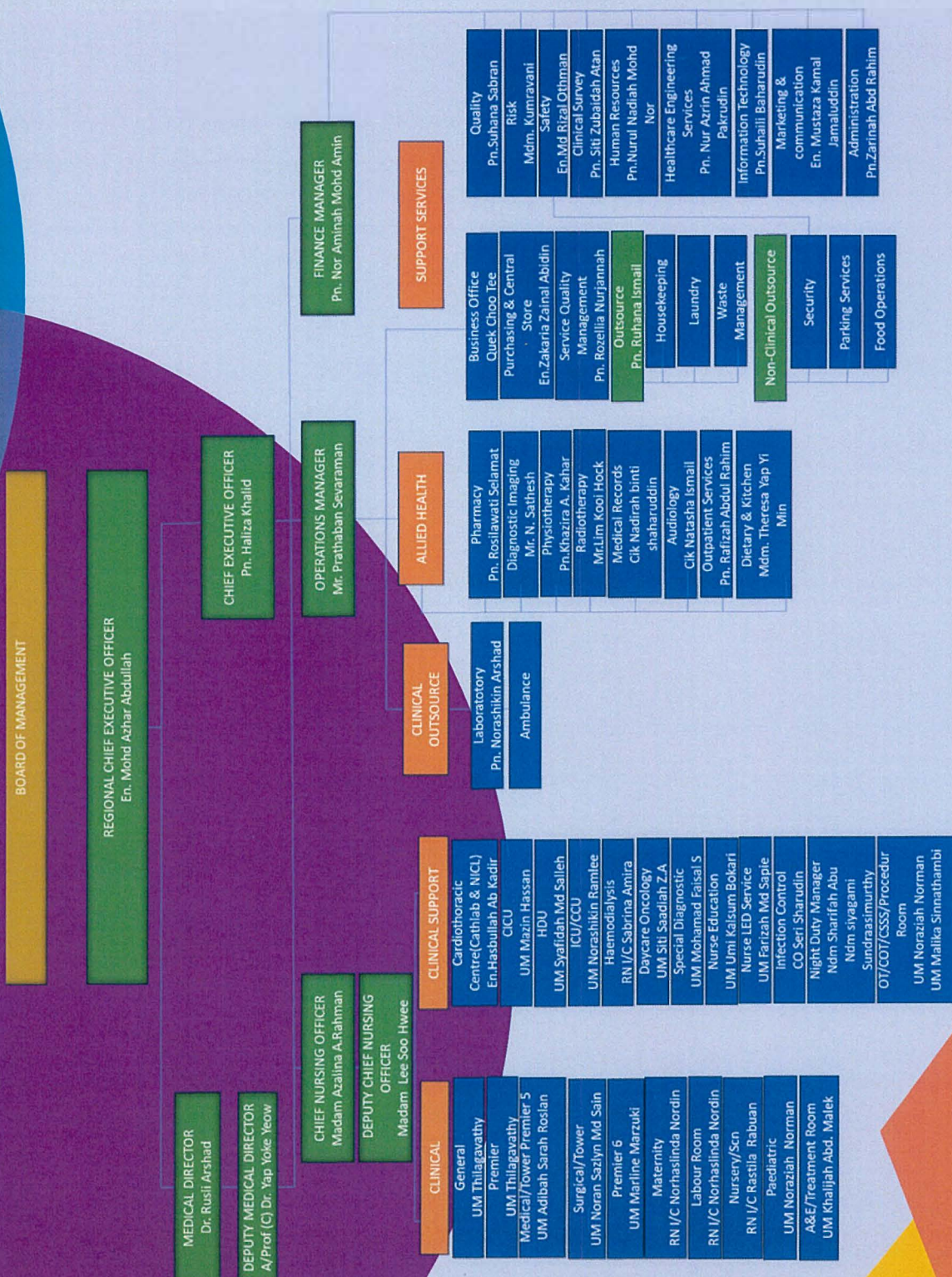


UNIVERSITI
TEKNOLOGI
MARA

Fakulti
Pengurusan
dan Perniagaan



KPJ JOHOR
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1.7 SERVICES PROVIDED:

Cardiothoracic centre



Cardiothoracic services is one of the specialities at KPJ Johor as it is consist of Cardiology and Cardiothoracic Centre. Cardiothoracic is a services for people that need a treatment for their lung and heart conditions. Type of services for Cardiothoracic is Tricuspid Annulo-plasty, Atrial Septal Defect Closure, Ventricular Septal Defect Closure, Lung Biopsy, Thoracotomy, Lobectomy and Pneumonectomy.

Mammography

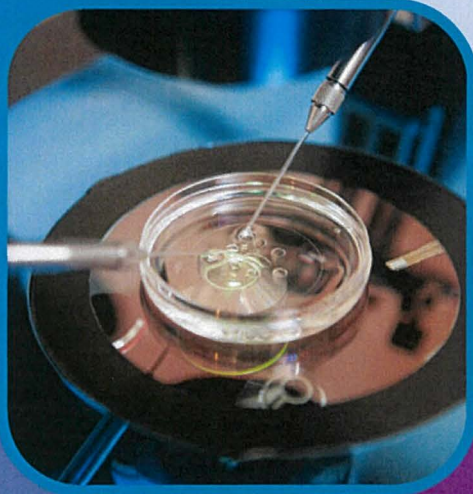
Mammography is an x-ray to examine the breast for the detection of cancer and other breast diseases. At KPJ Johor, they are using a Hologic Selenia 3D full field digital system and Tomosynthesis (DBT) for all mammographic examination. This method significantly reduces the need for repeat examination and all of the radiation discomfort, and inconvenience that comes with them.





SERVICES PROVIDED:

Fertility Centre



At KPJ Johor it was recognised for its successful in fertility as they partnership with Monash IVF group Ltd. In 2021, 56% of patients were receiving treatment at our IVF clinic and a success rate recorded up to 66.7% per blastocyst FET can be achieved due to the assistance of the committed staff and technology. Some of the facilities provided are In Vitro Fertilization (IVF), Surgical Sperm Retrieval and Embryo freezing & replacement of frozen embryos.

Audiology Services

KPJ Johor provide 3 type of audiology services which is Newborn Hearing Screening, Vestibular Assessment and Speech Therapy. For Newborn Hearing Screening they provided the services for the baby as 1 day old in order to make sure there is no disruption in child's communication development. For Vestibular Assessment is to ensure the proper management of any detected conditions and Speech Therapy is to help patient with the speech and language to speak more clearly.





SERVICES PROVIDED:

Radiotherapy and Oncology Services



Radiotherapy and Oncology Services is a comprehensive cancer treatment centre. Radiotherapy is a radiation to destroy the cancer cells. For example, chemotherapy. At KPJ Johor they are using 3-Dimensional conformal radiotherapy (3-D CRT) that give precise radiation to the treatment region while limiting radiation to healthy, normal tissues around it. The consultant oncologist, a medical professional who specializes in treating cancer, will go over all of the treatment and suggest best option for specific patient

Laboratory Services

The laboratory services perform testing services for diagnostic and therapeutic evaluations. Lablink offers medical laboratory services with a mission to be "The preferred laboratory service provider in Malaysia". The laboratory services consist of several divisions biochemistry and immunology, haematology, microbiology, Fluids and analysis, Molecular and blood bank.





1.8 TRAINING REFLECTION:

My journey began on 1st March 2023 until 15 August 2023 where i was doing my internship at KPJ Johor Specialist Hospital. I got my internship at Human Resource Department which with the 6 days a week for operations days which is from Monday to Saturday. On Monday to Friday the working hours is from 8.30 am until 5.00pm meanwhile on Saturday will start on 8.30am-12.30pm During my journey my supervisor Madam Aisyah. help me a lot as she guide me on how to calculate the medical outpatient bill,.Other than that,HR Manager Madam Nadiyah also teach me a lot of things such as on how to make a offer letter, recommendation, and confirmation letter. Other than that, She also teach me on how to data into SPAR template and email it to the Unit Manager. For me this help to gain knowledge on how they evaluate the employee.

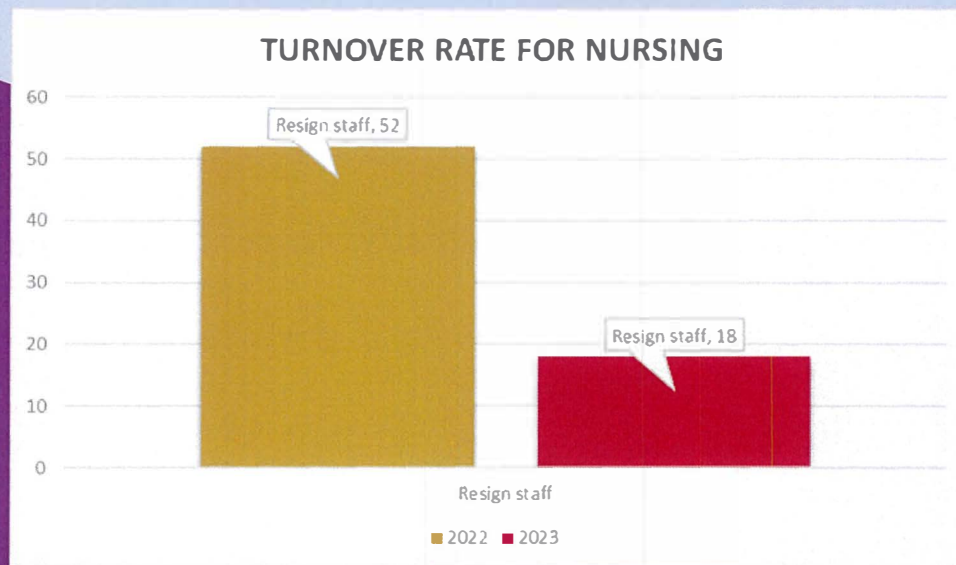
Then she also teach me on how to know the process to recruit new employee from the interview until they being accepted . For interview i need to find the candidate and arrange the interview. Next Madam Aqilah also teach me on how to make a hotel reservation for training by calling them and make a memo . Then Miss Nurin Teach me on how the documentation such as insert the attendance into e-tas system.Madam Murni and Madam Farah teach me a lot for monthly payroll where they instruct me how to calculate pay during workdays public holidays and rest days and included the calculations for overtime and other incentives.Next madam Fadilah, teach me what benefits that employees get when they are working there and help her to arrange the souvenirs by KPJ to their employees for example, t-shrt, uniform, annual leave,lanyard,punch card.

Last but not least, during my internship i get the experience where there is an audit at the hospitals. Through that, i learned on how to make a slide report for performance indicator help them to collect data for an audit. Overall, this internship help me a lot on how HR is work and how they deal with the employees when there is problem. This will be my best journey during internship.



1.9 Problem Identification:

High Turnover Rate Among Nurses

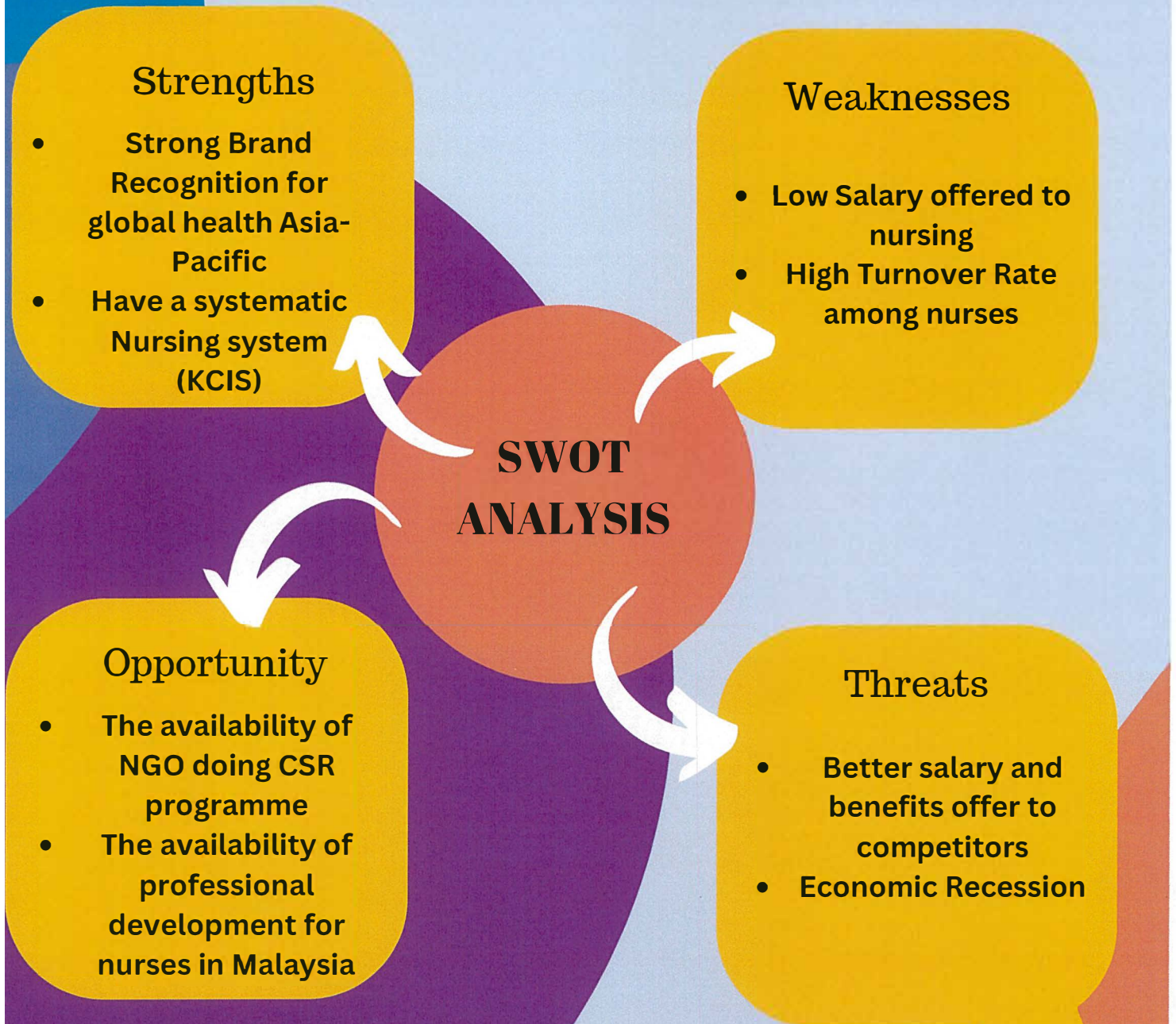


Based on the graph, the turnover rate for nursing at KPJ Johor shows the total number of resign staff on 2022 is 52 people meanwhile for first quarter of 2023 which is from Jan-May is 18 people. The reason nursing staff resign from that position is because they got an offer from other company and more attractive with a big salary. During my internship at KPJ Johor, the nursing department became one of the most resign staff and the reason was the same among them. Some of them just got the offer and wanted to change their workplace just after one to two months of work. This is a serious matter as nursing is the most important staff to help and assist the patient at the hospital.

Today, the competitor is the one that always does their best to take advantage of the opportunity to achieve their goals. Some of the examples are to take other staff by offering the best offer and salary so that they will be more attracted to the offer. Most of the nursing staff who resign are young. At a young age, they will be more attracted to the big amount of money over the experience that they should get. The data shows that the hospital offered a low salary to the nursing staff and the new gen z thinks it was not worth it.



2.0 Swot Analysis For KPJ Johor:





Discussion

Strength

3.1 Strong Brand Recognition for Global health Asia-Pacific

Strong Brand Recognition for global health Asia-pacific. As we know the name of KPJ was familiar among people with their private healthcare providers. In 2023, KPJ Healthcare received a good achievement at Global Health Asia-Pacific Healthcare and Hospital Awards that highlights top businesses in the area that excel in their respective fields and constantly uphold high standards when it comes to providing their clients with high-quality care and services. Other than that, the brand image of itself was important as they feel like they are contributing to something worthwhile, employees who believe their brand is respectable and regarded are more likely to be content with their work. Therefore, They are unlikely to have thought they ought to explore alternative career options.

Furthermore, KPJ also become people favourite places for treatment as they provide a good services as example, the facilities that they provide to their patients and customer were comfortable and good. The brand of itself can give people a positive word of marketing as they will share the feedback of the service provided with people and increase the number of customers to loyal to the hospitals.



Discussion

Strength

3.2 Have a systematic nursing system (KCIS)

KPJ Clinical Information System or known as (KCIS) is a system that can help to cater to the clinical activity needs of the hospitals to facilitate seamless communication among clinical professionals. The function of KCIS is to keep patient clinical information, e-pharmacy, and e-ordering. This will help the nurse to order and record the patient information and medication in the system without looking into their file. This system is more flexible and makes searching easier when needed. Besides that, another function of KCIS is nurses can get access to patient information examinations. For example, laboratory and diagnostic imaging services (X-ray).

Furthermore, Clinical information system can help to secure patient information and at the same time helps to improve patient care by providing a centralized system for storing and accessing patient medical records. This allows healthcare providers to more easily share information and coordinate care. In addition, a KCIS can help to automate tasks such as scheduling appointments and ordering laboratory tests (Islam et al., 2018)



Recommendation Strength

3.1 Strong Brand Recognition for Global health Asia-Pacific

3.1.1 Participate in healthcare competition

My recommendation for KPJ Johor is to participate more in healthcare awards as before this the hospitals received many awards that can be recognized. Winning or being nominated for healthcare awards can acknowledge and strengthen the hospital's credibility and reputation. Furthermore, the hospital can make a differentiation showcase its innovative practices as it can make it more unique from the competitor. According to Ackovska et al., 2020;) brands can give a unique meaning to patients, and such meaning and personal experience with the brand create an emotional connection between patients and the brand. Healthcare is an intimate experience and emotions play an integral role in decision-making related to choosing a healthcare institution. Some example award that can participate is Global-healthcare Asia-Pacific and Hospital Asia Management.

3.2 Have a systematic nursing system (KCIS)

3.2.1 Invest more in smart technologies in nursing system

My recommendation is to invest more smart technologies in the nursing system can enhance patient safety and help minimize medical errors. For concerned nurses, if there is a potential medication error, barcode scanning devices, for instance, can ensure precise drug administration. Other than that, According to Kutscher, 2018), 64% of nurses in a Linkedin survey identified technology and computer are the key to advancing their careers and at the same time can reduce the nurse's burden. An example is EHRs, this system secures patient information as medical records cannot be taken or used outside the hospital.



Discussion

Weaknesses

3.3 Low salary offered to nursing staff

Low salary for nursing workers is a major challenge in many healthcare systems around the world. Nursing is a difficult career that calls for a high level of talent, commitment, and responsibility. Unfortunately, the pay for nurses frequently does not correspond to the significance and worth of their profession. In Malaysia, freshly graduated nurses are paid RM1,500 a month, lower than graduates in many other professions. However, the average salaries provided by KPJ Johor Specialist Hospital are RM2500 compared to another hospital's RM2800.

The research revealed a strong correlation between nursing as a calling and the unfavorable working conditions and low pay experienced by nurses. This relationship included the nurse's patient, colleagues, organization, and society. Based on the research comparison between other healthcare workers, nurses had a lower calling. Although calling still exists, it can cause conflict in contemporary nursing. The calling of nursing needs to be viewed more favorably by organizations and society to improve nurses' working conditions and salaries (Kallio et al. 2022).



Discussion

Weaknesses

3.4 High Turnover rate among nurses

Based on the data collected from Human Resources, There is an existing turnover for nursing staff which is 52 staff recorded since last year. About 17.5% of new nurses were likely to leave their jobs after gaining a year of experience and the number of employee turnover with an ideal average turnover in the last five years is 13.7% and the largest percentage (59.7%) who commit turnover are nursing personnel (Muharni et al.,2022).This turnover has forced the nurse in the organization to handle more patients which in turn will impact the quality of patient care by the nurse. This will be caused the employee to have burnout, anxiety, and depression which caused reduce employee performance (Kassim et al., 2021).Since one shift is eight hours long, double shifts are 16 hours long. The ratio of nurses in Malaysia is 1:16 meanwhile in Singapore is 1:6 (PC Gan, 2022)



Recommendation

Weaknesses

3.3 Low salary offered to nursing staff

3.3.1 Offer better salaries for nurses

My recommendation for the low salary offered to nursing staff is to make adjust their salaries. Salary is a strong motivator for many Malaysian employees. According to Randstad, 91% of Malaysians would change their workplace if they are offered a high monthly salary. In terms of that, to compare the compensation of its employees to market prices for similar positions, organizations may undertake periodic salary surveys. If the survey indicates that the organization's salaries are not competitive, they may make market-based adjustments to bring their pay in line with industry norms to recruit and keep talent.

3.4 High Turnover rate among nurses

3.4.1 Implement a work-life balance among nursing staff

My recommendation is work-life balance. As we know that, nursing staff often work in a long-hours and not flexible schedules. By implement new practices it can help to improve the job satisfaction as well as reduce the risk of burnout among them. Other than that, work-life balance is associated with affective commitment and used the social exchange theory to explain the effect of work life balance measures on organizations (Fukuzaki et al., 2021). They found that when employees perceive that the organization shows concern and interest in their work and family roles, the employees begin to feel thankful to reciprocate to the organization.



Discussion Opportunity

3.5 The availability of NGO doing CSR programme

NGO is a non-governmental organization that a group of voluntary individuals help other people and the vast majority are nonprofit organizations. The reason why collaborating with NGOs can become an opportunity is because it can attract people to become a nurse. Voluntary work is mostly related to helping people, especially by giving food and medicine to them. Other than that, a segment of volunteers from the global nursing workforce join short-term medical teams that perform elective curative surgical treatments. These teams often choose patients who, following surgery, have their harmful illnesses resolved. Some example collaborating with Mercy Malaysia for medical and health related.

According to The United Nations Officer, they predicted 168 million people globally that require humanitarian aid. Through the number of people that need help it can be a comprehensive investigation of volunteer nurses' contributions to humanitarian work is valuable to ensure they adequately prepare for and are supported when in these roles (Dawson et al., 2021).



Discussion Opportunity

3.6 The availability of professional development for nurses in Malaysia

The healthcare industry is important and needs more professional people to assist patients. The availability of professional development for nurses can require nurses to keep their nursing skills and knowledge updated to meet the continually shifting social demand. To successfully provide comprehensive care for their patients, nurses must use the best evidence at their disposal. Other than that, professional development being able to do the current job to the best of your ability and considerably advancing your career (Thomas, 2021). Moreover, On-the-job professional development activities allow nurses to increase their knowledge and skills without needing to leave the work environment (Albargawi et al., 2022). The effects of simulation-based practice education on learning satisfaction, immersion, and self-efficacy were the results of this study verified the improvement of immersion, learning satisfaction, and self-efficacy of nursing students after the simulation-based practice education (Hwang, 2023).

It was revealed that nurses valued unstructured learning opportunities like supervision, team meetings and briefings, mentoring, and observing. Regardless of the form of continuing professional development delivery, in the end, the practitioner's professional capacity is extended beyond pre-registration training, qualification, and induction, potentially improving the practitioner's practice (Mlambo et al., 2021). An example university that offered continuous professional development in nursing is University Sains Malaysia(USM) where they delivered their lecture through online.



Recommendation Opportunity

3.5 The availability of NGO doing CSR programme

3.5.1 Provide educational and training support

My recommendation is provide an educational and training support programme. For educational programs, the healthcare institution can provide a health talk during humanitarian missions such as hand hygiene class and breastfeeding classes meanwhile for training support According to Mohanna Rajabi 2021,the current study identifies considerable obstacles to government and NGO collaboration in the delivery of healthcare services. Understanding these difficulties is crucial for encouraging these partnerships since it enables the participating firms to fully utilize one another's capabilities, creating a win-win situation.

3.6 The availability of professional development for nurses in Malaysia

3.6.1 Support Continuing education to nurses

My recommendation is by offering financial aid, flexible work hours, or study leave, encourage nurses to pursue further education or advanced certifications. In order to provide academic courses or distance learning choices that are in line with nursing career growth, form collaborations with nearby schools and institutions. According to a concept that was prevalent in some of the studies included in this review, nurses' advancement of nursing's professional status is facilitated by the knowledge and skills they acquire through continuing professional development (Mlambo, 2021). On the other hand, participants felt more motivated to learn if they could easily access CPD programs, if they felt supported and if there were a variety of CPD activities on offer. Here, bedside and informal learning was emphasized as important. Opportunities for career advancement are consistent with nurses' perceptions of fulfilling employment (Moore et al., 2019) .



Discussion

Threats

3.7 Better salary and benefits offer competitors

The benefit and salary is an important things when it comes to work as an employee will be very concerned about it. Moreover, the competitors always step ahead of the company. Some examples of competitors are Gleneagles, Singapore Hospital, and Regency Hospital. Moreover, the employees will decrease motivation as the salary and benefits are lesser than in other hospitals. This can give a negative impact on the hospital and can be a lack of commitment to the company's goals. On the other hand, the other hospitals offer much higher than KPJ Johor. For example, Gleneagles offering RM2.8K for nurses. According to Randstad Employer Brand Research in Malaysia, 74% of employers want ideal employers in terms of salary and benefits.

Employers in Malaysia seem to be offering millennial workers far less than what they believe they should receive. According to studies, one in three millennials in Malaysia accepts pay and benefits that are below their expectations. It is because the cost of living was high and many commitments that they need to pay. According to statistic department of Malaysia the average has increase 3.5% in 2021 which is from RM2,933 to RM3,037.



Discussion

Threats

3.8

Economic recession

Economic recession is an anxiety produced by the possible exposure to adverse economic events and by the anticipation of the difficulty to recover from them. The factor that affects economic insecurity is unemployment, which is high. Additionally, it can be concluded that the trend for the future unemployment rate in Malaysia for male and female populations in the next ten years will be gradually constant throughout the year starting from 2020 to 2030 (Husin et al., 2023). Moreover, the high cost of living is one of the factors for economic insecurity in Malaysia as low wages and high cost of living cannot afford them to sustainable economy.

Furthermore, the informal economy, characterized by activities that are not regulated or protected by labor laws, can contribute to economic insecurity. People engaged in informal work may lack access to social protection, benefits, and stable income streams can lead to economic insecurity and affect the unemployment.



Recommendation Threats

3.7 Better salary and benefits offer competitors

3.7.1 Conduct an analysis on salary and benefits packages

My recommendation is the company make an analysis on the salary that nurses should get when work at the company. For example, health insurance Providing comprehensive health insurance coverage, including medical, dental, and vision benefits, is a common component of benefits packages. Companies may cover the cost partially or fully, extending coverage to dependents as well and Paid vacation days, holidays, and sick leave are crucial for work-life balance and employee well-being. The number of paid time off days offered may vary based on seniority and years of service.

3.8 Economic recession

3.8.1 Provide a n employee retention program

My recommendation is the development and implementation of retention strategies by healthcare institution where manager, supervisors, and policymakers are necessary to increase the retention of healthcare professionals in their working organizations. Examples of such strategies include bringing together healthcare professionals who are living apart from their families, using an evidence-based performance evaluation system, and fostering a sense of ownership among the workforce (Worku et al., 2019). Other than that, by having employee retention programme it can empower individuals with the necessary tools to secure stable employment and adapt to changing job market demands. Some example for employee retention programme is recognize employees contributions as it is the way for the institution to appreciate their employees.



4.0 Conclusion

In conclusion, the internship program provides a lot of things and benefit such as experience on how the work environment going through and the process of how human resource work in real life instead of theory. This journey, it helps me a lot to get to know the process, especially recruitment. Moreover, things that learn during an internship can be applied to future jobs as we get the experience to do it. Throughout my internship, I had the chance to participate in lots of Human Resource processes, such as hiring, onboarding, and employee engagement programs. I gained knowledge about the value of clear communication and the part human resources play in building a productive workplace. I am really appreciative of the opportunity to work with a friendly group of people who gave me the opportunity to put my theoretical understanding into practice. My grasp of human resource practices in healthcare companies has grown as a result of this experience, which has also strengthened my passion for working in this fast-paced area.



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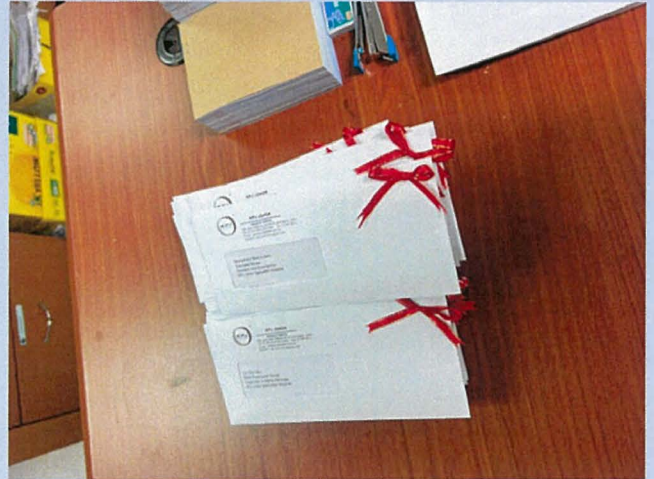
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Appendices



Aerobic program



Folding letter for staff promotion



Bubur lambuk program during
ramadhan



Hari raya program at KPJ Johor



Appendices



Distribute scented candles to patients for father's day



Open new files for new staff