



UNIVERSITI
TEKNOLOGI
MARA

UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA

PANTAI
HOSPITAL
Ayer Keroh



MGT666

INDUSTRIAL TRAINING REPORT

PANTAI HOSPITAL AYER KEROH, MELAKA

PREPARED BY



SHAHIRA NADIA BINTI ABDUL HALIM

BACHELOR OF BUSINESS ADMINISTRATION (HONS) FINANCE

MATRIC NUMBER : 202119607



DURATION

8TH MARCH 2023 – 23RD AUGUST 2023



ADVISOR/PREPARED FOR

MADAM MAIZATUL SAADIAH BINTI MOHAMAD



SUBMISSION DATE

10TH JULY 2023

PANTAI HOSPITAL AYER KEROH (PHAK)

TABLE OF CONTENT

01	Acknowledgement	3
02	Executive Summary	4
03	Student's Profile <ul style="list-style-type: none">• Update Resume	5
04	Company's Profile <ul style="list-style-type: none">• Pantai Hospital• Pantai Hospital Ayer Keroh• Vision, Mission & Core Value• Organizational Chart• Product & Services Offered	6 7 8 9-11 12-15
05	Training Reflection <ul style="list-style-type: none">• Duration, Specific Date, Working Date & Time• Department, Roles, Responsibilities, Assignment & Task• Gains - Intrinsic & Extrinsic	16 16-18 19
06	SWOT Analysis	20
07	Discussion & Recommendation <ul style="list-style-type: none">• Strength• Weakness• Opportunity• Threat	20-23 24-26 27-28 29-30

ACKNOWLEDGEMENT



All praises be to Allah, the Most Gracious and Merciful. I am very grateful to The Almighty God that I am able complete my report successfully. All praise and thanks are due to Allah for all the pleasure He has bestowed upon us, as well as for giving us the power and endurance to complete our work within the allocated time frame.

The success and the outcome of this Industrial Training Report required a lot of guidance and assistance from many people and I extremely fortunate to have all thing along the completion of this assignment. I must admit that having advice and help from those around me was a key factor in this assignment's accomplishment, and I will never forget to express my gratitude to them. I would like to extend my most tremendous gratitude towards my internship advisor, Madam Maizatul Saadiah for her continued support and encouragement in finishing this practical training.

I am grateful to have a supportive and inspiring supervisor, Miss Lim Mei Yong, who has always given me the chance to broadcast my ideas and opinions. The completion of this report would not have been possible without the help of my fellow colleagues, who were always ready to assist me in every way possible. I am glad that my internship's working environment with other colleagues always makes me feel like a part of the team.

Next, I would want to thank everyone in my family, friends, and classmates for their encouragement and assistance in getting this report finished. I am incredibly appreciative of having such kind, compassionate, and supportive individuals in my life who have helped me in every way, both physically and mentally.

1.0 EXECUTIVE SUMMARY

Students enrolling in MGT666 at UiTM for the sixth semester are required to undergo a six-month industrial training programme with an approved employer. Pantai Hospital Ayer Keroh was the first stop on my amazing 24-week industrial training in Malaysia. I choose to work here because it is a reputable organisation, it's conveniently located near my home, and I relish the opportunity to test my skills in a new setting. As a student majoring in Finance, I was placed in the Finance Department, where I could put what I had learnt in the classroom into practise alongside professionals in the area.

This report was written in part to fulfil an internship requirement and to showcase my work, contributions, and development as an intern. In addition, this report compiles all the important work I did over my internship's 24 weeks. In addition, I was tasked with analyzing the company's SWOT (strengths, weaknesses, opportunities, and threats) and coming up with a plan to counteract any negative influences. This report is the result of my application of numerous business and management skills I've learnt during the course of my academic career, with extensive usage of reputable sources for support.

3.0 COMPANY PROFILE

3.1 PANTAI HOSPITAL



Pantai Holdings Berhad (Pantai Group), a wholly owned subsidiary of IHH Healthcare Berhad (IHH), is the owner of Pantai Hospital Ayer Keroh (PHAK). When it comes to medical care in Asia, Parkway Pantai is unrivalled. Their 31 facilities can be found all across the continent, from Singapore to Malaysia to India to China to Brunei and even the United Arab Emirates. IHH, meanwhile, operates 82 hospitals in 10 countries and is the largest healthcare organization in the world based on market value. The organization is traded on the Bursa Malaysia Main Market where it has a listing.

The Pantai Hospitals in Malaysia, including Pantai Hospital Ayer Keroh (PHAK), are all managed by the same company: Pantai Holdings Berhad (Pantai Group). The Pantai Group was the leading healthcare provider in Malaysia. It managed a network that of 15 hospitals in total, including 11 Pantai hospitals, 4 Gleneagles hospitals, and the Prince Court Medical Centre