

UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)



PRACTICAL TRAINING REPORT (ADS 667)
UNIVERSITI SAINS MALAYSIA (USM)

NURFATHIN AMIRA BINTI GHAZALI
2013289768

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THE DECLARATION

Declaration

I am here to declare that I have attended my Practical Training at Universiti Sains Malaysia, Kubang Kerian, Kelantan, for 2 month, starts from 20th January 2016 until 16th March 2016. Hence, I have been allocated at General Facilities and Administration unit, under Cik Wan Zalawati Mohd Noor, the senior assistant director.

I managed to complete my practical report due to the guidance and advices from my supervisor as well. If I have been found that I have a committee discipline or unethical acts, the action can be taken accordance with UiTM's rules and academic regulations.

Thank You.

NurFathin Amira Binti Ghazali

Bachelor of Administrative Science (Honours)

Faculty of Administrative Science & Policy Studies

Universiti Teknologi MARA, Kota Samarahan, Sarawak.

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NurFathin Amira Binti Ghazali

Bachelor of Administrative Science (Honours)

Faculty of Administrative Science & Policy Studies

Universiti Teknologi MARA, Kota Samarahan, Sarawak.

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 Chapter Review

This chapter includes the introduction of industrial training and the introduction of the organization. It will start with the Section 1.2, the introduction, objectives and scope of the industrial training. Then, the Section 1.3, a brief history of health campus, Universiti Sains Malaysia continues with the Section 1.4, the vision and mission of health campus, Universiti Sains Malaysia. While, in the Section 1.5, it will cover on the client's charter of Universiti Sains Malaysia. In the Section 1.6, it will cover on the quality and corporate policy of Hospital Universiti Sains Malaysia. Besides, Section 1.7 is an addition of official logos of Universiti Sains Malaysia and the concept of 5S. Section 1.8 is the attachment of the organizational chart. The Section 1.9 will summarize the entire section of the Chapter 1.

1.2 Introduction, Objectives and Scope of The Industrial Training

1.2.1 Introduction of the Industrial Training

Industrial training refers to the priority of professional development to the graduation by getting work experience in any organization during the program of study. Besides, industrial training is one of the compulsory codes that require completion of at least 2 months of approved industrial training prior to graduation. Industrial training also is one of the main

components and compulsory code for student's Bachelor of Administrative Science, Universiti Teknologi MARA (UiTM) in completing the study. The host supervisor at the workplace will assess and evaluate the outcomes of the course code either technical or non-technical during the whole session of the training and expose the student with the real work task related to the codes of study. I have been chosen to complete my industrial training at Universiti Sains Malaysia, Kubang Kerian, Kelantan for 8 weeks started from 20 January 2016 until 16 March 2016. Besides, I have been allocated at the general facilities and administration unit under supervision of Cik Wan Zalawati Mohd, the senior assistant director. The industrial training is the method for student to apply the theoretical study into the work environment and it is one of the collaboration between the industries and universities in producing the productive student.

1.2.2 Objectives of Industrial Training

The major objective of Industrial Training is to prepare students for future employment. Industrial Training enhances the student's skill by allowing them to practice what they have learned in academic materials and it is a manner to develop key professional outcomes. Besides, the industrial training also gives employers an opportunity to access the future employees and gives the student an opportunity to evaluate the future employers. There are several objectives of industrial training:

- Develop a working experience in a professional field of organization.
- Develop understanding between the theoretical study and the practical learning.
- Interact with the other professional and non-professional groups.
- Develop technical, interpersonal and communication skill.

1.2.3 Scope of the Industrial Training

The scope of Industrial Training includes:

- Services:
 - Services task related to the process of documentation, retirement, disciplinary action, promotion and the legal procedures relating to the employment matters.
- Administration:
 - The task related to the flow of process and file management.
- Financial:
 - Financial task is the process of financing includes recording the financial data, budgeting, auditing and preparing the financial reports.
- Counter Services:
 - The task related to the ethics of counter services and counter administration.

- Data processing:
 - Data processing is related to the software application and information technology of the administration unit.
- Outdoor Task:
 - Outdoor task is the task outside the workplace and need to visit the project or any operational site.

1.3 A Brief History of Health Campus, University Science Malaysia (USM)

The Health Campus of Universiti Sains Malaysia (USM), an establishment of higher learning in medical science, became known as the Hospital Universiti Sains Malaysia (HUSM) in 1983. The Health Campus of USM well recognized as HUSM by local community based on its record on outstanding in providing and delivering community service to the peoples. Currently, HUSM was located at Kubang Kerian on 72.84 hectares of paddy land that had been previously owned by poor farmers. Based on the fact, HUSM is observed as one of the best education hospitals in Kelantan and the East Coast parallel with the vision to improve the service, especially on establishment of new specialist clinics for better treatment to the peoples.

Specifically, the Health Campus of USM was named as The School of Medical Sciences in early development on June 1979. The school was fully operational at Kubang Kerian, Kelantan by June 1990 on 220 acres of land includes the Health Campus or Schools of Medicine and the USM Teaching

Hospitals. At first, the pre-clinical years were carried out on the Penang Campus, while the clinical years were conducted at the Health Campus in Kelantan. The Health Campus administered and operated in terms of academic, service and research activities of the school. Lately, there are two new schools have been established at the Health Campus which are The School of Dental Sciences and Allied Health Sciences. Health Campus, USM also fully operational on research of molecular medicine.

In addition, the main campus of USM was established in 1969 after an agreement made on resolution approved by the Penang State Legislative Council in 1962. Previously, it was located in Minden, Penan. The placed was identified in the area of Sungai Ara, and has been inaugurated by our formerly prime minister, Tunku Abdul Rahman Putra Al-Haj on the August 1967. After two months, USM growth rapidly with the increasing number of students. However, some of them were placed at the Malaysian Teacher's Training College at Bukit Gelugor due to the needs of large campus in a more conducive environment for better educations.

Nowadays, USM is grown with the establishment of the main campus in Penang and with the other two branches which are Health Campus at Kelantan, and the Engineering Campus in Seberang Perai. So, now, the total student population has been estimated that there are more than 35,000 of undergraduates and postgraduates of USM with the built of 24 Schools, 5 Institutes and 14 Centers of Excellence.



Figure 1.1: Main Entrance of Universiti Sains Malaysia (USM)

Figure 1.1 shows the main entrance of Universiti Sains Malaysia at the main campus in Penang.



Figure 1.2: Buildings view of Hospital Universiti Sains Malaysia (HUSM)

Figure 1.2 shows the hospital buildings of Universiti Sains Malaysia at Kubang Kerian, Kelantan.



Figure 1.3 Location's Universiti Sains Malaysia, Kubang Kerian, Kelantan

Figure 1.3 shows the location of Universiti Sains Malaysia at Kubang Kerian with the view of hospital's building and campus.

1.4 Vision and Mission of Health Campus, Universiti Sains Malaysia (USM)

1.4.1 Vision of Health Campus, Universiti Sains Malaysia (USM)

The Health Campus, USM strives to be the Centre of Academic Excellence, providing medical education and training of the highest standard and be a leader in research and innovation in the field of medical sciences and technology.

1.4.2 Mission of Health Campus, Universiti Sains Malaysia (USM)

- Conducive environment
 - To further create conducive environment for achieving academic, service and research excellence.
- Training and development
 - To consolidate and improve training and development of quality human resource, especially in the field of medical sciences.
- Nation's requirement
 - To meet the requirements of the nation.
- Exemplary Service
 - To provide exemplary services in medical care.
- Technology transfer
 - To acquire and provide technology transfer.
- Reference's Centre
 - To be the Reference Centre for services and consultancy, health and manpower training.
- Internationalization
 - To promote internationalization of academic, research and service activities relating to medical sciences.

1.5 Client's Charter of Universiti Sains Malaysia (USM)

They are committed to achieving the mission and vision of USM through:

- Empowering students with the values and characteristics that are accepted in local & global markets
- Empowering students to enhance future leadership talents to build a human capital that is holistic and sensitive to social issues and global changes in the process of nation building
- Empowering researchers to improve the research & innovation that are recognized and make an impact on society and the survival of a sustainable world
- Strengthening academic excellence through continuous professional development and keeping abreast with technology
- Educating and strengthening efforts to realize the sustainability agenda of the University
- Strengthening University collaborations in various local & global strategic networks
- Strengthening the governance of the University through the improvement of quality & continuous professional development

1.6 Quality and Corporate Policy of Hospital Universiti Sains Malaysia

1.6.1 Quality Policy of Hospital Universiti Sains Malaysia (HUSM)

Hospital Universiti Sains Malaysia (HUSM) is learning and reference hospital with excellent quality service and the latest technology. They are committed to give the best to each patient by adopting the values of quality in the performance of charter hospital. They also determined to give priority to the welfare of the customer to achieve its goals mandated by the government. Furthermore, they are committed to provide adequate facilities to produce skilled and efficient graduates.

1.6.2 Corporate Policy of Hospital Universiti Sains Malaysia (HUSM)

As an outstanding corporate organization, Hospital Universiti Sains Malaysia provides patient care services operated based on:

- Efficient administration and management
- Product quality services
- Interested in teaching and research activities
- Optimal monetization
- Construction of values of human resources
- Maintenance of social responsibility to the community

1.7 Official Logo of Universiti Sains Malaysia (USM) and the 5S Concept

1.7.1 Official Logo of Universiti Sains Malaysia (USM)

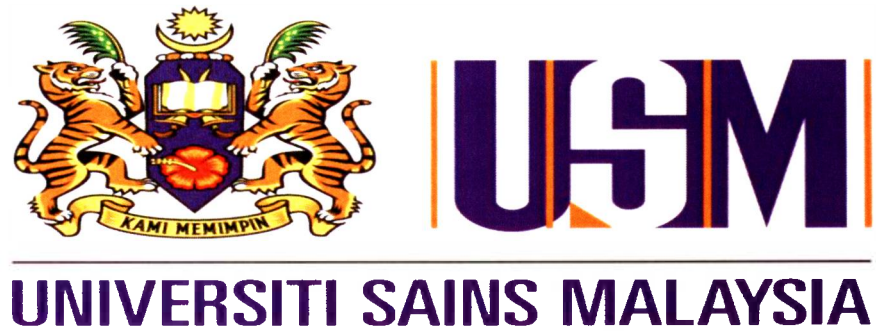


Figure 1.4: Official Logo of Universiti Sains Malaysia (USM)

Figure 1.4 shows the official logo of Universiti Sains Malaysia (USM).

1.7.2 The Practice of 5S



Figure 1.5: Practice of 5S Concept

Figure 1.5 shows the concept of 5S means "Sisih,Susun,Sapu,Seragam,Sentiasa Amal" at the Health Campus, Universiti Sains Malaysia.

1.8.2 The Organizational Chart of Hospital Universiti Sains Malaysia

Carta Organisasi HUSM



Figure 1.7: Organizational Chart of Hospital Universiti Sains Malaysia

Source: General Facilities and Administration Unit, 2016

Figure 1.7 shows the organizational chart of Hospital Universiti Sains Malaysia, Kubang Kerian, Kelantan.

1.9 Chapter Summary

In overall, I had explained more on the organization includes the background, vision, mission, service and quality policy, and the client charter of the organization. Besides, I slightly explained the industrial training with the objectives and the scope of the training. The industrial training is important in providing work experience and enhancing the skills of students that might be useful in the future. Moreover, student getting an opportunity to evaluate the future employees and being expose to the real experience of the work which is different with the concept learned in classroom. Besides, the collaboration between the industry and university also assist the employers to identify the capability of the future employees.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Chapter Review

Chapter 2 is the report and sum-ups of the daily training extracted from the log book. In this chapter, it will include the description of jobs and task executed throughout training. Chapter 2 begins with section 2.2, the introduction and continues with Section 2.3, summary of the training for each week. Section 2.4 is the overall summary for Chapter 2.

2.2 Introduction

During 2 months ago, I went through my practical training at Health Campus, Universiti Sains Malaysia (USM) or well-known as HUSM at Kubang Kerian in Kelantan from the 20th of January until 16th of March 2016. I had been allocated at General Facilities and Administration Unit under Cik Wan Zalawati Mohd Noor, the senior assistant director. Throughout my two months of internship at HUSM, I was being exposed with a lot of several different daily tasks and being transferred to different subunit for every week. Regularly, my daily tasks are included of updating file, updating data in system, managing stock in and out at laundry service, updating stocks at stationaries store, arranging file according to the type of the files, handling photocopy machine, compiling report of capital assets, updating the data of capital assets for audit, commissioning task, site-visit, dealing with peoples such as the contractors and engineers from

any companies and following the rotation schedule or tasks given by my host supervisor and other senior staff as well. At the end of the internship, I am getting more experiences, especially in terms of administering, management and communication. However, the most important skill that needs to practice is communication and without communication, work cannot be done and people are not able to success.

2.3 Summary Schedule of Practical Training (Internship)

2.3.1 First Week Summary of Internship

(20th January 2016 – 28th January 2016)

Firstly, I begin my first day with reporting duty at the Registry Department for submitting the form with personal details and getting a student card for identification during internship. Then, I directly went to General Facilities and Administration unit at level 2 of the Administrative Building for reporting duty again with my host supervisor, Cik Wan Zalawati Mohd Noor, the senior assistant director, as well as I supposed to attach under her. She briefly explains to me regarding the organizational structure, rules and regulation, department, subunit, punctuality, and attitude at work. During my 1st week of report duties, I have been attached at the laundry, the subunit of General Facilities and Administration unit under Encik Khaizalaluddin Mamat.

At the laundry's office, I introduced myself to him and later he slightly explained about the responsibilities and the duties of the peoples at the workplace and how the laundry works. He also mentioned that staffs need to work on Saturday until Thursday and the laundry's unit will be closed only on Friday due to the limited workers and unlimited demand of the linen stocks that need to be supplied. However, the laundry's office opens during the office hours and days, means on Sunday to Friday for Kelantan State. He also hopes me to give any suggestion during the internship to improvising the service become more effective and efficient. Then, after a meeting session with Encik Khaizalaluddin, I am trying to fit with the work environment by looking around the building of laundry and meeting with the other coworkers at the ground floor.

Laundry operations are divided into four sections which are sewn, washing, drying, and last but not least, the folding and supply unit. Each section completed with the machineries. From the first day of internship at laundry, I already have learned how to fold the patient's clothes with the help of laundry's staffs especially, Puan Zarina and Puan Rabiatul. Besides that, I also helped the staffs supplying linen stocks at counter for every morning started at 9.00 a.m. to 11.00 a.m. o'clock. So, here I summarize the nature of works at the laundry starting with drop counter and finishing with supplying linen stocks on the counter. At every morning, the attendant as representative from every department or unit will drop unwashed stock at the counter, so that the laundry's staff later will

calculate the amount of stock given to them instantly. The attendant also immediately will pick up the clean stocks at the counter based on the amount of stock they have given. There are several types of stocks includes blue and green shirts with different sizes, pants, bed sheets, pillow case and so on.

Besides that, I have assigned by Encik Khaizalaluddin to re-check the amount of stocks includes the current stocks and the backup stocks. By knowing, I am learning in administrative science, he also asked me to update the files and to analyze the best methods of updating data of linen stocks on the system. The most problems arise at the laundry's unit was not enough stock to be supplied and if this happened, it is called as 'debt'. The stock will be given on the next day and the debt issue will be a problem in the critical ward which needs more linen stock to be used by the patients such ward Seven Utara and Eight Selatan. So, due to the delaying on providing stock, the staff needs to provide double stocks on the next day.

Thus, by knowing the process of in and out of the stocks, I am getting more knowledgeable to re-calculate again the current stock of linen as follow the instructions from Encik Khaizalaluddin. The daily stock in the database system must be equal to the current stock and the backup stocks must be added up in the current stocks to make the total of linen stock balance. Actually, the process of the flow in and out of linen stocks related to the accounting subject which is break-even analysis. It means

the revenue must be equal to or more than expenditure and it same goes with the balance stocks must be equal or more than supply stocks. After finishing re-calculating the linen stocks at store and re-check the data again with Encik Khaizalaluddin, we recognize that the data of stocks that have been recorded not matched with the balance stock and it is due to the technical errors. Besides that, the problem also related to the staff habit of delaying key in the data and forgets the actual amount of the stocks.

By looking the issues at laundry, it is related to the inner customers itself, means, the co-workers. Without the workers, the laundry will not run well and the client will not serve. So, I suggest that the management to provide training to the staff to improve their performance and become more motivated. If they are self-motivated, they are able to work effective and efficient and able to cooperate as well as a team work. Besides that, the data on the stocks also must be improved and upgrade into the online system. So, the data will be not slack and easily to be updated with the automatically calculate balance system.

2.3.2 Second Week Summary of Internship

(31st January 2016 - 4th February 2016)

I returned back to the general facilities and administration unit as well as follow the rotation schedule given by host supervisor. After

reporting at the office, I joined the Islamic lecture given by the staff duty on every morning. The topic lecture given was chosen by the staff based on their interest. I continued with my next task at the stationary store later. At the stationary store, I have learned how to process the stock's voucher. Vouchers have been applied by the applicants such staff nurse for getting more stationaries supply. Usually, the most applications of stocks are ball-pen, printer toner, papers, and permanent marker.

So, now I pretty understand of the IMS online system process, where the systems which provide the application form for stationaries by using the electronic networking. At first, the staff, especially nurse must apply the form through the IMS online system and getting approval from the senior staff. The application form will be proceeding to the next process after being approved by Chief Admin Assistant, Encik Mohd Sabri Mohammad. Lastly, the stocks will be supply at the counter. Supplied stock is based on the balanced stocks in the store. Meantime, exchange stocks have been practicing for the saving techniques. For example, to get a new ball-pen, the attendant, the representative from wards or other departments, must bring the old ball-pen as a changer stock. The austerity measure is only applied to the frequent stocks such as pens, correction fluid, and marker and printer toner.

Besides that, all the stocks in and out must be recorded on the compartment card as well as calculate the balance at the end of the month. The balance stock on the card must be balanced with the stock on

the IMS online system. So, I am duty of checking the balance stocks on the card with the stocks on the IMS online system. If there are mistakes in the balance stock, I must re-calculate again and make corrections on the card. Frequently, the balance not sum due to the fault of the in charge person forget to record on the card after supplying the stocks. Furthermore, I also have been assigned to analyze the previous frequent flow of the basic stationary for every unit or departments from January 2015 until January 2016 by Cik Wan Zalawati and Encik Mohd. Sabri.

The analyzing process involves the observation, collection data and understands the process. Firstly, before start analysis the stocks, I observed the previous record of the applied and supplied stocks. Then, I collect and record the data of the basic stationaries. After finishing with the collection of data, I convert it into the table by using the Microsoft Excel and compare it between different dates and units. Finally, it can be seen whether the units frequently applied for the same stationary or not. As a consequence, the frequent application for stationary released from the store was the critical ward such 7 Utara and the most frequently basic stocks release from the depot was a black ball pen.

Besides that, I get my opportunity to join the disposal location. Disposal means the sale of shares, property or assets of the company. Before dispose the assets, the in-charged person, Tuan Haji Ahmad Ibrahim, needs to visit the location of the assets first, and see the condition of the assets whether it's still can be used or going to dispose.

Frequently, the original prices of assets aggregate more than hundred thousand, but once it's broken, it's just been left at the store and become useless. At the disposal store, I have seen that the most frequent stuffs being disposed were the chairs. However, the other types of disposing material were includes medical equipment's, machine, tables, and lockers and so on. So, my task was checking the serial number of the disposed materials while checking whether the stuffs already patched by the sticker of "belonging to HUSM" or not. The serial number of the stuffs must be same with the registered number on the letter released by the Registry Department. Then, if the numbers are same, the stuff will be released out to the companies through bidding or tenders.

Fortunately, on this month, there were new equipment and machineries arrived into new wards. On this occasion, I get the permission from Cik Wan Zalawati to joined commissioning with Encik Mohd. Nur Hafidz and Puan Norza. The items located at Ward Trauma, 2 Delima, and ICU. Based on the explanation given, the commissioning involved the process of purchasing items amounted over hundred thousand ringgit under VOT 35000. I have been assigned by Encik Mohd. Nur Hafidz as representative of General Facilities and Administration Department on checking the item supplied based on requirement of the contract agreement between HUSM and the company. The other three parties involved were the Bio-Medic department, users, and the engineers from the company itself. During the commissioning, I was checking the serial

numbers on the items and recheck again the numbers of the items supplied by the company. If the provided items do not complete or not follow the criteria, the in-charged person will refuse to accept or approved the items.

2.3.3 Third Week Summary of Internship

(7th February 2016 – 11th February 2016)

On this week, the office only opens for three days due to the Chinese New Year on 8th April and 9th April 2016. So, due to the multitasking task given on last week, I am continuing with calculated the balances stocks at stationaries store. The flow of in and out of the stock can be detected on the IMS online system. The closing and opening balance stock relate to the accounting. I practically was applying the accounting method on finishing my task. If there any slacks on the amount, the correction must be done, especially on the compartment card.

My task is more related to the store management. I also involved in counter services at the stationaries store where it only opened in two days per week. At two o'clock until four o'clock in the afternoon, on Tuesday and Wednesday, the attendant, the representative from departments, can collect the approved stationaries stocks on the counter. At morning, I helped the staffs prepared the stocks based on the approved form released by the in-charged person. In the afternoon, started at two o'clock,

I busy with supplying the stocks to the attendant. After getting the stock, the attendant must sign the application form and stated the staff identification as verification of receiving the stocks.

So, with the opportunity to serve at the counter service, I am applying the term of Organization Behavior code where the counter service is the first look that figured the whole organization. By knowing the term, I beware in providing services to the clients. The most important thing to take care is the communication. The staff must provide the enough information to the clients and serve them wisely.

Besides that, I am not being left to join together the commissioning at Operation Theater (OT). At this time, there were seven units of machine to be checked with an addition to the compartment of the small accessories. All the materials make me busy for the whole day.

2.3.4 Fourth Week of Internship

(14th February 2016 – 18th February 2016)

For this week, I have been assigned to serve under Encik Mohd. Nur Hafidz for updating the files and managing the assets include filing the ISO. I have been located in the file's room for making me easier searching and updating the files. As explained by Encik Mohd. Nur Hafidz, all the filing system is related to the ISO and each file must be registered at the Registry Department. Every department must use the serial numbers that

have been released out by the Registry Department and the staff must follow the format once opening the new files.

Otherwise, I also have been directed by Encik Mohd. Nur Hafidz prepared the report of the capital assets of HUSM. I need to prepare the form of the inspection report of capital assets. So, I did my job by following the format given and key in the data on the asset includes the brands, ISO number and item specification based on the place. This work must be done alertly, if not, the data slightly to be redundant. All the data key in and insert into the Microsoft Word format and must follow the format given.

Besides that, I also have an opportunity to join a discussion meeting with the board of directors on the quality and performance for each unit at PPSM meeting room. All the related issues on the performance had been discussed and the final words also had been achieved. Frequently, there are more comments on the behavior of the doctors. So, the members of the board agreed that to provide more training and counseling session to the doctors.

Unfortunately, on this week, there is no staff to in charge at the stationary store due to the emergency leave taken by Puan Tarmawati. While updating the files, I have been asked to replace the in-charge staff during her absence. So, I processed the application for stationary stocks

through the IMS online system in the morning and supplying the stocks on Tuesdays and Wednesday in the afternoon.

2.3.5 Fifth Week of Internship

(21st February 2016 – 25th February 2016)

As I have mentioned last week, I had been located under Encik Mohd. Nur Hafitz. So, I am continuing my task by doing the report of the inspection of the capital asset. All the data must be checked from time to time to make sure all the data accurate. The report is purposed to make the internal audit later become easier and faster. At first, I have done with the data of capital assets for year 2013 and year 2014. After classified and categorized the assets based on the location and the serial number of the items, I edited the table that mismatch with the format and then followed with numbering the data.

For this week, I also have two sessions of commissioning at Dental Clinic in Trauma's Building, and the Labor Room, at 1 Berlian. As usual, I was checking the supplied items and re-calculate again the amounts of the items. Then after checking whether the items followed the specification by referring the list released by the office, I re-write and recorded again the series number of the items. At last of the session, the engineers from the company tested the machine, whether its function or not and match with the user's requirement.

Besides that, my host supervisor, Cik Wan Zalawati, asked me to do an analysis on the performance of the staff at laundry. She wants me to record the time taken by the staff to complete ironing the staff and patient cloths. The staff totally takes 5 minutes to finish ironing the four cloths of patients. Then, as proof, I had been recorded the video of the process of ironing and take photos of machineries at the laundry. At the moment, I also take an opportunity on updating the files related to the laundry services such as Yearly Report, Laundry Customer Services and so on.

Furthermore, Puan Raaba'yah, the senior clerk, was asking me to help her with typing the list of new positions and mostly those in the list of advancement getting a new position as director. For this week, I also have learned how to open new files. I already helped the staff opened new files for new JILID of VOT 27000 from the month of January until December due to the overload documents of JILID 1.

2.3.6 Sixth Week of Internship

(28th February 2016 – 3rd March 2016)

On this week, I am totally focused on updating the data of the capital assets. All the data of capital assets for the year 2013, year 2014, and the year 2015 has been inserted into the form of the inspection report. Before print out the form, I make sure all the data are accurate. The printed form was totally around 500 pages. Then, I set up new files for this

report and named the files as KEW. PA10: 2013-2014 and KEW. PA10: 2015. All documents have been arranged based on numbers and locations. I have numbered at the right of the top of the form to make sure the reports are not misplaced. It's also to make the inspector more easy to audit by referring to the numbers on the top right of the form.

Besides that, I also busy with updating the framework of staff and the list of files that hold by staff. Every staff at the General Facilities and Administration Unit responsible for the certain files such as the File of Linen Stock 2015 and they are responsible for the certain task as such responsible for the Human Resources management. The entire task must be updated into the flow chart of responsibilities. My task related to the internal audit means checking whether the file holds by the responsible staff still exist or not. If the files don't exist, the staff must give reasons and the files need to be replaced by new one or closed the files.

Moreover, I helped Encik Mohd. Sabri Mohamad clearance his room before he retired on 10TH March 2016. I helped him shredding the important documents, especially confidential file, personal staff profile and so on. He told that the documents need to be shredded to make sure the data more secured. Meanwhile, I have been searching on the data of history, vision, and mission of the department for a report.

2.3.7 Seventh Week of Internship

(6th March 2016 – 10th March 2016)

On the last second week, I visited the Forensic Unit, the Corpse House, together with other internship students and the host supervisor, Cik Wan Zalawati. At there, the duty officer explained the whole proses of getting the corpse (bodies) and the documentation process before burial. There are two cases of death either it is natural or criminal cases. If natural case, the bodies will proceed easily and go through with the burial process. However, if the cases related to the murder, accident or so on, the bodies will be going the post-mortem and will be referred to the General Hospital Raja Perempuan Zainab, Kota Bharu.

Based on the explanation given, there were more than a hundred cases of death yearly. The criminal cases involved investigation by police, forensic expertise, and doctors. The most tragic case faces by the forensic officer were the burning corpse. After the session with the duty officer of Forensic Department, we get the opportunity to go in the morgue, the place where the bodies have been kept and bathed, and seen all the materials used during post-mortem.

Besides that, I also do the filing task. I am updating the old files and opened new files starting from the files in the early month of January until the end of the Year 2015. The files were HUSM / UPKA / KEW09 / JAN-DIS 2015 with JILID I AND II. Furthermore, I helped Encik Mohd Sabri

updated the fifty three files on the locker and typing new list based on new numbering include laminate the list. Puan Saodah, the clerk, asking me to help her typing the list name and the order form as the replacement letter for the PO. Again, I had been directed to do analysis at laundry. At this time, I need to record the time taken by staff for ironing the bed sheets within thirty minutes without the knowledge by the staffs.

Last but not least, I managed to do the preparation for the retirement ceremony. For example, make the invitation card and invite the guest to attend the ceremony and confirm again the invitation with Puan Khana and Puan Raa'bayah. The ceremony is to appreciate Encik Mohd Sabri and Haji Ahmad Ibrahim for being loyal with HUSM. So, as an emcee, I prepared the speech. The ceremony runs smoothly on the next day.

2.3.8 Last Week of Internship

(13th March 2016 – 16th March 2016)

On the last week, I was totally learnt about procurement. Procurement is the action of obtaining or procuring something. It is under treasury management. At first, I basically learned about the categories of procurement such the direct purchase, negotiations and so on. There are the responsible party handles the acquisition and the purchasing process. In the process of purchasing the items, the management actually inviting

the bidders or contractors to supply the items based on the budget and specification needed. However, the organization will choose the contractors that provide good quality of product. Based on the guide book, all the items supplied by a contractor, must be registered with the Registry Department.

On the last day, I submitted the practical log book to my host supervisor. I left the General Facilities and Administration department by saying thank you to all staffs for their commitment and cooperation on giving a lesson and support during my practical training. In overall, the moments at this department were unforgettable.

2.4 Chapter Summary

In Chapter 2, I had been summarized the entire daily training by weekly summary. The entire task executed had been highlighted in this chapter. However, all the tasks given were related to the lecture and course code. I am getting a lot of experience during the training, especially in terms of communication and administration. By getting support from the staff, I managed to finish the work effectively and efficiently.

CHAPTER 3

ANALYSIS OF TRAINING

3.1 Chapter Review

Chapter 3 will focus on the analysis of the practical training. First, the introduction of the chapter is under Section 3.2. The task analysis is under 3.3 and continue with the section 3.4, the concept of total quality management and customer-oriented. Then, 3.5 cover the code of ethics and conducts. Section 3.6 considerably explained on the wide networking approaches and emergence of electronics. Section 3.7 focuses on the importance of communication's networking that significantly related to the work environment. Section 3.8 assuming the management and accounting process that much related to the task given. Section 3.9 will summarize the entire section in Chapter 3.

3.2 Introduction

Chapter 3 will describes the analysis of the practical training which is specifically focused on some section of the task as covered in the Practical Training Handbook. Hence, in this chapter also should reflect the definition of the concept, demonstration of practical training and theoretical aspects as how the student relates all the concepts learned in the classroom at the work place. Furthermore, I am going to transform the knowledge that I was joined at workplace and reinforce my understanding of the concepts learned in the classroom. Based on my practical training experiences, there are a lot of

similarity with the theories that I have learnt in subject Organizational Behavior, Ethics, Accounting and Project Management.

3.3 Task Analysis

Throughout my practical training at HUSM, I have done so many types of tasks such as recording data, updating files and reports, filing in various forms, file management, counter service, attend meeting, go to the site, performing clerical tasks and so on. As for this chapter, I will highlight on the area that I have been assigned frequently, which is related to the theoretical that I have learnt in the class. I found that the counter services are most relevant study to be analyzed during my practical training due to the objective of General Facilities and Administration Department which is providing service to the customer. The staffs need to conduct the service appropriately and practically follow the ethics code, especially in terms of performance, behavior and so on to meet the customer requirements. In terms of Organizational Behavior concept, the service at the counter figured out the whole aspect of the organizations. Nevertheless, to reach the customer satisfaction, many approaches should be considered especially in catering services, the officer should be ethical and using the right terms of communication and so on.

3.4 Concept of Total Quality Management and Customer-Oriented

Total Quality Management (TQM) was a kind of institution, organization or department extensiveness, using customer-oriented approach to improve its product and service quality. The US Department of Defense, 1980, defined the Total Quality Management, is a kind of rational thinking and a group of guidelines, as the basis of continuously improving the quality of the organization, which utilizes numeric method and human resource to improve the quality of product and service obtained, and all operation processes in organizations, so as to meet current and future requirements of customers. Besides, Huang, 1999, saying that the total quality management is the concept of organization strategy with the objective and customer demand, that insist the changes of the culture, with the objective on reaching the quality requirement for the actual target. Therefore, the organization must practice on view of people. Means, the administration service defined people's demands based on view of people, not defined service of people's needs from the viewpoints of administrative institution or public service staff.

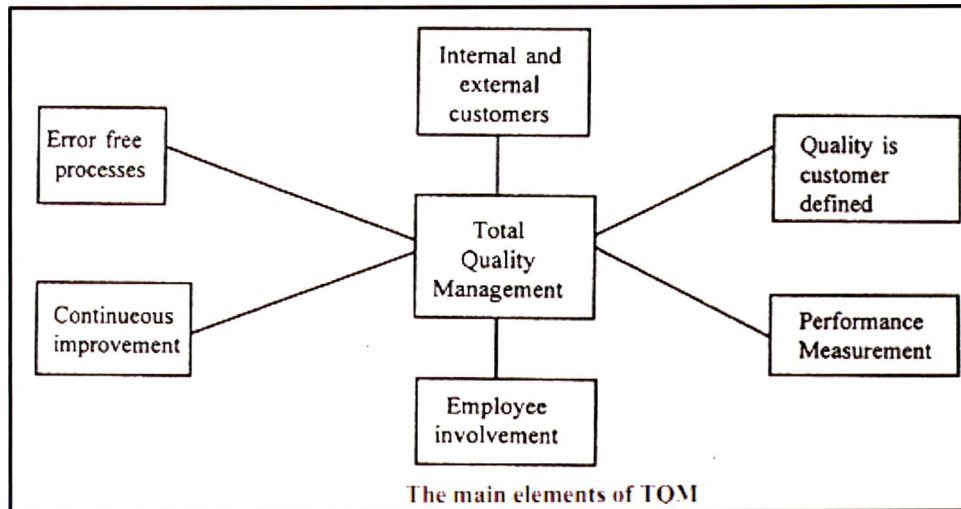


Figure 3.1: The elements of Total Quality Management

Figure 3.1 shows the six elements of Total Quality Management which are the internal and external customer, customer defined, error free process, improvement, involvement and measurement.

3.4.1 ADS 410 - Introduction to Public Sector Quality Management

Total Quality Management (TQM) is one of the important parts of the public sector. I have learnt the Total Quality Management in code, ADS 410. Theoretically, the total quality management is one of the approaches to establish zero defects in any part of an organization, and which uses teams, worker empowerment and creative problem solving to accomplish this aggressive goal. Basically, the organization improved the quality based on the customer oriented. In a business, the customer is always right and if they are looking for customer satisfaction, the

organization needs to fulfill the needs and demand of the customer. So, it is important to the public sector to maintain and improve its quality in term of providing the service. Mostly, TQM programs are found in the manufacturing sector, but today, there are many different types of organizations applying the TQM includes in the process of marketing, production, finance and customer support.

3.4.2 The Quality of the HUSM Service Performance

In HUSM or USM Health campus, the organization obviously published its performance on the website or USM portal without making it silently to the customers. It is purposely to make them more transparent to customer and gain more loyal. All the performance, duties, services standard of HUSM being published in the Client Service Charter. So, with the appreciation of the service and gaining more loyalty, the departments encourage to improve the quality. Besides that, I had joined the meeting with the Board of Director held at PPSP Meeting Room, and in this meeting was joined by every representative of departments to come out with any suggestion or discussing on problems that remain unsolved. At this meeting, the quality department shows the performance percentage by each department and most of them achieved ninety percent of customer satisfaction. Frequently, the troublesome cause from the doctor's attitude and certain maintenance problems such lift. Hence, to cope with these issues related to, the management came out with few

strategies such providing the counseling, grooming, and allocated some fund with the ongoing progress.

3.4.3 Counter Service versus the Quality of Service

Quality is a kind of characteristic enable the consumer ready to buy the items and satisfied with the product. Otherwise, quality is just not means on the product, but quietly related to the services. The services must be efficient and productive. In terms of counter service at the laundry and stationary store, the staffs are not totally qualified in terms of good service due to lack of supply items and effectiveness in providing service. Frequently, there was "debt" of linen to provide to the client and it makes the client unsatisfied with the services. Overall, it may affect the satisfaction of the clients. However, based on theoretical, there are seven keys to construct customer-oriented services in terms of providing good quality service.

3.4.4 Seven Keys of Service

- Closeness
 - Listen to the voice of all customers
- Clarity
 - Clearly describe the organizational vision and strategy

- Courage
 - Be courageous to make difficult decisions and execute
- Creativity
 - Break through current situation with creation
- Competencies
 - Have unique, differentiated and continuously developed competencies
- Commitment
 - Keep organization commitment with firm mind
- Consistency
 - Be consistent in words and action

3.5 Code of Ethics and Code of Conduct

In order to become the fully developed nation by its Vision 2020, Malaysia needs to improve its social, cultural, intellectual, and spiritual realism besides developed widely on technological and economic. Ethics is not just focusing on the individual performances, but how the organization managed its resources either with the integrity or involves the corruptions.

3.5.1 ADS 452 - Ethics in Administration

In the code of ethics, the officer must conduct the responsibility with the ethical value and make sure that all the programs and activities run

smoothly without any suspension. Usually, the companies use the phrases of “code of ethics” or “code of conduct” in providing its services; yet, both phrases are interchangeable and might be useful to make some distinction. The code of ethics starts by setting out the ethical values of the organization and the code of ethics will describe the company’s duty to its stakeholders and to the other clients. However, the code must be published and addressed, to those interests with the core business of the organization and the way it does the business. Besides, the code of conduct also reacts as a limitation or restriction for those who are responsible to play its role. Indirectly, it will encourage the officer to conduct its responsibility in good manner includes integrity, honesty, and anti-corruption.

3.5.2 The Code of Conduct versus Ethical Conduct of HUSM

There are several types of ethics. One of the types is normative ethics. It means that the person is restricted to certain norms or rules of the organization. Practically, I have learnt about how to conduct the work with the ethics during my internship at HUSM. The code of conduct is properly connected with the commissioning event where the staffs need to practice the code of ethics on checking the new arrival stocks or material at any departments. If there are any uncertainties, especially in terms of amounts, it will show the unethical practices by the officer. Hence, it will

break the image of the organization in terms of allowing the corruption to happen in the organization.

3.6 Wide Networking Approaches and Emergence of Electronics

Now, we are looking for electronic devices which competent with wide networking without considering the boundary line between the nations or the country even between departments of the establishment. The emergence of the World Wide Web or consider as the Internet helps the organization to run effectively and efficiently. It also helps the internal process of the organization run smoothly and faster. Today, there are less of the public sector not using the computer at workplace and currently all the organizations are using the computer and gadget as necessary needs or equipment. Yet, the organization used its own system between the departments in making the process become easier and cut the cost.

3.6.1 ADS 507 - Managing Change

Changes are needed for any organizations or departments. Without the changes, the organization will remain in the same state or positions without accomplishing any achievements. Besides, the organization also will leave behind whereas the other organizations compete with each other in the fast-pace period on giving the service to the clients. Some organization refused to change because afraid on any uncertainties in the future and some of them fear to fail. Actually, it depends on the manager

on how to manage the change and decide whether the organization needs to change or not. It is going hard to change, if the environment of works already fits in the old culture of the organization.

3.5.2 HUSM Online Processing System

HUSM improve its services by using the online application system. During my internship, overall process must go through the online include the application for stationary. As I mentioned in my weekly report duties, the application for the stationary must through the IMS MINI online system. The IMS MINI system is the online application that only can be accessed in HUSM and the coverage of the system is for the internal use only. So, with the online application form, the process of getting the stationary becomes easier. The user only can apply the form through online and wait the approval from the duty officer and then the representative or attendance able to collect it on the next day. Besides, the system also helps the officer in the automatic calculation of the balance amount of the stationaries. In addition, the technologies help the organization compete with the other organization in term of fast-pace environment changes.

3.7 The Importance of Communication's networking

Communication is essential for every organization. Without communication, the organization cannot operate well. It is vital to communicate each other. Communication can build the good environment in the workplace and create mutual understanding between the staff. Communication may able in two terms either it is formal or informal communication or either it is verbal or non-verbal. Some organization attaches more to formal communication. Yet, to build a positive and effective organization, the manager usually practices on informal communication where the manager treats the staffs like family relationship.

3.7.1 ADM 501 - Organizational Behaviour

In this code, communication is vital in giving information to the others. Without communication, rumors easily spread and it will cause misunderstanding among the staff. Besides, the input of the information also must be clear and easy to understand. The organization normally used the methods of email, official letter and other types of communication to deliver a message to the staff.

3.7.2 Communication among USM Staff

USM Staff communicates with each other by using email, outlook application and USM portal. So, every event had been posted in email and

USM portal. By using the USM portal website, the staff becomes more alert with the event that had been organized or any related event such training, new post and so on. Besides, it also creates no limit between the departments and encourages them to cooperate together. It is matched with the organizational culture where the departments are inter-reliant to each other. However, by using the email, the communication becomes easier and the staff becomes more proactive in doing their task.

3.7.3 Computer-aided Communication

Electronic mail has revolutionized the way of the communication. E-mail allows messages to be rapidly created, changed, saved, and sent to many people at the same time. For example, the applications of Whatsapp, Wechat, Facebook, Twitter and so on. The receiver can select any part of the message to read and skip to important parts of the message. E-mail is a preferred channel for coordinating work and schedules. Messages can be clearly defined through concrete and specific instructions rather than abstract words or generalization. For example, an e-mail can be sent to all physicians indicating that a meeting starts promptly at 10 a.m. All these aids of communication helps the HUSM staff getting information immediately and helps them to look for better techniques of communication by getting customers online feedback. HUSM using the staff email web access for any application related to the sick leave, medical leave and other services related to the staff includes

the payment receipts, and the another aids were the campus online, client feedback system and the E-Document PTNC.

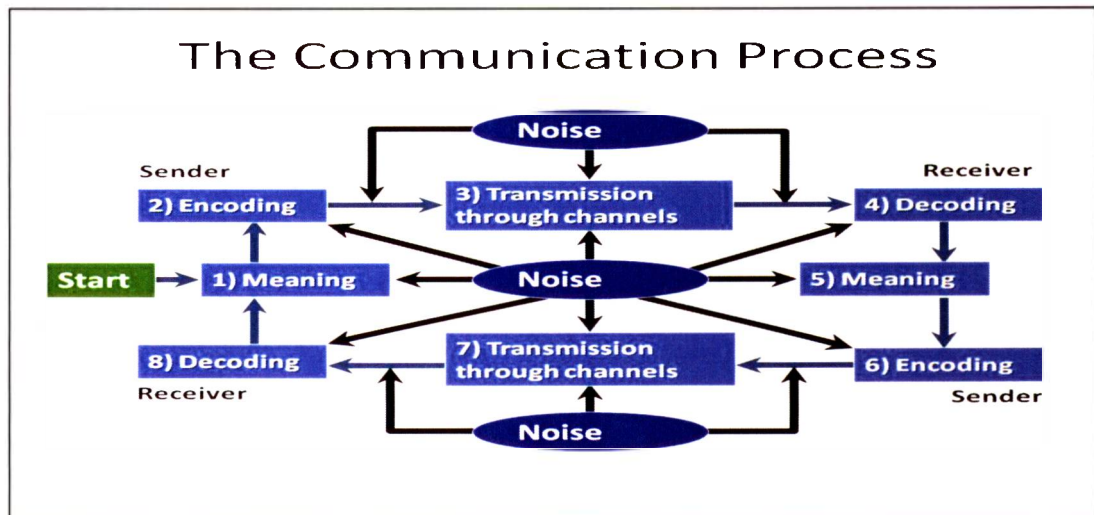


Figure 3.2: The communication process

Figure 3.2 shows the process of communication between the sender and the receiver.

3.8 Management and Accounting Process

Accounting is one of the vital processes in the management. Accounting is the measurement, processing and communication of financial information about economic entities. While, the management accounting is more focused on the measurement, analysis and reporting of information that can help managers in making decisions to fulfill the goals and the objectives of an organization. In management accounting, internal measures and reports are based on cost-benefit analysis, and are not required to follow the generally accepted accounting

principle (GAAP). Management accounting produces future-oriented reports such for example the budget for 2006 is prepared in 2005 and such reports may include both financial and non-financial information, and may focus on specific products and departments.

3.8.1 ACC 406 - Intermediate Financial Accounting and Reporting

Accounting is not referring to the financial only, but it refers to the whole management of an organization. The accounting process includes the auditing. Auditing means the verification of assertions made by others. So, every transaction and activities of an organization must be update and record in the files. The transaction of in and out must be recorded by the stock keeper to make sure all the assets out based on the budget had been approved by the top of the management. Besides, the revenue must be equal to the profit and the closing stocks will be converting as opening stocks. All the transaction must be balanced to avoid any uncertainties. During my internship at stationaries store and laundry, the processes of stocks are more relevant to the basic of accounting. I am practically practicing my knowledge to solve the issues of debt of stocks, especially linen stocks by using the calculating methods. Debt happened when the stock is not enough and the current balance is less than the demand of linen.

3.8.2 Accrued Expenses versus Debt

An accrued expense is a liability with an uncertain timing or amount, but where the uncertainty is not significant enough to qualify it as a provision. An example is an obligation to pay for goods or services received from a counterpart, while cash for them is to be paid out in a later accounting period when its amount is deducted from accrued expenses. It shares characteristics with deferred income or deferred revenue, with the difference that a liability to be covered latter is cash received from a counterpart, while goods or services are to be delivered in a later period, when such income item is earned, the related revenue item is recognized, and the same amount is deducted from deferred revenues. It same goes with the system of supplying stock of linen at the laundry. The laundry faces a few problems with supplying the stocks and cause delays on providing services while the services already have been paid by the management. In the accounting, there are two concepts, where the service being delivered first and pay later or pay first, then the service being provided.

3.9 Chapter Summary

In this chapter, I had explained the theory that related to the task given at the workplace. This chapter is the reflection of the concept definition. During the training, I am able to relate the entire concept learned in the classroom at the workplace. Some of the theories related to the daily life, such as the communication and some of them, related to the management. The entire concept applying by the management facilitates the organization to develop well with the effective and efficient manner.

CHAPTER 4

RECOMMENDATIONS

4.1 Chapter Review

This chapter will cover the recommendations. Section 4.2 is the introduction. Section 4.3 highlights on the strengths of the HUSM system while Section 4.4 highlights on the weaknesses of the HUSM system. Section 4.5 is the recommendation to the organization to reduce the weaknesses and strengthen the strengths.

4.2 Introduction

Chapter 4 highlights on the strength and weaknesses of the jobs and tasks given during the training and the related to the system have been practiced by the organization. This chapter being highlighted based on the discussion in chapter three. Besides that, I also provide several suggestions to the organization for improvement in the future. Based on my working experience at General Facilities Administrative and Department, HUSM, there are several strengths and uncommon weaknesses of the system. The organization must maintain the strengths and reduce the weaknesses to become the outstanding organization in the future. The most important component in the system is communication based on the computer aids whereas there are scores of departments need to be coordinated at the organization which interrelated to each other and demanded for the fast track application system.

4.3 Strengths of HUSM Management System

There are lots of strengths of the department and the organization itself. The strength might be in terms of networking linkage, file system, and the rules and regulations of the HUSM.

4.3.1 Online Processing System

The online processing system is one of the applications that have been practiced by the organization for example the MIS MINI Online System. This system makes the process of the organization run faster and smoothly without any interruption of other manual mistakes such lately filled in the form and so on. The staff only needs to fill in the online application form and getting approval from the in-charged person only. They do not need to rush on filling the form at the store where take a few minutes to be there and they just need to keep up to date through the online whether the application have been approved or not. The system also helps the organization cut the cost and saving the time. Otherwise, the information also more secured with the inter-linkage of online networking where the online system only can be opened within the organization and being used among the department. So, the information provided not being exposed to others and only function in the area of the organization.

4.3.2 File System

The strength of the organization on the filing is practiced on both methods of computing and manual data updating. For the manual, all the data have been kept in the files while for the computing system, the data have been kept in the computer and the online application. There are several benefits of using the manual data and information record in the files. As I mentioned before in chapter 3, each staff responsible for certain allocated files. The data will be recorded in specifically based on work task and kept properly in the file room. The file also cannot be destroyed if the activities no longer active and it just needs to be closed. The benefit of the manual filing is as a backup plan. If happen any accidental of power loss cases such electricity down or slow internet connection, the file functions as a reference and backup record. It is really helpful, and makes the operation of the system function smoothly even they are lost of the power of electricity. Besides that, nowadays, the criminal is not only happening in reality, but in the cyber networking such as information theft and so on. So, the data will more secure in the file rather than be saved in the online system that easily to be exposed by another person and being hacked. Besides that, with the manual filing system, some of the staffs have work to do and avoid them misused of the work time for gossiping and other irrelevant activities. So, it will motivate the staff to become more proactive than reactive. Yet, the manual records and the data in the system are interrelated together. The manual record and the data in the system must

match. For example, the balance of the accounts, the flow of the in and out of stocks must be same with the record data in the files. If not, there are some problems in terms of staff behavior such low integrity induced them to involve in bribery or any mistake of key in the data. So, the both systems help the organization to avoid any uncertainties and reduced the organization threats as well.

4.3.3 Skilled Workforce and Experience Staffs

The strength is the HUSM staffs itself. Mostly, the staffs are among the experiences person and skilled person that already getting experiences for few years. Yet, some of them had been served with the organization for forty years and almost to retire soon. So, the manpower resource of skillful person assists the HUSM to operate well and achieve the target of the organization within the period. Some of the staff has a preference experience and expertise in the areas of computing with a good skill to compute the data in the system safely and as well as editing the data. An example, one of them has a good skill by using IMS Online System is Puan Tarmawati. She is an expert on using the IMS Online System and had been asked by the other staff to give some guide to using this system. She is kind and can be a good teacher to teach other staff as well. Based on my own experience, she had taught me so much in the areas of an online system for stationaries transaction. Besides that, some of them expert on the Human Resources Management especially in terms

of managing the new staffs, salary payment, sick leave and so on. I also get an opportunity to learn more on the capital assets under Encik Mohd. Nur Hafitz. Without the experiences and good communication skilled, the task of the commissioning and disposal is very tough and needs a lot of integrity.

4.3.4 Applying the Saving Methods

The third strength in this department is practicing the saving methods. They are controlled the resources by limits the amount of supply. For the stationary, the basic stuff like ball pens, marker, toner need to be changed by the old stuff. So, if the attendant brings four ball pens, the duty officer only able provides four ball pens, even they are wanted for six ball pens in the systems. Besides that, the officer used the recycle paper for any printing work performed. Recycling the paper means reused the paper that already used for one-sided. This method is purposely to minimize the usage of new papers as well. All the recycle paper is used as a printing, filing the document as well and also to compile the documents. For example, when they have received an email from the headquarters, the staff can reuse the papers for printing the document and submit to the responsible officers.

4.4 Weaknesses of HUSM Management System

There are few of the weaknesses of the department and the organization. The weakness might be in terms of the speeds of networking linkage, the ineffectiveness of filing system, and lack of rules and regulations.

4.4.1 The Coverage Speed of Online Networking

The weakness of the system that frequently faces of the organization is the slow internet connection. Even the organization had been placed at the center of the city; the internets remained in slow conditions. The duty officer needs to wait for a few minutes if the server down. Thus, it will affect the processing system and delaying in processing information. Besides, the officer also might be unmotivated to finish the full service and become ineffective without work to do. It is going a problem to the organization, even they are using the other methods of operation such filing methods. In this case, the filing is only can be updated if the process already made out and it only goes to the previous data not the current information. Besides that, the system cannot be fully utilized by staff and not mobility due to the internal coverage that provide limited access. The system only can be accessed in the area of the organization only. The duty officers cannot finish their work if they are taking leave from the organization or attending the training. The human resources of the organization have not fully been utilized and the officers lack of duty

besides the work become overloaded. If the system can be accessed anywhere and anytime, the holding up of task might be resolved.

4.4.2 Ineffective File System

The weaknesses are unsatisfied condition of data and information storage system. The data storage and the filing system are unsatisfying. Some of the information and the data do not really match with the computing data in the system. In other words, when the staff wants to do their jobs, some of the information did not have a similarity with data in the system. If the data involved the amount, it is no equal with the written records in the file. So, it makes the staff confused to choose which the actual data, whether the current information or the information that have been recorded in the files. For example, during my internship, I need to update the balance of the stocks at the end of the month, but some of data lost and not match with the data in the system. Besides that, the filing system is ineffective. It is because the data have been kept as overall of the transaction. The data not arranged by the department and its make the officer difficult to update and recheck the data.

4.4.3 Information Overload via Mailing System

HUSM used the mailing system and computer aids to provide any information to the staffs. As an example, the outlook mail and the USM

portal being practiced by the management. However, there are several problems and limitations of electronic mail. The obvious issue is information overload. Once the user signing out the posting system and leaving it without reading for a few days, the mailbox will be broad. E-mail users are overwhelmed by the number of messages received on a daily basis, of which many are unnecessary to the receiver. Moreover, e-mail messages are frequently carrying computer viruses, which have caused major damage to computers and interruptions in work flow. So, the data might be lost and the officer need to back up the whole things as precaution steps and it takes time. Another problem with email is its ineffectiveness to communicate emotion. Tones of messages are easily misinterpreted, causing misunderstandings between sender and receiver. E-mail also reduces politeness and respect for others.

4.4.4 Shortage of Workforce

During my internship, it can be seen that each staff has multitasking task. It is due to lack of workers to do the works. The staffs are not enough. Nevertheless, lack of the budget of the organization make the management refuse to employ new staff. There are lots of the organizations retrenching their staff to cut the cost and same goes to USM. The critical workload has been seen during my internship was the workforce at the laundry. The workers in the laundry need to do twice jobs at one time due to lack of staff and dozen of the stocks need to be clean. If

they have not yet finished cleaning the cloth, they need to do OT (overtime). It same goes to the office section, the duty officer needs to do bundle of work and become a multitasking person. Mostly, the staffs of the department retired and have not been replaced by the others. It is good for the organization, but it is not good for the staff. The staff might be stressful with the overload of works and refused to fit with the working environment. At last, the staff will be unsatisfied and protest.

4.5 Recommendation

There are some suggestions to the organization to maintain and improve for better services. The recommendations are based on the strength and weaknesses of the organization and might be useful in the future.

4.5.1 Setting New Network Coverage

Firstly, I would like to recommend the organization to adjust the coverage of internet networking. The organization needs to boost up the speed of the internets. It is to make sure the data not be delayed anymore and avoid any uncertainties of loss of data. However, the admin also must change the types of networks from internal networking to the external network. It means the system can be accessed anywhere and anytime to make the officer easier to finish the work even they are at home. So, the changes of the networking saving the times taken by the organization to

processing the system and the organization become more interactive. So, if the duty officer taking leave, the admin does not need to find the replacement anymore and just advise them to finish the work as soon as possible.

4.5.2 Improve the File System

Next recommendation is getting a proper record of data systems. The organization needs to assign specific people to in charge with filing and keep updating files without interruptions from others. Once the files managed by a few persons, the data going be misplaced, mismatch and inaccurate. Besides that, the organization should assign the expert persons to managing the files. The full filing system has not only given benefits in the references but make the auditing easier. Moreover, the officer should keep the data in proper ways and arranged the data based on the departments or units. On the other views, each transaction for each department, must be arranged and record on each file of departments. For example, the transaction of the month of January until February for Orthopedic Department must be kept in one file naming as Orthopedic Files.

4.5.3 Practicing Backup Plan

The staff needs to keep the data on the pen drive or external hard disk as a backup plan. The officer also needs to set up specific folders in the computer and it must be arranged and renamed as well so that they can easily access it. If they are facing difficulty in accessing the data online, and remain loading to download data in the online system, they are able to use the backup data in a pen drive or hard disk. Besides that, the proper management of files in the computer also avoids the system from lagging or loading and slowing. I would like to recommend that the management should provide pen drive or external hard disc to the officer to put all the data and the information and arrange it accordingly. By supplying that device, the process becomes easier and effective.

4.5.4 Diversifying the Methods of Communication

Communication is the process of delivering data and information and the transaction of changing information. Communication is important in maintaining healthier work environments. Without good communication, it easily causes the staff to get strike and protest due to misunderstanding and miscommunication. The organization should diversify the methods of communication. We are well known that most of the organizations used the mailing system to provide information. Most of the organizations consider mailing is the most effective method to send a

message to the staff, and it is easier includes saving the costs. Yet, the mailing did not function well once the mailbox or message is full and it is easily attacked by the virus. As a result, the information lost and mail is not secure. So, the management needs to inform the staffs via post letter, conduct meeting in a face to face session, and calling them through extension dialing at the office. The communication is better once the staffs meets face to face and communicate to each other and the information more clear. Hence, the sender of the information needed to up to date with the other staffs to avoid any cases of misunderstanding or misinterpretation and interruption of the information or data.

4.5.5 Providing Briefing and Training

The organization faces a few problems in terms of staffing new workforce. The best method to improve the effectiveness of the organization is by providing the briefing and training. Briefing in the morning will motivate the staff to become more proactive and training enables the staffs getting more knowledge and information related to work. However, the training provided must be in the mode of relaxing and it must interlude with the motivation and entertainment slots to make sure the staff enjoyed the event after done with bundle of tasks. So, by getting training and briefing, the staff will become more motivated and feeling fresh.

4.6 Chapter Summary

In this chapter, I have highlighted the strengths and weaknesses of job and task assigned during the training. Besides, the solutions for the issues also have been included under recommendation. The organization is better in the system of networking and processing, yet to become more effective and efficient, the organization needs some improvement. In terms of filing, the organization should practice on the backup plan while for the other part of strengths and weaknesses, the organization must analyze and plan the suitable strategies whether it should be taken as a plan or not. Besides, the organization needs to solve the problem related to staff by allocate the training.

CHAPTER 5

CONCLUSION

5.1 Introduction

In this chapter, I will highlight the main points on each chapter and summarize the overall chapters. As a conclusion, the internship session is very useful and helpful for students to practice the theoretical learning. Practically, I am fully utilized my theoretical learning on my task given. All the tasks given to me were related and relevant to the theory that I have learned before. Overall, I am getting lots of experiences; even some of the tasks are not related to my general duties and studies. Besides, I am very thankful to all of them on giving me support and fully cooperate in finishing my tasks.

5.2 Chapter 1

Hospital Universiti Sains Malaysia (USM) is learning and reference hospital with excellent quality service and the latest technology. HUSM also known as one of the academic institutions that provide hospital services to the peoples. The doctors are committed to giving the best services for each patient by adopting the values of quality in the performance. They also determined to give priority to the welfare of the customer to achieve its goals mandated by the government. Furthermore, they are committed to provide adequate facilities to produce skilled and efficient graduates. On 3rd September 2008, the Honourable Dato' Seri Mohamed Khaled Nordin announced USM has been chosen by the Malaysian

Ministry of Higher Education to implement the Accelerated Program for Excellence (APEX). This means, USM fully to implement a future that is sustainable by utilizing higher education as a platform to reach out towards humankind as a whole while extending firm support to major international goals such as the Millennium Development Goals, Educations for ALL, Education for Sustainable Development and any other agenda in the future. So, each department in USM plays the vital roles in effort to realizing the vision.

5.3 Chapter 2

In this chapter, I will conclude the entire duties during my eight week internship session. All the tasks given and the duties seemly related to the theories in the lecture session. Most of the tasks given were related to the administrative task such as the filing system, the commissioning, and bidders and so on. I have been located for different duties through the whole week. For the first week, I have been placed in the office at the laundry, the subunit General Facilities and Administration unit. Then, for the second week, I moved to the stationary store to taking care on outflows of the stationary. For the continuous week, I have been located at the admin office to in charged several administrative tasks. I have learned new things and getting new experiences, especially on how to handle the situation and how to practice the code of conduct with ethical behavior. Besides, the communication is one of the important parts in management. Without good communication, the message will not be encoded

and delay. The process of the services also might be ineffective. As an example, in the bidding process, without exposing the information to the public, no bidders are interested in bidding the items. Besides that, the communication is one of the vital part in the process of delivering services, especially at the counter where the in charge person need to provide information and speak wisely to the client.

5.4 Chapter 3

Chapter three discussed on the relationship between the theories that have been learned in the classroom and the tasks that given during the internship session. During the training, the task that I have been doing is much related to the procedures getting the organizational assets, and the file management system. I also have been located at the front counter is much related to the course codes of ethics and organization behavior. All the data must be key in by using the Microsoft Excel. It is to make the calculation on data more easier and the system will automatically calculate the totals of the linen stocks for every month. Throughout my working experiences, especially during the commissioning, I have learned about how to handle the communication with the contractors and checking on the new assets such the machine worth on hundred thousand Ringgits. The duties need the higher accountability to avoid any misused of responsibility and corruption. All the data must be recorded and recheck again to avoid any uncertainty. After finishing with the commissioning session, the bidders need to come into the office for getting the approval from the

in charge person at administration department. After, the bidding has done, all the data on assets, such the registered numbers and the ISO numbers being key in into the system. In April, the audit will be done and all the data must be recorded in the system and the files appropriately to avoid any misuse of resources. Besides, I also learned on procurement that related to the public finances code. Procurement are the process of purchasing the items where it much related to the finance department and the cost budget. Yet, the relationships between the procedures, theories and the task given have taught me on how to strengthen my own knowledge and also improve my capabilities in a working site.

5.5 Chapter 4

In chapter 4, the discussion is more on the strengths and weaknesses of the organization. The strengths are the abilities of the organization while the weaknesses need the improvement. Yet, the recommendations have been highlighted to help the organization to reduce the weaknesses in the system and maintain the strength of the organization. As a summary, the strengths of the organization more related to the system of management, such as file system and online processing system. Besides, the organization have their own strength by conducting the online networking system in processing the interrelated data, which is better than using the traditional system. The organization also had the skilled and experienced workforce that can be classified as one of the strengths.

Yet, any organization would not be able to avoid the weaknesses. Each organization faced the weaknesses. As a summary, the weaknesses of the organization are in terms of online networking, ineffective file system, overload message, and shortage of workforce. The organization faced the issue on the slow internet networking that affects the processing system. While, the ineffective file system and overload information is due to the improper storage of data and message. However, the weaknesses can be reduced through implementing few strategies such as provide training to the staff to motivate them and lead them to become multi-tasking person. The internet connection problem due to the overload of information in the system, might be solved by providing the backup material as storage and appoint the expert person to handle the file system. Additionally, the organization also should strategies plan in adjusting the quality of the service and products. As a conclusion, the organization should focus on eliminating the weaknesses and strengthening the strengths while planning the strategies to overcome the threat and getting the opportunities. Lastly, but not least, the internship session is awesome and unforgettable. The experiences teach me lots on how to polish and convert my knowledge into work and being such nice behave worker in the future.

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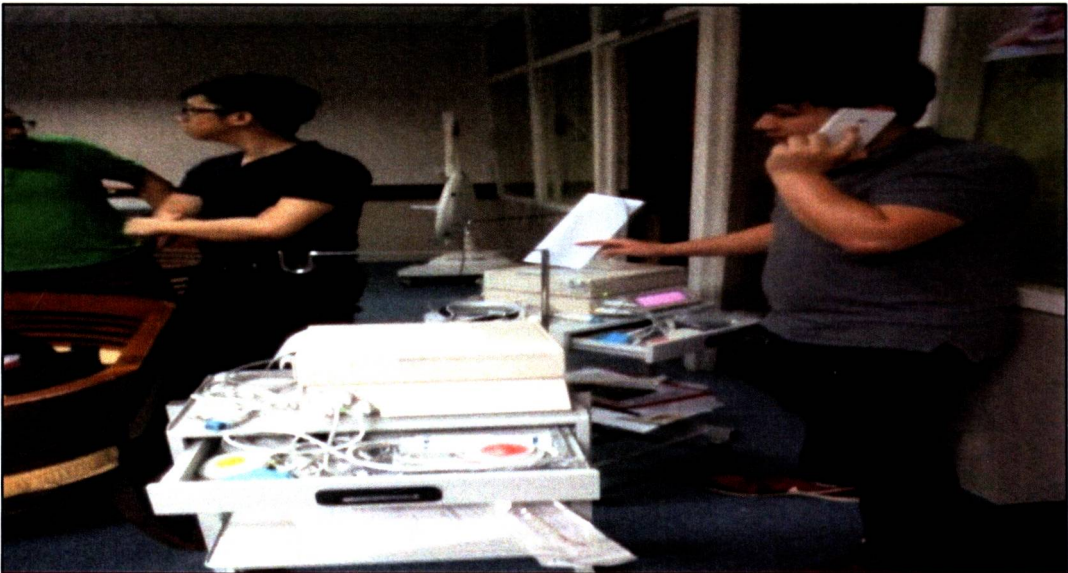
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APPENDICES

Appendices



Commisioning session at 1 Berlian



Laundry's staff ironing the patient cloth



Checking machine at nachotic and drugs unit with the other staffs, Haji Ahmad Ibrahim and Encik Azlan



Completing the task of filing and opening new files of VOT 27000



Picture with HUSM Staff during the retirement ceremony



Picture with the other internship students (from left: Adila, Syafini, Salsabila, Fathin)



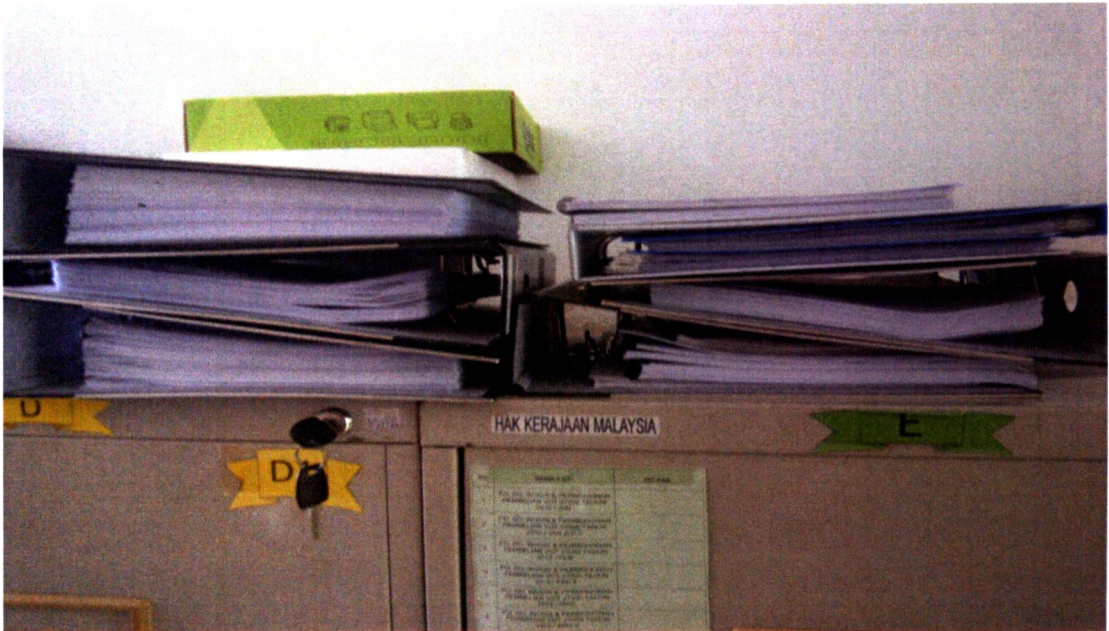
New arrival of patient's bed at Trauma Unit



Checking new machine at Trauma Unit (Commissioning Session)



Checking the machineries equipment in the boxes



Rearrange and updating files and documents at File Room



Join the disposal session with the staffs (unused and damaged chairs)



Checking the materials and damaged equipment to dispose



Picture with Cik Wan Zalawati Mohd Noor during the ceremony event

Rujukan : KK/PTJPK/JPEND/PKU196 Jld. IX

Tarikh : 09 Disember 2015

En. Fairuz Hidayat Merican Bin Wan Merican
Penyelaras Latihan Praktikal (Amali)
Sarjana Muda Sains Pentadbiran
Fakulti Sains Pentadbiran dan Pengajian Polisi
Universiti Teknologi MARA (UiTM) Sarawak
Jalan Meranek
94300 Kota Samarahan
Sarawak

Tuan/Puan

KELULUSAN PERMOHONAN MENJALANI LATIHAN PRAKTIKAL

Saya dengan hormatnya merujuk kepada perkara di atas.

2. Sukacita dimaklumkan bahawa pihak kami bersetuju untuk menerima pelajar tuan/puan menjalani latihan praktikal di tempat kami.

BIL.	NAMA	TARIKH	JABATAN
2.1	Nurfathin Amira Binti Ghazali	20.01.2016 hingga 16.03.2016	Unit Pentadbiran & Kemudahan Am Hospital Universiti Sains Malaysia

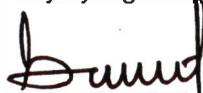
3. Sehubungan dengan itu, sukacita sekiranya pihak tuan/puan dapat mengarahkan pelajar tersebut melaporkan diri di Jabatan Pendaftar, Kampus Kesihatan USM pada **20.01.2016 jam 8.10 pagi**. Untuk makluman tuan/puan, pihak kami tidak menyediakan kemudahan tempat penginapan dan tidak membayar sebarang elaan sepanjang tempoh pelajar berkenaan menjalani latihan praktikal di Universiti ini. Saya memohon kerjasama tuan/puan untuk memaklumkan kepada kami sekiranya pelajar tuan/puan menolak tawaran menjalani latihan praktikal di sini untuk tindakan pihak kami selanjutnya.

Sekian, terima kasih.

"BERKHIDMAT UNTUK NEGARA"

'Memastikan Kelestarian Hari Esok'

Saya yang menjalankan tugas,

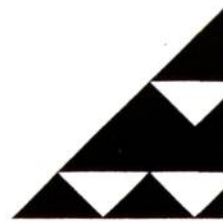


(WAN SYARIFAH AINI WAN ISMAIL)

Penolong Pendaftar Kanan

s.k. Cik W. Zalawati Mohd Noor
Penolong Pengarah Kanan
Unit Pentadbiran & Kemudahan Am
Hospital Universiti Sains Malaysia

Nurfathin Amira Binti Ghazali
Lot 2269, Jalan Belakang Klinik Desa
Kampung Wakaf Stan, Kubang Kerian
16150 Kota Bharu
Kelantan



**BORANG PENGESAHAN
KEHADIRAN PELAJAR LATIHAN PRAKTIKAL**

Fairuz Hidayat Merican bin Wan Merican
Wakil Fakulti (Latihan Praktikal AM228)
Fakulti Sains Pentadbiran dan Pengajian Polisi
Universiti Teknologi MARA Sarawak
Kampus Samarahan 2
94300 Kota Samarahan
SARAWAK

Tuan

**PENGESAHAN KEHADIRAN PELAJAR PRAKTIKAL
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA, SARAWAK- SESI SEPT 2015 – JAN 2016**

Dengan hormatnya perkara tersebut di atas adalah berkaitan dan dirujuk.

2. Sukacita dimaklumkan bahawa organisasi kami dengan ini mengesahkan bahawa pelajar-pelajar berikut dari program Ijazah Sarjana Muda Sains Pentadbiran (AM228)/Ijazah Sarjana muda Pentadbiran Korporat (AM225)* telah hadir dan melaporkan diri bagi maksud menjalani Latihan Praktikal di organisasi kami. Ini adalah selaras dengan ketetapan yang dinyatakan di dalam surat kami bil. KK/P.T.JPK/JPEND/PKU196 bertarikh 9.12.2015 tempohari. *Jld. 1x*

3. Sayugia pelajar ini bakal menjalani latihan praktikal yang disyaratkan untuk tempoh mulai dari 20 Januari 2016 sehingga 16 Mac 2016. Maklumat pelajar yang melapor diri untuk menjalani latihan praktikal adalah seperti berikut:-

2016 08:33 097673020

PENTADBIRAN HUSM

P.001

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**BORANG PENGESAHAN
KEHADIRAN PELAJAR LATIHAN PRAKTIKAL**

Fairuz Hidayat Merican bin Wan Merican
Wakil Fakulti (Latihan Praktikal AM228)
Fakulti Sains Pentadbiran dan Pengajian Polisi
Universiti Teknologi MARA Sarawak
Kampus Samarahan 2
94300 Kota Samarahan
SARAWAK

Tuan

**PENGESAHAN KEHADIRAN PELAJAR PRAKTIKAL
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA, SARAWAK- SESI SEPT 2015 – JAN 2016**

Dengan hormatnya perkara tersebut di atas adalah berkaitan dan dirujuk.

2. Sukacita dimaklumkan bahawa organisasi kami dengan ini mengesahkan bahawa pelajar-pelajar berikut dari program Ijazah Sarjana Muda Sains Pentadbiran (AM228)/Ijazah Sarjana muda Pentadbiran Korporat (AM225)* telah hadir dan melaporkan diri bagi maksud menjalani Latihan Praktikal di organisasi kami. Ini adalah selaras dengan ketetapan yang dinyatakan di dalam surat kami bil. KK/PT.JPK/JPEND/PKU.19.6 Jld. 1x bertarikh 9.12.2015 tempohari.

3. Sayugia pelajar ini bakal menjalani latihan praktikal yang disyaratkan untuk tempoh mulai dari 20 Januari 2016 sehingga 16 Mac 2016. Maklumat pelajar yang melapor diri untuk menjalani latihan praktikal adalah seperti berikut:-

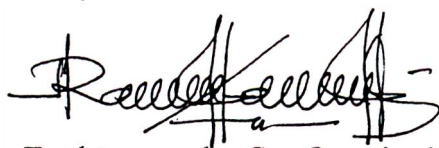
Bil	Nama Pelajar	No Matrik	Tarikh Lapor Diri
1	NURFATHIN AMIRA BINTI GHAZALI	2013289768	20.01.2016
2			
3			
4			
5			

6			
7			
8			

4. Sehubungan dengan itu sebagaimana dikehendaki, maka berikut dikemukakan maklumat ini untuk simpanan pihak Fakulti.

Sekian, terima kasih.

Yang benar



Tandatangan dan Cop Organisasi

Nama:

Tarikh: 20.01.2016

W. ZALAWATI MOHD NOOR
Penolong Pengarah Kanan
Unit Pentadbiran & Kemudahan Am
Hospital Universiti Sains Malaysia
11150 Kubang Kerian, Kelantan

*Sila potong mana yang tidak berkenaan.

Pohon difakskan surat ini ke nombor 082-678091

Sebarang kemuskilan sila berhubung dengan:

Encik Fairuz Hidayat Merican Wan Merican

Wakil Fakulti (Latihan Praktikal AM228)

No Telefon: 082-678485 / 013-8231312



**FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
UNIVERSITI TEKNOLOGI MARA**

**BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS) / BACHELOR OF CORPORATE
ADMINISTRATION (HONOURS)***

HOST SUPERVISOR EVALUATION FORM (30%)

STUDENT NAME	: NURFATHIN AMIRA BINTI GHAZALI
STUDENT NO	: 2013289768
STUDENT I.C. NO	: 940505-03-5584
PROGRAM	: BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS) – AM228
ALLOWANCE PROVIDED	: YES/NO, IF YES RM.....

NAME AND ADDRESS OF ORGANISATION:	UNIVERSITI SAINS MALAYSIA KAMPUS KESIHATAN, 16150 KUBANG KERIAN, KELANTAN, MALAYSIA .
PERIOD OF PRACTICAL TRAINING	: FROM 20.01.2016 TILL 16.03.2016
NAME AND POSITION OF HOST SUPERVISOR :	CIK W. ZALAWATI MOHD NOOR PENOLONG PENGARAH KANAN UNIT PENTADBIRAN & KEMUDAHAN AM
NATURE OF BUSINESS	: HOSPITAL MANAGEMENT & ADMINISTRATION

INSTRUCTIONS:

This assessment tool is intended to provide the trainee with a final evaluation for the worked performed as intern in your organization. Please complete this form at the end of the trainee's program.

Please circle the appropriate evaluation scale of each criteria.

EVALUATION OF ATTRIBUTE/QUALITY OF WORK

1. **QUANTITY OF DAILY TASK**
(Evaluate whether the expected productivity of the task is met)

Unacceptable		Satisfactory		Good		Very Good		Outstanding	
1	2	3	4	5	6	7	8	9	10

Comments _____

2. **QUALITY OF DAILY TASK**
(Evaluate whether task completed is of high quality and meet the prescribed requirement)

Unacceptable		Satisfactory		Good		Very Good		Outstanding	
1	2	3	4	5	6	7	8	9	10

Comments _____

3. KNOWLEDGE OF THE TASK
(Evaluate on the level of knowledge about the daily task)

Unacceptable		Satisfactory		Good		Very Good		Outstanding	
1	2	3	4	5	6	7	8	9	10
								9	

Comments _____

4. RESPONSIBILITY/COMMITMENT TO THE TASK
(Evaluate the student's readiness to any instruction and completes the task assigned to him/her)

Unacceptable		Satisfactory		Good		Very Good		Outstanding	
1	2	3	4	5	6	7	8	9	10
									10

Comments _____

5. INTEREST/INITIATIVE
(Evaluate the initiative to search for or learn new ideas to contribute to the effectiveness of the task)

Unacceptable		Satisfactory		Good		Very Good		Outstanding	
1	2	3	4	5	6	7	8	9	10
									10

Comments _____

6. COOPERATION
(Evaluate whether the student is able to cooperate with employees and Head of Departments)

Unacceptable		Satisfactory		Good		Very Good		Outstanding	
1	2	3	4	5	6	7	8	9	10
									10

Comments _____

7. APTITUDE
(Evaluate student's potential to develop and ability to learn new things)

Unacceptable		Satisfactory		Good		Very Good		Outstanding	
1	2	3	4	5	6	7	8	9	10
									10

Comments _____

8. ADAPTABILITY
(Evaluate adaptability to the task and surrounding of the organisation)

Unacceptable		Satisfactory		Good		Very Good		Outstanding	
1	2	3	4	5	6	7	8	9	10
									10

Comments _____

9. PERSONALITY
(Evaluate the student's attributes in terms of personality and communication)

Unacceptable		Satisfactory		Good		Very Good		Outstanding	
1	2	3	4	5	6	7	8	9	10
									10

Comments _____

10. DISCIPLINE

(Evaluate student's overall discipline in aspect of attendance, attire, punctuality and so forth throughout the training period)

Unacceptable		Satisfactory		Good		Very Good		Outstanding	
1	2	3	4	5	6	7	8	9	10
									10

Comments _____

11. OVERALL EVALUATION/COMMENTS BY THE HOST SUPERVISOR

Seorang yang sangat komited dan berdedikasi dalam melaksanakan tugas.

(To be filled in by the Host Supervisor)

Name: W. ZALAWATI MOHD NOOR

Position: PEGAWAI TADBIR/ PENOLONG PENGARAH KANAN

Signature: [Signature]

Organisation Stamp: W. ZALAWATI MOHD NOOR
 Penolong Pengarah Kanan
 Unit Pentadbiran & Kemudahan Am
 Hospital Universiti Sains Malaysia
 16150 Kubang Kerian, Kelantan

TOTAL MARK:

98/100 X 30% = 29.4

***Important Notes:**

This evaluation should be handled with a high degree of CONFIDENTIALITY. The completed form should be sent in a sealed envelope directly to this address:

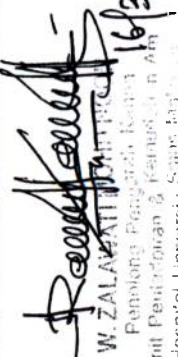
Encik Fairuz Hidayat Merican bin Wan Merican
 Wakil Fakulti (Latihan Industri AM228)
 Fakulti Sains Pentadbiran dan Pengajian Polisi
 Universiti Teknologi MARA Sarawak
 Kampus Samarahan 2
 94300 Kota Samarahan
 Sarawak

*Strike out whichever is inapplicable

SENARAI KEHADIRAN PELAJAR LATIHAN INDUSTRI 2016 DI UNIT PENTADBIRAN & KEMUDAHAN AM

HOSPITAL UNIVERSITI SAINS MALAYSIA (HUSM) KUBANG KERIAN

BIL.	TARIKH	NAMA	MASA TIBA	T/TANGAN	CATATAN	MASA PULANG	T/TANGAN	CATATAN
1.	20/1/2016	NURFATHIN AMIRA	8 ⁴⁰	fulu		4 ⁵⁵	fulu	
2.	21/1/2016	NURFATHIN AMIRA	8 ¹⁰	fulu		4 ⁵⁵	fulu	
3.	24/1/2016	NURFATHIN AMIRA	8 ⁰⁰	fulu		4 ⁵⁵	fulu	
4.	25/1/2016	NURFATHIN AMIRA	7 ⁴⁰	fulu		4 ⁵⁵	fulu	
5.	26/1/2016	NURFATHIN AMIRA	7 ⁵⁵	fulu		4 ⁵⁵	fulu	
6.	27/1/2016	NURFATHIN AMIRA	7 ⁴⁰	fulu		4 ⁵⁵	fulu	
7.	28/1/2016	NURFATHIN AMIRA	7 ⁴⁵	fulu		4 ⁵⁵	fulu	
8.	31/1/2016	NURFATHIN AMIRA	8 ⁰⁰	fulu		4 ⁵⁵	fulu	
9.	1/2/2016	NURFATHIN AMIRA	8 ¹⁶	fulu		4 ⁵⁵	fulu	
10.	2/2/2016	NURFATHIN AMIRA	8 ⁰⁵	fulu		4 ⁵⁵	fulu	
11.	3/2/2016	NURFATHIN AMIRA	8 ⁰⁵	fulu		4 ⁵⁵	fulu	
12.	4/2/2016	NURFATHIN AMIRA	7 ⁴⁰	fulu		4 ⁵⁵	fulu	
13.	7/2/2016	NURFATHIN AMIRA	7 ³⁵	fulu		4 ⁵⁵	fulu	
14.	8/2/2016							
15.	9/2/2016			Chinese	New Year			
16.	10/2/2016	NURFATHIN AMIRA	8 ⁰⁰	fulu		4 ⁵⁵	fulu	
17.	11/2/2016	NURFATHIN AMIRA	8 ¹⁰	fulu		4 ⁵⁵	fulu	
18.	14/2/2016	NURFATHIN AMIRA	8 ⁰⁰	fulu		4 ⁵⁵	fulu	
19.	15/2/2016	NURFATHIN AMIRA	8 ⁰⁰	fulu		4 ⁵⁵	fulu	
20.	16/2/2016	NURFATHIN AMIRA	7 ⁴⁵	fulu		4 ⁵⁵	fulu	
21.	17/2/2016	NURFATHIN AMIRA	7 ⁵⁰	fulu		4 ⁵⁵	fulu	
22.	18/2/2016	NURFATHIN AMIRA	7 ⁴⁵	fulu		4 ⁵⁵	fulu	
23.	21/2/2016	NURFATHIN AMIRA	7 ⁵⁰	fulu		4 ⁵⁵	fulu	
24.	22/2/2016	NURFATHIN AMIRA	7 ⁵⁵	fulu		4 ⁵⁵	fulu	
25.	23/2/2016	NURFATHIN AMIRA	7 ³⁵	fulu		4 ⁵⁵	fulu	



 W. ZALAWATI

 Penolong Pengarah Kejuruteraan

 Unit Pentadbiran & Pemasukan Am

 Hospital Universiti Sains Malaysia

 16100 Kubang Kerian, Kedah

 16/3/2016

SENARAI KEHADIRAN PELAJAR LATIHAN INDUSTRI 2016 DI UNIT PENTADBIRAN & KEMUDAHAN AM

HOSPITAL UNIVERSITI SAINS MALAYSIA (HUSM) KUBANG KERIAN

BIL.	TARIKH	NAMA	MASA TIBA	T/TANGAN	CATATAN	MASA PULANG	T/TANGAN	CATATAN
1.	24/2/16	NURFATHIN AMIRA	7:55	Jad.		4:55	Jad.	
2.	25/2/16	NURFATHAN AMIRA	7:40	Jad.		4:55	Jad.	
3.	28/2/16	NURFATHAN AMIRA	7:30	Jad.		4:55	Jad.	
4.	29/2/16	NURFATHIN AMIRA	7:25	Jad.		4:55	Jad.	
5.	1/3/16	NURRATHIN AMIRA	7:50	Jad.		4:55	Jad.	
6.	2/3/16	NURFATHAN AMIRA	8:00	Jad.		4:55	Jad.	
7.	3/3/16	NURFATHIN AMIRA	8:10	Jad.		4:55	Jad.	
8.	6/3/16	NURRATHAN AMIRA	8:00	Jad.		4:55	Jad.	
9.	7/3/16	NURFATHIN AMIRA	7:40	Jad.		4:55	Jad.	
10.	8/3/16	NURFATHAN AMIRA	7:40	Jad.		4:55	Jad.	
11.	9/3/16	NURFATHIN AMIRA	7:40	Jad.		4:55	Jad.	
12.	10/3/16	NURFATHAN AMIRA	7:40	Jad.		4:55	Jad.	
13.	13/3/16	NURFATHAN AMIRA	8:01	Jad.		4:55	Jad.	
14.	14/3/16	NURFATHAN AMIRA	7:40	Jad.		4:55	Jad.	
15.	15/3/16	NURRATHIN AMIRA	7:45	Jad.		4:55	Jad.	
16.	16/3/16	NURFATHAN AMIRA	7:45	Jad.		4:55	Jad.	
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Ramli
16/3/2016