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TEKNOLOGI  
MARA

Cawangan Perlis  
Kampus Arau

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# INTERNSHIP REPORT

PUSAT PENGAJIAN SAINS PERUBATAN  
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PUSAT PENGAJIAN SAINS PERUBATAN

## **EXECUTIVE SUMMARY**

The compulsory subject for every student pursuing a Bachelor's in Business Administration (Hons.) with a focus on Human Resource Management is the Industrial Report. I was fortunate to undertake my industrial training at the School of Medical Sciences (PPSP), Universiti Sains Malaysia (USM), spanning from September 3, 2023, to February 8, 2024. Initially placed in the Human Resources Department as a Human Resources Trainee for a month, I was later transferred to the Quality Management Unit, serving as an administrative trainee for the remaining duration. This alignment with my Bachelor of Administration (Hons.) in Human Resources Management allowed me to gain diverse experiences.

This report aims to present an overview of my internship, providing insights and recommendations for organizational enhancements to ensure long-term success in the industry. The report follows a structured format, covering sections such as student profile, company background, training reflections, PESTEL analysis, SWOT analysis, SWOT matrix, and conclusion. Over the six-month internship, I had the opportunity to share my experiences and observations.

In summary, my internship experience was fulfilling, thanks to the collective support of everyone involved. It enabled me to apply the theoretical knowledge gained during my studies and successfully complete my degree within the stipulated timeframe.

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## **2.0 COMPANY PROFILE**

### **2.1 Company Background**

Founded in 1969 as the nation's second university, Universiti Sains Malaysia (USM), previously known as Universiti Pulau Pinang, encompasses a diverse range of subjects. These include Natural Sciences, Applied Sciences, Medical and Health Sciences, Pharmaceutical Sciences, Building Science and Technology, Social Sciences, Humanities, and Education. USM offers courses at both undergraduate and graduate levels, with approximately 30,000 students having the opportunity to enroll (USM, 2024).

Situated at the Penang campus, USM operates through 17 Academic Schools. Notably, six schools are positioned at the Nibong Tebal Engineering Campus, located around 50 kilometers away from the main campus., approximately 300 kilometers away from the main campus. The three schools include School of Medical Sciences, School of Dental Sciences, and School of Health Sciences (USM, 2024).

USM has maintained a distinctive approach to education, utilizing a school system rather than the more conventional Faculty system. This choice is aimed at safeguarding students from exposure to unrelated fields of study offered by other Schools. Moreover, the university encourages student involvement in extracurricular activities by providing a myriad of clubs and societies to choose from, fostering a motivational environment for active participation. (USM, 2024).

Furthermore, USM takes pride in its 17 specialized research centers, spanning diverse fields such as Islamic development and management studies, science and technology, molecular medicine, medicine and dentistry, policy research, and international studies. Operating under USAINS Holdings Sdn Bhd, the university's business division, it extends testing, consulting, and advisory services to the business community.

As a Research-Intensive University, a designation conferred by the Ministry of Higher Education Malaysia (MOHE) in 2007, USM offers abundant educational and research opportunities to its students and employees. Additionally, in 2008, USM achieved a historic milestone as the first university in the nation chosen by the Malaysian government to participate in the Accelerated plan for Excellence (APEX). This initiative serves as a fast-track plan aimed at assisting tertiary institutions in achieving world-class status. (USM, 2024).