

UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES



PRACTICAL TRAINING REPORT:
HUMAN RESOURCES DEPARTMENT OF HOSPITAL KULIM

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JANUARY 2017

Supervisor's Comments

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Moderator's Comments

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.....

(Pn Nur Aida Binti Kipli)

Date: 21/7/2017

Declaration form

I hereby declare that the work contained in this practical training paper is our own except those which have been duly identified and acknowledged. If we are later found to have committed plagiarism or other forms of academic dishonesty, action can be taken against us under the Academics Regulations of UiTM's.

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Acknowledgement

In performing my practical report, I had to take the help and guideline of some respected persons, who deserve our greatest gratitude. The completion of this practical training report gives me much pleasure. I would like to show my gratitude to Dr Kuldip Singh for giving me such a good guideline for assignment throughout numerous consultations. I would also like to expand my deepest gratitude to all those who have directly and indirectly guided me in completing this practical training report. Not to forget, a truly appreciation goes to Puan Norazuar, who is my host supervisor for the advice, feedback and guidance which had helped to become more knowledgeable in such working environment despite of being student. And thank you also towards all the Human Resources Department of Hospital Kulim staffs upon their supports and advices during my practical training.

Furthermore, I would also like to acknowledge with much appreciation the crucial role of my practical training lecturer in charge, Pn Nur Aida Binti Kipli, who had always giving her fullest supports and cooperation towards my internship with a lot of compromise. Lastly, Special thanks to everyone who has involved in my life especially in my study whether directly or indirectly as my beloved families, lecturers and close friend who very kind in helping and the same time giving moral supports to me in order to complete my practical training report. Thank you.

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 Introduction

This chapter focuses on the general information regarding the Hospital Kulim, Kedah, the place which I completed my practical training. This organization reports to be under the Ministry of Health. Human Resources Department of Hospital Kulim is an established organization with various departments which operates from Sunday to Thursday at 8:00 a.m until 5:00 p.m to serve the citizen. Basically, the employees in administration unit at Hospital Kulim have been given options conveniently to start their routine at specific time which is at 8:00, or 8:30 a.m in the morning.

1.1 Background of the organization

Hospital Kulim is a government hospital located in Kulim, Kedah Darulaman, Malaysia. Kulim hospital has been operational in the town of Kulim (Jalan Hospital Lama) since 1912. In early 1990 a new hospital building was started to house the hospital to the new site which is located approximately five kilometers from Kulim town centre.

The new Kulim Hospital which was completed in 1994 is based on Nucleus Hospital concept. Although the new Kulim hospital moved to new site, Outpatient Services (OPD) is maintained at the old hospital. Outpatient department was handed over to the District Health Office Administration of Kulim on Jan 1, 1998. The old wards have been modified to Nurses

Training School and began operations on 1 July 1996. Target patients are the people in Kulim district, Bandar Baru district, Seberang Perai Tengah district and Seberang Perai Selatan district, and also including population of the Baling district.

Hospital Kulim has 12 wards with 314 beds. Kulim Hospital initially operated as a district hospital without specialist. Specialist Services only started in 1996, for the Obstetrics and Gynecology Services, and Pediatrics, and then followed by 4 expertise of Anesthesia, Medicine, Surgery and Orthopaedics.

Hospital Kulim services have several department which is:

Directorate of Clinical Support at Hospital Kulim:

- Dietetic and Meals Department
 - Department of Pharmacy
 - Medical Social Work Unit
 - Pathology Unit
- Occupational Rehabilitation Unit
 - Health Education Unit
- Imaging and Diagnostic Unit
 - Medical Records Unit
 - Physiotherapy Unit
 - Optometry Unit

Non-Clinical Support Directorate at Hospital Kulim:

- Administration Unit
- Information Technology Unit
 - Quality Unit
 - Security Unit
 - Revenue Unit
- Admission Unit
- Engineering

Directorate of Surgery at Hospital Kulim:

- Department of Orthopaedic
- Department of Anaesthesiology
- Emergency Department and Trauma

Medical Directorate at Hospital Kulim:

- Department of Medicine
- Haemodialysis department

Directorate of Women and Children at Hospital Kulim:

- Department of Obstetrics and Gynaecology
 - Department of Paediatrics

1.2 Objectives of Hospital Kulim

To provide quality, efficient and effective diagnostics, treatment and rehabilitation services with the purpose to save your life and reduce pain to get patients to get away to maximize in the short time.

1.3 Vision and Mission Statement

- **Vision**

Hospital Kulim will be a hospital that always prioritizes quality and innovation in providing Medical Treatment services and has a comfortable and pleasant environment for customers.

- **Mission**

Achieving Hospital Kulim vision through professionalism among hospital members, adopting teamwork, providing caring services and establishing sharing partnerships with other public, private, non government, community and individual sectors.

1.4 Client's Charter

CLIENT CHARTER FOR THE LARGE SERVICES

MINISTRY OF HEALTH MALAYSIA

We promise to service professionally, safely. Friendly, caring and quality: -

1. We will prioritize critical and semi-critical cases in the Emergency and Trauma Department with the following waiting periods:

- Critical Case (Red Zone) - Immediately taken care of;
- Critical Partial Case (Yellow Zone) - Treated within 30 minutes; And
- Other cases (Green Zone) - Will be seen according to the patient's priority.

2. Outpatient Clinic Services and Expert Clinic will be given by turn and / or patient condition. Priority will be given to children, pregnant women, senior citizens and people with disabilities.

3. Information will be provided to customers regarding illness and care.

4. The confidentiality of personal information, illness and care provided to the patient is guaranteed.

5. Clean, comfortable and safe facilities and environment are available.

CORE CLIENT CHARTER

MINISTRY OF HEALTH MALAYSIA

We as a Health Ministry of Malaysia will always be committed to providing quality, efficient, friendly and professional services and services and fair and equitable consideration to all customers regardless of age, gender, ethnicity, religion or socio-economic status. To achieve that goal we promise: -

Ensure Every Customer Satisfy With Service Provided With:

1. Each received customer complaint is given an initial response within 1 working day from the date the complaint is received.

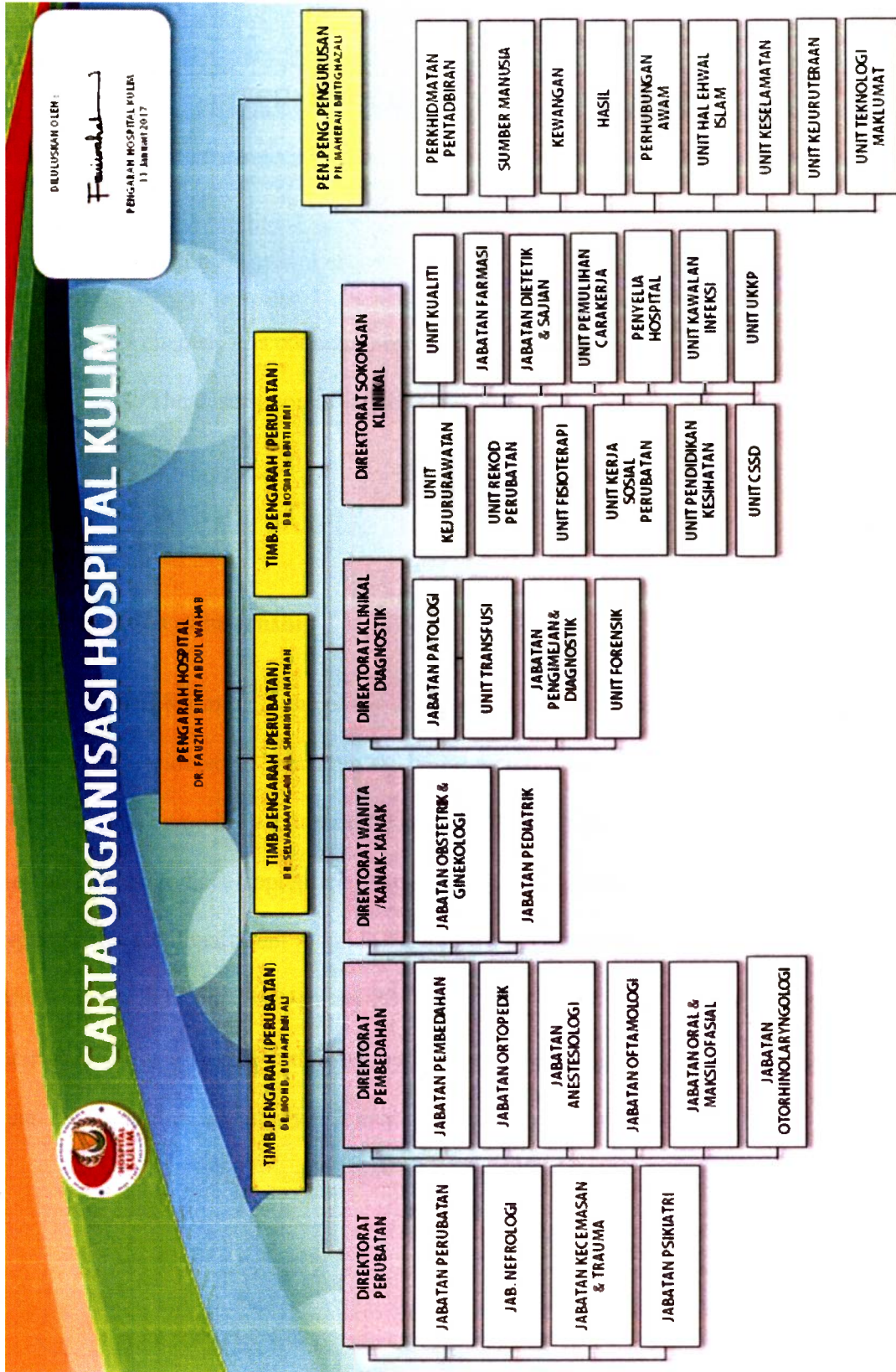
2. All patients defined by Malaysia Triage Category (MTC) as RED cases will be treated by the Medical Officer at Kulim Hospital Emergency Department immediately.
3. 95% prescription is written within 30 minutes.

CUSTOMER'S DECLARATION

Customer cooperation is sought to enable the Ministry of Health to implement the Charter effectively with:

1. Comply with all work processes, systems and regulations adopted and;
2. Be prepares with the necessary information and documents.

1.5 Organizational Chart



CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

In this chapter, it is concern more on the summary of the daily training extracted from the Log Book. The description of the jobs and tasks executed throughout the training will be elaborated as well.

2.1 Duration of internship

Hospital Kulim was one of my choices to do my practical training. It is because this company is considered to be near to my house which is only a 30 minutes drives from home. Moreover, this company welcomes the intern students to do their internships at their place as they would like to have apprentice learning in their HR Department. Fortunately, they have expertise in each department to guide the intern students on doing the assigned tasks. The internship started from 23th January 2017 until 16th March 2017. During the eight weeks of internship, I was assigned to the Human Resources Management and I was supervised under Puan Norazuar throughout my practical training at this organization.

2.2 List of Activities in the Log Book

2.2.1 First Week (23th January 2017 to 26th January 2017)

On the first day of practical training, I was assigned to work in the Human Resource Department. I first reported myself as a practical student at the Human Resource Department of Hospital Kulim. Once I sat on the office, the assistant of Clerks asked me to fill certain forms and briefed me on which department I would be assigned to and who would be my host supervisor. My host supervisor was Puan Norazuar who is the Chief Clerks in the HR Department.

Firstly, I need to learn about the Human Resources Department in the Hospital Kulim. The task given is to sort out all the letters and documents related to individual staffs in particular departments or units of Hospital Kulim. After that, I need to record staff leaves on the existing records. By doing the task, I have a chance to learn on how to be more particular while recording the details of the staff leaves for example, in term of the type of leaves, staff's position and what task that they have done. I also need to avoid any mistakes in handling the job as it usually involves the annual record.

Next, I need to learn what is and how to use Human Resource Management and Information System, HRMIS. Human Resources Management and Information System is the computer software intended for simplification and acceleration of HR management process, improvement of its quality via automation of the basic (routine) objectives and activities. Development of the HRMIS unified standards of key significance for improvement of HR management effectiveness and transparency in certain department.

On the third day, I need to complete the record of increments in Human Resources Management and Information System, HRMIS. It is an amount of salary which will be given to those staffs. Salary increments are often expressed as a percentage of an employee's overall

base pay. An increment usually represents a portion of what the employee earns per year.

Employers use increments to increase or decrease base salaries or to award bonuses. I have to be really organized as the details and data in the documents pertaining to the matter above is confidential and if any mistake occurs, it will lead to more troubles in the future.

2.2.2 Second Week (30th January to 2nd February 2017)

For the second week, Chief Clerks teach me how to use HRMIS 2. There is not much different between HRMIS 1 and HRMIS 2. I involved more in HRMIS 2 which it is enables storing of information on human resources in every aspect such as personal, academic, qualification, family, medical, career and performance evaluation, training and development, as well as wage and salary of individuals. Unlike manual systems the HRMIS 2 enables availability of all such information in a single screen. Every staffs in HR Department need to have an account of HRMIS in order to be able to use it. The steps of using HRMIS 2 need to be remembered as its a daily work that need to up to date. The first step is go to system administration and choose maintenance of records and the second step is go to function and choose data review then search through the owner's competence. This kind of duty requires to be careful as sometimes, it may have difficults in dealing with the records given.

On the third day, my host supervisor assign me to continue recording staff leaves. On that day also I need to helps one of the staff, Madam Aini to complete letter of income tax settlement as for employee's pansion. This letter is only made when the employee is enough time for pension.

2.2.3 Third Week (5th February to 8th February 2017)

First day of the third week, I have assigned for identify the number or the type of Finance 8. There are several types of Finance 8 which is the new appointments, the confirmation in the post, pension status, exchange and out of staff and the management holiday. After i know the types I need to classify each of them by type. Then, I need to record the holidays historical information's staff who will retire through HRMIS system. The steps need to be followed such as system administration, historical data, management remuneration, benefits and rewards and holidays historical information.

Furthermore, I have been assigned to be at the front counter. While being there, I have experienced the situation of answering the phone calls. After that,the further action is to connect it to right extension depending on which department that it is referring to. I also need to entertain and give the best service to whoever comes at the front counter. They usually come to send and pick the letters. Here, I learn on how topractice the ethics in counter service or administration. This duty also requires me to be very knowledgeable in terms of referring the respective matters to the responsible person while answering the phone calls.

2.2.4 Fourth Week (12th February to 16th February 2017)

On the first day of fourth week, I was instructed to confirm the document for the re-appointment of the Hospital Kulim's staff. On the same day I have recorded annual salary movements for January, April, July and October. After completing the annual payroll movement for January, April, July and October, I was directed by the supervisor to print the salary movement and put it in the file. This is because in order to make them easy to find and review the documents.

Next for the third day, a morning assembly was held, and there will be a department selected to manage the assembly. Once selected, the department will manage the assembly based on their creativity of each department. All departments need to be involved in the gathering. During the assembly, hospital's Director have been talked about the importance of personal hygiene as well as the hospital environment. This is because, hygiene is very important for patients, the public and also the staff.

On the last day of this week, I was asked to prepare an Hospital Kulim annual report for the year of 2016. After completing the report, I reviewed the list of competence owners who have not integrity data in the HRMIS. The first step is to choose the system administration, then maintenance records, next is choose functions: data checks and last search through competence owners. The examples of the data are salary, employment, type of service, education, pension status, service scheme and salary status.

2.2.5 Fifth Week (19th February to 23th February 2017)

On the fifth week, I learn on how to record property declaration for Hospital Kulim staff in HRMIS. Also I have learned what Property Declaration is. Property Declaration is one of the submodules in the Module Personal Records Management. This submodule was formed in view of all the Citizens Public Service is obliged to declare property as Contained in the latest Circular / rules (PP / 03/2002) when:

- (I) appointed into public service;
- (II) required by the Government;
- (III) acquire additional assets; And
- (IV) dispose of property

Next, I need to check it back the updated and unprepared property declaration. The steps is choose the management of personal records, then property declarations, and next choose functions: search of competent owners for property declaration, and lastly transfer of property declaration. The property declaration are for officials serving in the government sector and every 5 years must declare the property. Thus, I also learn about how to include monthly income for Hospital Kulim staff in HRMIS 2. To confirm the declaration of property, monthly income information must be completed. Also the allowances and salaries of the staff must be updated.

2.2.6 Sixth Week (27th February to 2nd March 2017)

For the first day of this week, I have been asked to check the e-verification for pension status. A total of 7 nurses are eligible to be certified for pension status. This is because they have fulfilled the conditions and are old enough to terminate their services at the Hospital Kulim. This pension status must be done in e-confirmation.

Next, I supposed to put the annual income of Kulim Hospital staff in HRMIS 2 and completed it. The purpose of completing monthly income is to verify the declaration of property. Allowances and salaries must be updated at all times allocated. Also, the purpose of completing annual income is for pension or retirement purposes. Every employee who wishes to retire should complete the history of leave from the beginning of the service and annual pay transaction.

2.2.7 Seventh Week (6th March to 9th March 2017)

On the seventh week, there is not much thing to do. My host supervisor assign me to continue recording staff leaves. I need to record staff leaves for hospital staff for year of 2006 and 2017. I am also directed to separate the holidays by year and staff working unit. To record employee leaves, it must be done in the HRMIS system. The steps are following:

- 1) System administration,
- 2) Functions: remuneration management, benefits and rewards,
- 3) Leaves management
- 4) GCR information

Next is the step to maintain the entitlement of employees who will retire through the HRMIS system. Every step I must remembered in order to make the work more easy and smooth.

- 1) Leave management,
- 2) leave qualification,
- 3) maintain the entitlement.

2.2.8 Eighth Week (12th March to 16th March 2017)

Eighth week means the final week. For this week, I was assigned to compile leave forms according to the staff position. By doing this task I have to be really organized as the details and data in the documents must be in good position and not misplaced to other staff. This is because, if any mistake occurs, it will lead to more troubles to the other staff to find it in needed.

Next, I also need to update the papers received in personal files for the officers of the armed forces, assistant medical officers, public servants and assistant operations. This task also need me to be more careful and organized. Since this is about filing, I was required to finish my entire task and recheck all the filling whether in system or file before leave. This is to ease the next person who will in charge my position to do a task without confuse. Besides, my supervisor asked me to complete the management of personal records namely the declaration of property for Hospital Kulim officers. Employee property information must be completed and updated.

CHAPTER 3

TASK ANALYSIS

3.0 Introduction

This chapter presents the analysis of training which specifically focuses on only an area of task regardless of many other tasks that I have already done during the period of practical training. The analysis particularly will be focusing on the counter services as from doing this task I have gained a lot of experiences and able to demonstrate the theoretical aspects learned in class at the workplace. By doing the task also allows me to transform the knowledge gained at Hospital Kulim, Kedah as to reinforce my understanding on the concepts learned in class previously.

3.1 Counter Service

Counter service is the place where to get te service. Counter service is very important to an organization since it is the front line of the organization and it represents the image of the organization. The front line service employees are the critical link to te customer. They are responsible for both understanding the customer needs and interpreting customer requirements in real time. This means that the front line employee have important role in providing high quality of the service to the customers to meet the customer needs and expectation. According to Pekeliling Kemajuan Perkhidmatan Awam, 2004 the counter service in public sector in Malaysia is responsible for the issuing of licences, permit, passports, identity cards, certificate of marriages and citizenship, collection of revenue and processing of application for essential facilities.

The counter service concept in the Malaysia public sector comprised of three main components which is includes

- i. Section in front of the counter which is the customers
- ii. Section at the counter that is to service at the counter
- iii. The section behind the counter which is to support service.

The section in front of the counter is the waiting area where the customer wait to be served by the employee. Sufficient and appropriate facilities such as visible notice board, accessible enquiry counters, comfortable waiting area with sufficient seats and a systematic queuing system should be provided by the organization at this area. This is important to comfort the customer while waiting for the service.

The section at the counter is the place where the counter staffs communicates directly with the customers. The service delivery takes place here, where the counter staffs meet the customers, provide service and terminate the service. The section at the counter is important because at this stage the staff have big responsibilities to understand the customer's needs and interpret them according to what the customer needs and expect. The staff should have enough knowledge, be professional in any situation and must remember that the customer is always right.

The section behind the counter service is the role that management and staff play. These roles include planning, controlling, and evaluating all the undertaken decisions with the available information. This section controls daily administrative activities while ensuring that all staffs and officers contribute and support the decision and planning made. Thus, these three components play an important role in determining the success of an organization's service delivery process.

3.2 Service Quality

In an organization, the quality of a product or service offered plays a very important role in determining perceptions of the customers. This is because, according to Shen, Tan and Xie (2000), quality is when the customer expectations and requirements are satisfied and exceeded. Customers tend to judge the service delivered to them whether or not it is matching between what they want or expect and their actual experience. Therefore, service quality which can be defined as customers' overall impressions of an organization's services in terms of relative superiority and inferiority (Johnson, 1995). It is also defined as the gap between expected level of service and actual level of service provided by which is crucial to always be maintained and improved as it is one of the primary image building features in an organization.

3.3 Demonstration on practical and theoretical aspects

Under this sub-topics the student need to describe on how the knowledge that they have learned in classroom has helped them in the practical training. There are two aspects that can be divided into discussion which is functional skills and soft skills. Both of this skill help the student a lot in their practical training.

3.3.1 Functional skills

1) Organizational behaviour

In the organization behaviour subjects, the students learn a lot of important things about the organization. Some of the knowledge that can be

relate to the practical aspects is organizational structure and dimension of culture.

Organizational structure is the division of labor and patterns of coordination, communication, workflow and formal power that direct organizational activities. Division of labor is subdividing work into separate jobs assigned to different people and limited by ability to coordinate work. It is potentially increase the work efficiency. It is necessary as company grows and work becomes more complex. Hospital Kulim practices the functional structure since their organization structure divided into three department which is social, development, and finance and administration. They coordinate the work activities through informal communication, formal hierarchy and standardization.

Organizational culture defined as the basic pattern of shared values and assumptions' governing the way employees within an organization thinks about and act on problems and opportunity. Members of Hospital Kulim can be considered as a collectivism culture. In collectivism culture, people are defined and act mostly as a member of a long term group, such as a family, a religious group, an age cohort, a town, a professional among others. This dimension move towards the individualist end of the spectrum with increasing national wealth. This can be explained that the people in Hospital Kulim have acknowledged the members of Hospital Kulim as one group. They are the people who help the citizen on behalf of the government. This culture help the members of the organization to be more efficient since their function is being trust by the local people.

2) Total Quality Management

One of the major systems that influence an organization the most is 5S system. 5S system one of the system that has been used by the most country in the world to organize their document, files, environment and department. 5S is a management tool from Japan, which focuses on establishing a quality environment in the organization, ensuring adherence to standards and in the process, fosters the spirit of continual improvement. This is the process of 5S formulation:

1) SORT/SEIRI: Clearing the work area.

To sort and systematically cleared item that are not needed in the workplace. The work area should only have the items needed to perform the work.

2) SET IN ORDER/SEITON: Designating locations

To arrange necessary items in a neat and systematic manner so that they can be easily retrieved for used and to return after use.

3) SHINE/SEISO: Cleanliness & workplace appearance

To clean and inspect the workplace thoroughly so that there is no dirt on the floor, machines, and equipment.

4) STANDARDIZE/SEIKETSU: Everyone doing things the same way

To maintain a high standard of workplace organization by keeping everything clean and orderly at all times. Everyone in the work area and in the organization must be involved in the 5S effort and work together.

5) SUSTAIN/SHITSUKE: Ingraining the 5S in to the culture

To train people to practice the 5S system continuously so that it becomes habitual and ingrained in the culture of the organization.

For Human Resources Department of Hospital Kulim, they had the responsibilities to organize their own department. For example, the staff at administrative and finance department responsible for their own department and same way to another two department which is social department and development department. This system assists the HR Department of Hospital Kulim to be more effective, motivating and attractive.

3.3.2 Soft skills

1. Interpersonal skills

An interpersonal skills is very important for us to communicate with others and to accommodate our self with the new environment and people. The training has improved my ability to communicate with others such as superior, peers and customers. It is fun to deal with these people since I can learn a lot of the people behaviour and culture. Besides that I can see how the staffs communicate with customer and their own peers. I also experience the real situation when the other staff like a doctor, medical assistant or nurse is sometime annoying but still we need to treat them nicely since it is good to avoid fighting. This training period also teach me on how to stay cool and more patient in serve the cusmtomer and the other staff with various attitudes.

2. Teamwork skills

During the training which about 6 weeks in HR Department of Hospital Kulim, I work together with my host supervisor, Puan Norazuar which is the Chief Clerks of Administration Department. She guide me in every task that I conduct and correct me if the way I do the task is wrong. Besides that, she

ask me my idea and insight in our work. For example, when Puan Norazuar ask me to do the front page about the charity of the staff according to my creativity. I also work together with other staff in perform the job. Good communication and collaboration is important in teamwork.

3. Self-Management

Self-management is important in order to have a good image and performance in work place. This practical training thought me how to conduct myself properly in a public sector environment. I am able to improve my time management, more punctual, how to wear appropriate attire to work and manage my appearance well. For example, before this in campus I'm not care about my appearance but during the training I started to care about it since the physical attire is one of the priorities to bring out my personal confidence and motivation. Besides that I need to come early to the office and finishing the task that given by my host supervisor on time.

3.3.3 Reflections of personal experience

In my opinion, during my practical training about 6 weeks at the HR Departmen, Hospital Kulimis one of the most interesting and important experience in my life since it is first time I'm doing the practical training. It also makes me understand how the public sector runs their job and their culture in doing job. During my practical training, the most interesting task that I have done is deal with the customer at reception counter. From this task I have learn a lot of new things such as how to answer calling, how to treat the customer

and staff with good manner and face various attitude of the customer and other staff.

During my practical training, my relationship with all the staffs at HR Department, Hospital Kulim was also excellent in term of communication and sharing knowledge. I able to communicates and accommodate myself explain the them and the environment. The staffs are friendly and helpful to me. They were happy to explain the thing that I do not know and treat me as the real staff. This training has exposed me to the invaluable experience that I cannot gain from the lecture hall or classroom. Furthermore, this practical training is not only the knowledge outside the classroom but it also opens my world view wider.

Also, during my practical training I have go through a lot of fun and difficulties. It thought me how hard to handle the other staff because it needs us to be professional, patient, and knowledgeable and have a good attitude. As our job is to deal with the doctors, nurse and medical assistant, we cannot follow our emotion because it can affect our performance. Besides that, I also learn that being in HR Department need to know more than one languages. This is because some of the staff do not know how to speak Malay. So it need me to speak other languages which is English.

CHAPTER 4

RECOMMENDATIONS

4.0 Introduction

This chapter will highlight all the strengths, weaknesses, opportunity and threats with examples of job or task assigned during practical training. This chapter also required the student provide solution and recommendation for improvement of the organization.

4.1 SWOT Analysis

The SWOT Analysis is conducted based on the direct and indirect experience that I have undergone during the 8 weeks of my practical training at HR Department, Hospital Kulim. Among the main criteria studied is the ability of the training to meet the program objective, the training atmosphere and environment, training task, its process and interaction involved throughout the whole training period.

4.1.1 Strengths

- Real working environment

The training enables me to experience the real workplace environment and working process under an organization that really impose the task from the theoreticl subject in administration science. It is also give me an advantage in working environment when or where do I need to behave in certaion attitude such as formal and informal environment. It is also gave me the opportunity to

see how the staff treat the public and the other staff. From the direct involvement I am now have the clear idea about the real working.

- **Improve communication and social interaction skills**

Deals with the public and other staff need a lot of communication and interaction skills to deal with them. For example, when the others staff want to deal with us about their matter, we needs to greet them nicely and always smile. The staff should able to communicate with at least one or two language such as Bahasa Melayu and English. I can improve my communication in English in order to understand better what they are saying because some of the doctors are not from Malaysia. So to make it easy to communicate with them, the staff should know to speak English.

- **Implementation of 5S**

The implementation of 5S is really help in creating a good environment in the workplace. When every files and form is being put in order it will more easoly to get them for the public if they ask about it. Besides that, the implementation of this 4S help a lot in making the office look attractive to the others and make the staff have more courage to run their duty. I believe that each organization should practicing 5S in order to create a good environment in the workplace. When the worker is comfortable with environment in the workplace, they certainly can become an effective and productive worker.

4.1.2 Weaknesses

- Too short time period of training

Although my overall training is considered good, however the time period is too short. It is not enough for me to learn more about the real work environment. Since the HR Department office has several department I was placed under administration department and administration reception counter. We as a practical student will more depend on the staff and just handle basic things because the period time for our practical training is too short. It is not enough for them to teach as to do others thing.

4.1.3 Opportunity

- Future career in Local Government Organization

Undergoing training at one of the common local government organization has exposed me with every aspect of the real world industry. This is because I can see how the government is really doing their best in helping people or public. These valuable experiences have built my interest to maybe build my future career in public sector.

- Making link and connection

By working at HR Department, I have made a bond to the organization, I will be known as a UiTM student that has been practical there. From my observation, I think my performance was quite well in the organization. Therefore, if I need any reference when I'm looking for my job after graduation, I can ask the help from HR Department of Hospital Kulim.

4.1.4 Threats

- Conflict with co-workers

During the training period always try to be nice to everyone around me.

However sometime how we behave, interact or communicate may not be misunderstood by some people. This misunderstanding can create conflict and affect our training quality. Sometime the conflict are not cause by use, but were trapped between the already exist conflict among the company workers. To deal with this situation, I always try to be neutral defending or be a part of any side.

- Exploitation

For some employee, the practical trainee means cheap labor. This irresponsible employee with wrong intention will try to exploit the practical student to perform works that they don't have to do or not related to their training. Sometime the employee will take advantage towards the student by asking them to do all their work until the student do averloading work. However, I am glad that my supervisor and co-workers have treated me with kind and respect.

4.2 Recommendation for improvement

As referring back to the weaknesses mention earlier, there are also a few suggestions that can be proposed in order to improve the flaws especially concerning on counter service.

4.2.1 Benchmarking program

First of all, the recommendation is that HR Department of Hospital Kulim should initiate an effort to bring the staffs from services department particularly to a benchmarking program. The top management should consider taking this into account by choosing the best organization either locally or internationally which has received many quality awards throughout the years of establishment. Benchmarking will expose the workers more on how they are going to fullfill the criteria of quality service. They can acquire many steps and examples to improve their service quality by taking a closer look on ideal organization and compare with competence available in HR Department of Hospital Kulim. After analysing, the staffs and top management should be able to choose the best methods to make the desire goals on improving their counter service attainable. By looking at the potential and capability on the staffs in making a further development on their counter service, I am sure that this initiative might successfully enhance the overall quality in that department and making the organization to be more competitive among other government agencies.

4.2.2 Quality awards

In order to improve the quality of the service provided, the service department should be encouraged to participate in the quality awards available in Malaysia. For example, the Prime Minister's Quality Award, Public Service Quality Award and the Public Service innovation Award are several awards available to be nominated to the qualified candidates.

This role should be played by the upper management by which application can be made to participate in those related awards and by doing so it will encourage and trigger extra efforts to be performed by the staffs in HR Department of Hospital Kulim. Further steps which is trying to fulfil all the requirements needed in order to be eligible in receiving the award will definitely develop the quality existing service provided in the organization as everyone would contribute their ideas and being innovative about matching the desired criteria outlined.

Eventhough at the first try, it might be difficult to be nominated yet, with continuous contribution and participation of all the employees in improving the quality of service in HR Department of Hospital Kulim, it is possible for them to receive the award one fine day in the future.

CHAPTER 5

CONCLUSION

5.0 Introduction

This chapter will summarize all the discussion of each chapter in the report by highlighting the main points.

5.1 Conclusion

Chapter 1 discuss mainly on the background of the Hospital Kulim which is the organization that I have attended to do my practical training. It is basically explains what is Hospital Kulim all about. This include:

- 1) Background of the organization
- 2) Objectives of Hospital Kulim
- 3) Vision and mission
- 4) Client's Charter
- 5) Organization chart
- 6) All the department related in the organization'

This organization has been always chose as a place for practical training because of its location is strategic and the agenda in the organization is much related to the syllabus in Bachelor in Administrative Science course.

Chapter 2 discuss all about my practical schedule at the Human Resource Department of Hospital Kulim. The chapter describes my entire task during practical training in every day. The practical training log book keeps all the data of the training that I write down. This book can be clarified as my routine to write every single thing that I have done in every day. This is includes the date, venue, and what kind of task I am doing.

The schedule also shows various tasks that I have done through my practical training. My supervisor will sign the log book at the end of the week. It is important for the supervisor to sign the book every week because it is our evidence to our lecturer later. This chapter also summarizes various tasks that I do in every one week, so it is easy to read and it looks systematic.

Chapter 3 discusses about the main task that I do during my practical training. It explains on the definition of the task and component of the task. Through this task I gain a lot of new knowledge and valuable experience since I am exposed to the public and the staff directly. It is fun and needs more professional to work at the counter because we deal with human beings with different behaviours.

This chapter also discusses on how this practical training has reflected my knowledge on the theory of how things work. Not all theory that I learn in the classroom can be practiced during my practical but only some of them. This includes:

- 1) Organizational behaviour
 - Organizational culture
 - Dimension of culture
- 2) Total Quality Management
 - 5S System

The reflection of my personal experience also has been mentioned in this chapter. The relationship between the subjects is very important as it shows on how the student can apply the tasks done during the practical training. It will evaluate overall on how the practical training syllabus can help the student for their future and career development. The output will determine if the practical training is successful or not.

Chapter 4 discuss about the strength, weaknesses, opportunity and treats from the organization and the task that the student done during practical. It explained on how the whole experience during the practical training can help to improve the student, organization and practical training itself. From this SWOT analysis, its show how the programs reflect the students point of view on certain matters. This chapter also allowed the student to give their own opinion on how things moving around them. This can make the student differentiate between the theory and practical.



Figure 5.1: SWOT ANALYSIS

In conclusion, there were many things that I have experienced and learned during my practical training within 8 weeks at HR Department of Hospital Kulim. The whole training period was very interesting, instructive and challenging. Through this training I was able to understand the real working environment and gain a lot of new knowledge and experience. This practical training help me to improve my both functional and soft skills since I have deal with the public and also with the employee at the Hospital Kulim. All new knowledge and valuable experience that I gain were not just from the task that I directly do but also from other aspect such as work observation, interact with the staff, superior and the public. From what I have undergone and I observe, this practical training give a lot of benefit to the student. Now I can more confident to enter employment world and build my future career.

APPENDIXES



