



PUTRA SPECIALIST HOSPITAL MELAKA SDN BHD



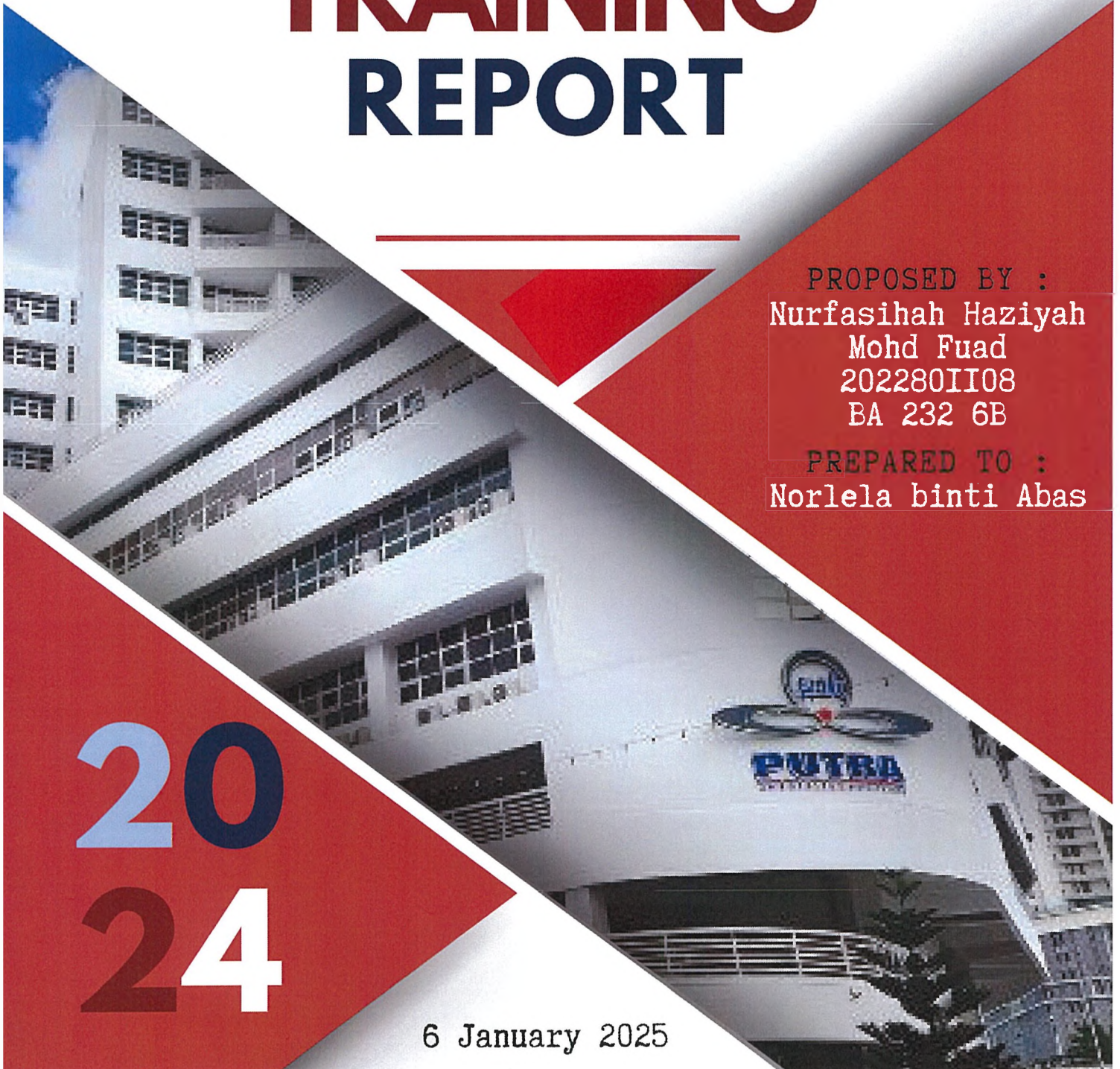
INDUSTRIAL TRAINING REPORT

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20
24

6 January 2025



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Tajuk Laporan	SWOT ANALYSIS PUTRA SPECIALIST HOSPITAL MELAKA	Nama Syarikat	PUTRA SPECIALIST HOSPITAL MELAKA

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Yang Benar



Nama Pegawai :

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No. Tel. : ASSISTANT MANAGER,
No. Faks : HUMAN RESOURCE,
Putra Specialist Hospital (Private) Sdn Bhd

Cop jabatan/organisasi:



PART 1: PRELIMINARY PAGES

EXECUTIVE SUMMARY

This internship reflection paper is about my experience at Putra Specialist Hospital in Melaka, where I am undertaking a 24-week internship from August 12, 2024, to January 24, 2025, as part of my Industrial Training (MGT666) degree. This internship is intended to give us practical, hands-on training, allowing us to complete employer-assigned tasks while acquiring significant real-world experience. With this chance, I hope to improve my practical skills, communication talents, and general approach to work completion.

The paper will begin with an overview of Putra Specialist Hospital Melaka, including its history, vision, goal, organizational structure, and product and service offerings. In addition, I will reflect on my training path as a Human Resource Trainee, emphasizing my experiences in the HR department under the supervision of Cik Shabila and assisting HR workers such as Puan Siti Nooraishah. My supervisor, Puan Norhayati binti Makhdum, is the Assistant Senior Manager in Human Resources and has been a helpful mentor throughout my internship. The skills and insights I receive via this program will help me prepare for the realities of the working world.

The second section of this paper will undertake a thorough SWOT analysis of the organization, concentrating on its strengths, weaknesses, opportunities, and threats. This study will dive into the department's specific areas of concern, providing recommendations to retain strengths, manage weaknesses, capitalize on opportunities, and handle possible threats. Finally, the report will include documentation of my involvement as a Human Resource Trainee, demonstrating my contributions and the duties I successfully performed.

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ACKNOWLEDGEMENT

Alhamdulillah, I would like to begin by expressing my profound appreciation to Allah for giving me the strength and chance to write this report, which was assigned to all practical students. I'm also glad for my health and the possibility to complete my internship at Putra Specialist Hospital (PSH) Melaka.

I am very thankful to PSH's management for enabling me to complete my internship with their distinguished organization. My heartfelt gratitude goes to my boss, Hajah Norhayati binti Makhdom from the Human Resource Department. Her mentorship, willingness to share her enormous expertise, and consistent inspiration have been invaluable during my internship experience.

I would also want to thank the whole PSH staff members, particularly those in the Human Resources department, for their generosity and support throughout my tenure here. Their warm atmosphere had a big impact on my learning experience.

Additionally, I am thankful to my UiTM lecturer advisor, Puan Norlela binti Abas, for her invaluable support as I navigated this journey. Her guidance and insights regarding the internship process were crucial, and she was always there to assist me with any challenges I faced in completing this report.

Lastly, I am grateful for the unwavering support of my parents and friends. Their encouragement and understanding have been a source of strength for me. I appreciate my friends for being there during stressful times, showing incredible patience, and helping me complete my internship report and fulfill the requirements of my industrial training. Thank you all for your immense support.

PART 2: STUDENT'S PROFILE

2.1 STUDENT'S PROFILE



NURFASIAH HAZIYAH BINTI MOHD FUAD

OBJECTIVE

Dedicated and detail-oriented person interested in the administration and management industry and currently graduate from UiTM Campus Bandaraya Melaka in Bachelor of Office System Management with a current CGPA of 3.39. Offering a strong foundation in data analysis, excelling in teamwork and have a good time management. Equipped with strong leadership, communication skills, and the ability to collaborate effectively with team members from diverse backgrounds.

EDUCATION

University Technology MARA (UiTM)

Bachelor of Office System Management (Hons.)

- CGPA: 3.39 | Dean list for Semester 03
- Joined in BOSS (Bachelor of Office System Society)

Bandaraya Melaka, Melaka

Oct 2022 - Jan 2025

University Technology MARA (UiTM)

Diploma of Office Management and Technology

- CGPA: 3.70 | Dean list all semester except Semester 01
- MUET: Band 4.0
- Joined in SukaBantu Club

Alor Gajah, Melaka

July 2019 - Feb 2022

PROFESSIONAL EXPERIENCE

Human Resource Internship, Putra Specialist Hospital (Melaka) Sdn. Bhd. Aug 2024 - Jan 2025

- Assisted in arranging internal training and key in staff's attendance for the training.
- Assisted in contacting applicants to schedule interview sessions.
- Gained knowledge of employee medical benefits and compensation plans.

Part-Time Housekeeping, Lanjut Beach and Golf Resort, Rompin Pahang Mar 2022 - Aug 2022

- Responsible for cleaning and maintaining guest rooms, common areas and other facilities.
- Not only assisting guests, but also entails well-defined management skills in terms of planning, leading, controlling and decision-making.

Part-Time Dropship Agent, Mamasab Bakery

July 2020 - Feb 2022

- Handled inquiries and orders from 35 prospects through WhatsApp and Telegram.
- Successfully sold 25 cookies and cakes from this bakery through online, resulting in an RM370 sales figure.
- Received excellent feedback from customers regarding timely delivery, the taste and the quality of the product.

EXTRACURRICULAR ACTIVITIES

Hikayat Buana Melayu Dinner | Bachelor of Office System Society (BOSS)

January 2024

Head of Protocol Bureau and Floor Manager (FM)

- Handled all of the flow for the event
- Coordinating the relationship between PA system committee, Multimedia, performance and Photographers and all those involved.
- Need to think quickly in the actual situation of the event, fast and changeable, firm but always polite.

Vibe2Recycle Event | Semester 4 2023/2024**November 2023**

Head of Activity Bureau and Informal Emcee

- Responsible for planning and implementing activities agreed by all the committee.
- Successfully implementing great activities for children using 3R tools.
- Received great feedback from the teachers and also the children regarding the activities and flow for the event.

Covalent Bonding Induction | Bachelor of Office System Society (BOSS)**October 2023**

Project Manager

- Managed to handled 8 VIPs when the setup for closing still in progress in the hall.
- Successfully conducting an event out of the campus and ensure all the protocols, safety committee and students are maintained.
- Good communication for all the committee to understand what they need to do and getting an excellent feedback from the VIPs for the smooth event flow.

LANGUAGES

Malay - Fluent

English - Expertise

Mandarin - Beginner

SKILLS

Technical Skills:

- Microsoft Office - Word, PowerPoint, Excel (Expert)
- Canva (Expert)

AWARDS AND ACHIEVEMENTS

- Dean's Award for Semester 2,3,4 and 5 in Diploma
- Dean's Award for Semester 3 in Degree
- Getting Gold Medal on Mathematics Competition in Diploma

REFERENCES**Hjh Norhayati binti Makhdum**

Assistant Senior Manager

Human Resource Department

Putra Specialist Hospital Melaka Sdn Bhd

Supervisor Internship HR

Norlela binti Abas

Lecturer

Faculty of Business and Management

Universiti Teknologi MARA,

Cawangan (Melaka) Kampus Jasin

Advisor Internship

PART 3: COMPANY'S PROFILE

3.1 COMPANY BACKGROUND



Putra Specialist Hospital, formerly known as Southern Hospital until 1995, is a prominent healthcare provider located at No. 169 Jalan Bendahara, 75100 Malacca, in the vibrant heart of Malacca City. Surrounded by historical landmarks, hotels, residential areas, and tourist attractions, the hospital plays a significant role in the region's healthcare sector. Additionally, its branch, Putra Specialist Hospital (Batu Pahat) Sdn Bhd, extends its services to Johor, operating from No. 1, Jalan Peserai, 83000 Batu Pahat.

Hospitals operate around the clock to manage emergencies and accident-related cases, with administrative functions typically confined to standard business hours. At Putra Specialist Hospital, the administration department runs from 8:30 AM to 5:15 PM, while staff working hours vary by role. Clinical personnel work in shifts to ensure continuous patient care, whereas non-clinical staff follow regular office schedules. Currently, the hospital employs over 600 staff members, encompassing both clinical professionals and non-clinical support teams.

The hospital's facilities are distributed across several levels to optimize functionality. Levels 1 and 2 are designated for parking, Level 3 houses the doctor consultation clinic and medical records, and Level 4 contains the health screening center, hemodialysis unit, and physiotherapy department. Level 5 is dedicated to critical care services, including the operation theater, ICU, and catheterization lab. Administrative operations are centralized on Level 11, which includes departments such as Human Resources, Finance, IT, Facility and Engineering, and Quality Assurance, alongside the CEO's office and meeting spaces. This organizational structure ensures smooth integration of medical and administrative processes, supporting the hospital's commitment to delivering efficient and high-quality care.

3.2 VISION, MISSION, OBJECTIVES AND GOALS

Vision

To be an excellent health care service provider.

Mission

To deliver quality health care services to our customers through excellent customer service and technological advancement.

Objectives

- a) Strive to ensure that products, services, systems, structures, and work processes uphold exceptional quality standards that align with customers' needs and expectations.
- b) Committed to providing a working environment that prioritizes both safety and comfort at the highest standards.
- c) The aim is to cultivate employees who possess the right mindset and qualities necessary to meet global standards of excellence.
- d) Place a strong emphasis on professionalism, efficiency, tact, integrity, and transparency in all interactions.

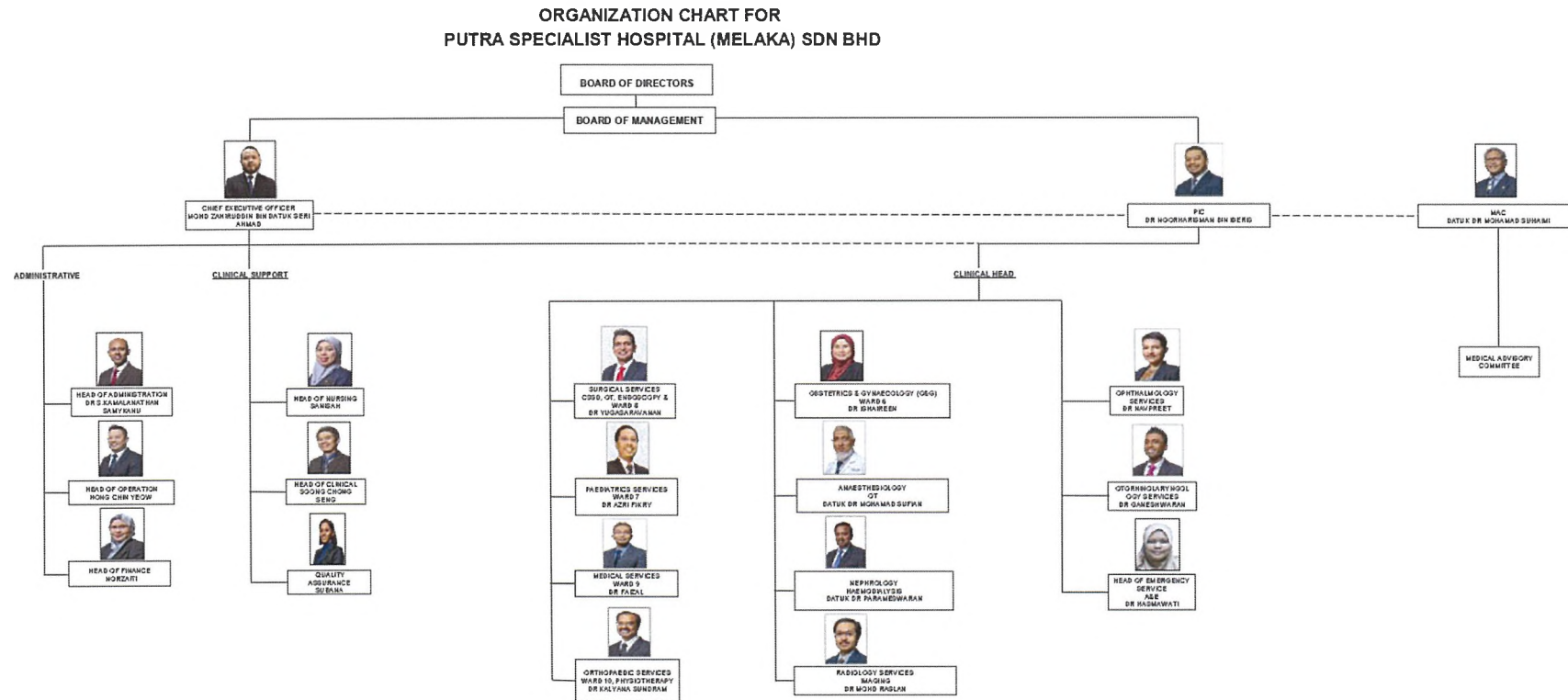
Quality Objectives in Human Resource department

- a) To achieve 100% of nursing staff, achieve their required CPD points and at least 50% of non-nursing staff achieve their set CPD points.
- b) To achieve 98% of staff achieve receive at least a fair rating (51% of total score) in their yearly performance evaluation.

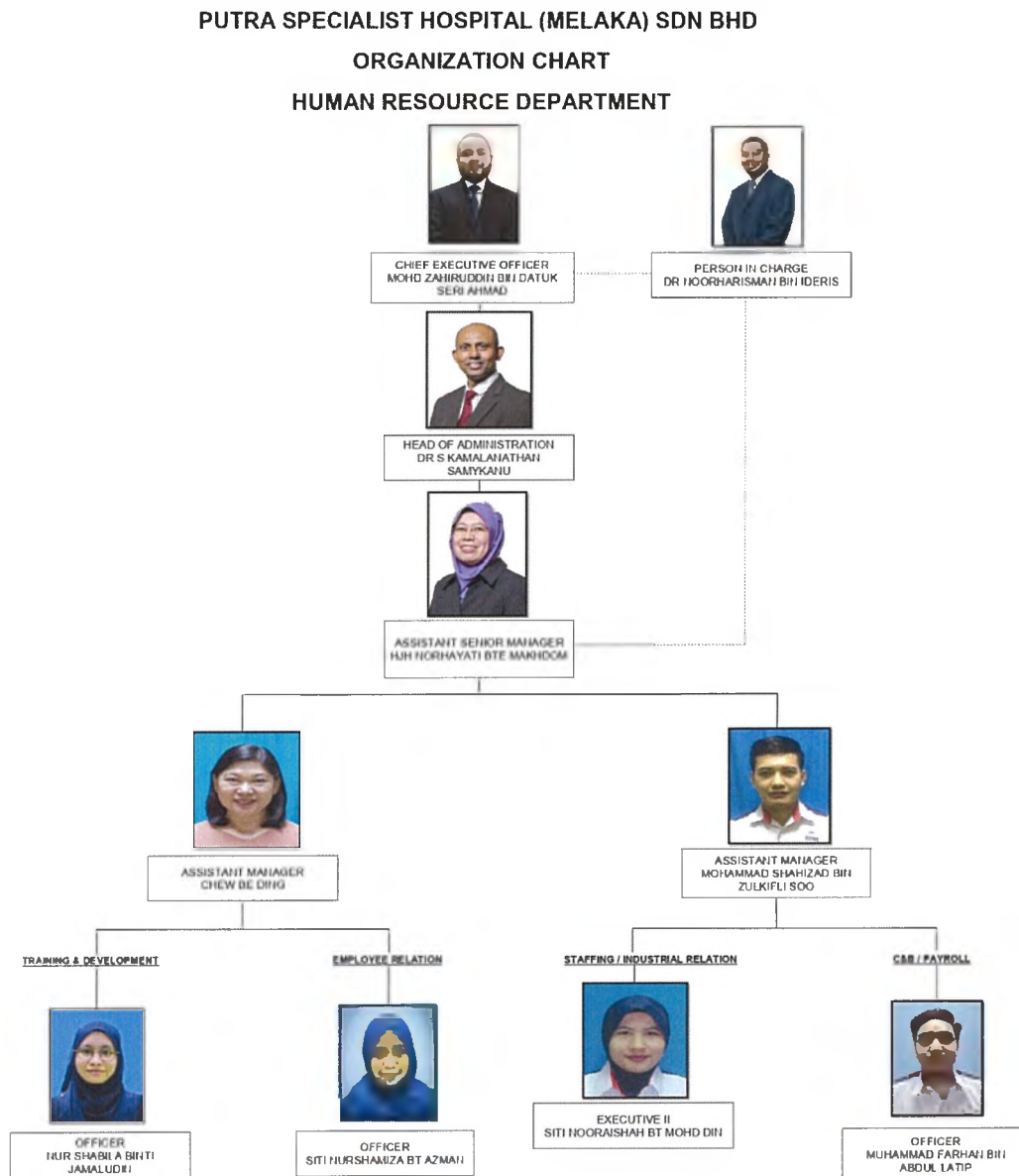
Goals

To continuous growth and keep our commitment to excellent care and advancing for the benefit of our community.

3.3 COMPANY ORGANIZATIONAL CHART



3.4 DEPARTMENT ORGANIZATIONAL CHART



3.5 SERVICE PROVIDED

1. Accident & Emergency Services (A&E)

For their Accident & Emergency Department (A&E) operates 24 hours supported by multidiscipline sub-specialists to provide emergency treatment to all patients regardless of culture, beliefs, conscientious convictions, sexual orientation or disability and privacy will be always respected. They can carry out 24-hour services comprising:

- a) Blood tests, including point-of-care test for rapid results especially influenza and dengue tests.
- b) Diagnostic imaging e.g. X-ray, CT scan, MRI
- c) Ambulance transportation
- d) Stabilization and channeling of acute coronary cases to catheterization laboratory.
- e) Stabilization and channeling of stroke cases to stroke unit
- f) Stabilization and channeling of acute surgical cases to operation theatre

Accident & Emergency (A&E) has dedicated medical personnels that specialize in treating patients who are suffering from acute serious illness or injury that would lead to severe complications if not treated quickly. Patients requiring urgent attention will always be seen first. Treatment is based on clinical needs, not necessarily in order of arrival. To ensure the sickest patients are seen first, a triage is used to categorize patients. It is performed by an experienced nurse and occurs soon after arrival.

After triage, patients wait until their names are called. Our medical officers will further examine them. We may need to order diagnostic tests or an x-ray. If admission is required, patients will be referred to our specialists. They could be transferred to our operation rooms, wards, ICU or CCU, depending on their conditions. If admission is not required, follow-up care will be discussed and medications prescribed.

2. Consultant's specialist clinic

a) Anesthesiology & Intensive Care

Manages pain and keeps patients comfortable during surgery, monitoring vital signs closely. Also helps with pain management for chronic conditions.

b) Cardiology

Focuses on heart health, diagnosing and treating heart diseases like heart attacks, irregular heartbeats, and high blood pressure.

- c) Cardiothoracic Surgery
Perform surgeries on the heart and lungs, such as heart bypasses and lung tumor removals.
- d) Ear, Nose, and Throat (ENT)
Treats problems related to the ears, nose, and throat, like infections, sinus issues, and hearing loss.
- e) Gastroenterology
Deals with digestive system issues such as acid reflux, ulcers, and liver problems.
- f) Internal Medicine
Provides comprehensive care for adults, managing chronic conditions like diabetes and high blood pressure.
- g) Urology
Focuses on the urinary system and male reproductive organs, treating issues like kidney stones and prostate problems.
- h) Obstetrics & Gynecology
Cares for pregnant women and handles women's reproductive health, including menstrual issues and menopause.
- i) Radiology
Uses medical imaging (like X-rays, MRI) to diagnose diseases and sometimes treat them.
- j) Nephrology
Cares for kidney health, treating conditions like kidney failure and managing dialysis.
- k) Orthodontics
Straightens teeth and corrects jaw alignment using braces or other devices.
- l) Pediatrics
Provides medical care for children, including check-ups, vaccinations, and treatment of common childhood illnesses.
- m) Orthopedics
Treats bones, joints, and muscles, often through surgeries like joint replacements and fracture repairs.
- n) General Surgery
Performs a wide range of surgeries, mainly focusing on the abdominal area (like appendectomies or hernia repairs).
- o) Minimally Invasive Surgery
Uses small incisions for surgery, reducing pain and recovery time.

PART 4: TRAINING'S REFLECTION

4.1 Duration

During my final semester, I was assigned to complete an industrial training program as part of my degree requirements. I embarked on a 24-week internship at Putra Specialist Hospital in Melaka, running from August 12, 2024, to January 24, 2025, as a crucial component of the Industrial Training course (MGT666). My schedule required me to be in the office Monday to Friday from 8:30 AM to 5:15 PM, with a shorter session on Saturdays from 8:30 AM to 12:45 PM.

4.2 Responsibilities

Training and Development

Training and development are vital in today's fast-paced corporate environment, and both employees and employers must recognize their significance. However, many organizations limit training opportunities due to associated costs. Like other private hospitals, Putra Specialist Hospital Melaka has established its own training programs for both clinical and non-clinical staff.

Preparation of Training and Summary Reports

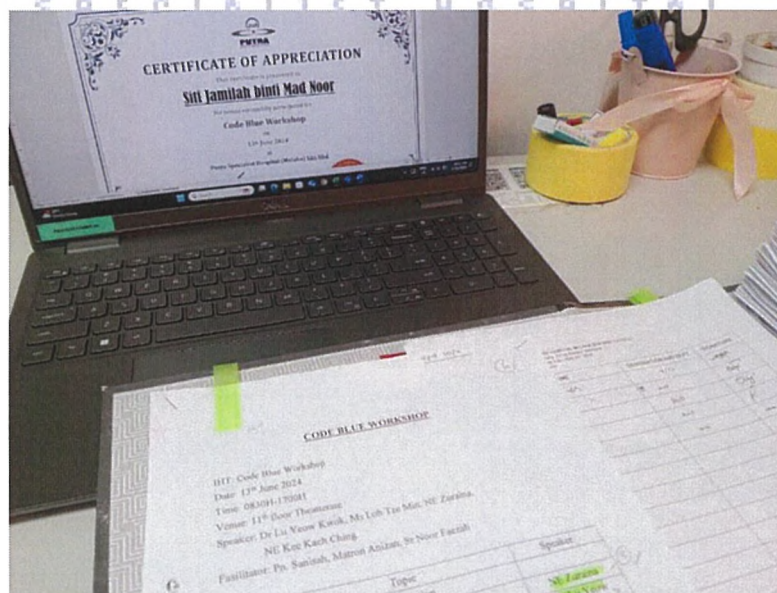
During my internship, I sought opportunities to assist with tasks while also observing the preparation of training materials and summary reports. It is essential for both clinical and non-clinical staff at Putra Specialist Hospital to fulfill training requirements to earn points for their Key Performance Index (KPI), which are evaluated during their annual performance reviews. By preparing summary reports on Continuing Professional Development (CPD) points, we can identify departments that have not met the necessary training requirements. Different training sessions yield varying CPD points, as outlined in the training plan reviewed by the Assistant Senior Manager of HR and the Head of Administration. For instance, in-house training awards 6 points to participants and 5 points to the speaker, while external training provides 6 to 10 points, depending on the duration of the program.

In addition to managing training initiatives, the HR department collaborates with universities to create internship opportunities for students at Putra Specialist Hospital Melaka. I reached out to several candidates who applied for internship placements, which enhanced my customer service skills and communication abilities as I ensured that each candidate received clear and accurate information. Furthermore, I assisted HR staff in

printing and laminating trainee ID tags, which serve as confirmation of their status as trainee at the hospital. The significance of these ID tags cannot be overstated; they enhance security by allowing easy identification of trainees, staff, and visitors within the hospital premises.



Additionally, the staff ask me to assist on making certificate for in-house training for staff. A lot of certificates have been generated such as Basic Life Support, ECG Workshop, Safe Blood Transfusion Workshop and Fall Management Workshop for both consultant and participant, non-clinical and clinical staff. There are already have complete template for certificate and my task just changes the name, name of training and the date of the training.



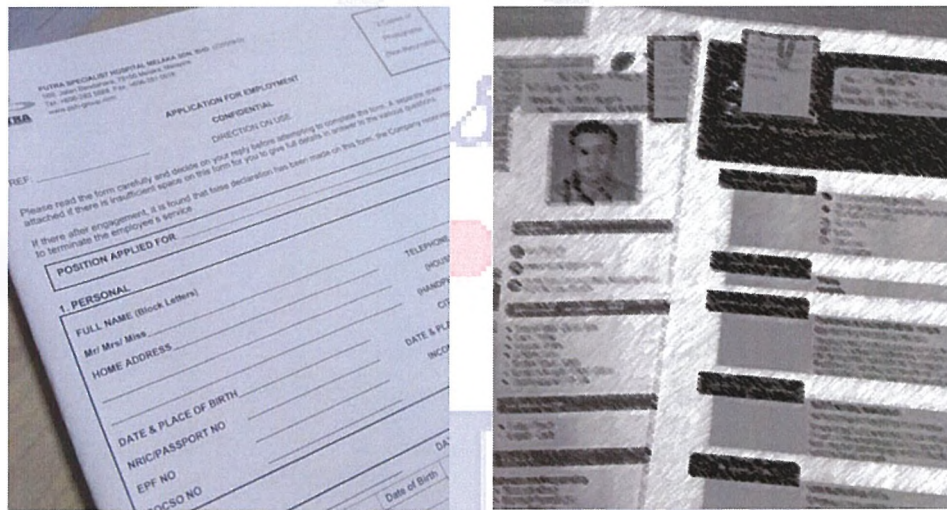
During my internship journey, I was given opportunities to attend several in-house training courses and talk seminars. For example, I attended Health Living from a dietitian. From this training, I gained some information regarding healthy living and how to calculate your BMI and how to calculate your daily calories. I also took part in the Fire Prevention Workshop; this training basically teaches how to use a fire extinguisher and practice it in front of us. Basic information is also provided to the employees, so they are prepared for unforeseen circumstances like fire-related emergencies and aware of where the fire extinguishers and alarm are on each floor. I am also joining another training course such as *Aspirasi Kekayaan dengan Keberkatan (ZAKAT)* and another talk about any claims for staff.

Along with that, I was given such a huge opportunity to joined in several events and became part of it such as Malaysian Society for Quality in Health (MSQH) program. I took part as a gift bureau in this program, and I was able to see and feel how proud they are to become one of the accredited hospitals in Malacca. It must be a lot of hard work to achieve it until now. Then, I also joined the Head of Department (HOD) Workshop at Grand Lexis Resort, Port Dickson. Assisting one of the staff, Cik Shabila as a personal in charge preparing the activities there and make sure all the activities running smoothly. We are also needed to provide everything that HODs might want while the talk on going such as mineral water, sweets, A4 paper, pencil and pen. In this workshop, I gained a lot of information and advice through the speaker Datuk Faridah Hanim (Ibu Hanim) and from HODs itself about leadership and how to know ourselves better. Really good experience for both events and really appreciate for Human Resouce department giving me this opportunity to join these two big events.



Assisting in HR Functions: Recruitment and Staffing

Over the past few months, I have been actively supporting Puan Aishah with various aspects of the recruitment process and managing staff sick leave records within the info-tech leave system, which is accessible only for staff. My responsibilities included reaching out to candidates who applied for various positions advertised on Indeed. This process involved not only making initial phone calls to applicants but also assisting those who came in for interviews by guiding them through job-specific examinations, including nursing assessments, and pre-employment evaluations. In addition to handling calls, I welcomed walk-in candidates who completed application forms and submitted their resumes along with other relevant documents. At the conclusion of the recruitment process, I compiled data for Puan Aishah regarding candidates who either declined interview offers or rejected positions after the interview for personal reasons.



I was also tasked with preparing personal files for each new employee to be stored on the HR staff file shelf. This required meticulous attention to detail to ensure that all documents were accurately categorized within the files. I utilized the MSQH requirements, which specify sections such as Annual Performance, Employment History, Personal Particulars, and License Certificates, all organized with system dividers. My role involved verifying that each document was correctly placed according to these categories.

Additionally, I assisted HR staff in updating outdated personal files to new formats, when necessary, particularly when files became damaged or when new MSQH standards required the implementation of a different filing system. This hands-on experience has greatly enhanced my understanding of HR processes and the importance of maintaining organized and accurate employee records.



Compensation and Benefits

The compensation and benefits provided to confirmed staff at Putra Specialist Hospital (PSH) include an annual outpatient benefit of RM1,000. This amount can be utilized for various medical services, such as a dental examination (RM100) and medical exams for employees' children and spouses. However, some staff members may exceed the RM1,000 limit for outpatient benefits. In such cases, the HR department must notify them, and they will need to cover any additional costs out of their pocket for subsequent payments. Outstanding balances can be set either through the Accounts and Finance department or deducted from the employee's salary via the HR payroll system. Furthermore, staff members are entitled to make claims for visits to panel clinics by submitting their sick leave receipts to Ms. Chew, who oversees staff compensation and benefits.

Employee Relation

Employee relations in human resources focus on creating a supportive and efficient work environment. This includes providing new uniforms annually for staff who require them, such as nurses, health attendants, and food service workers, to maintain a professional appearance. Night shift staff in departments that work on a shift schedule are also supported with dry rations to meet their needs during late hours. Additionally, employee relations managing and updating organizational charts for all departments, ensuring each team has access to the latest structure and role information. For PSH, this section is under Cik Shamiza and she was the one that teaches and brings me to do this tasks. These efforts demonstrate the organization's commitment to employee well-being and effective operations.



4.3 Benefits

Internship students are now entitled to an allowance to help cover living expenses, such as meals and transportation. Putra Specialist Hospital has established a daily allowance of RM20 for weekdays and RM10 for half-day shifts on Saturdays. Additionally, trainees can enjoy discounted meals at the hospital café simply by presenting their ID tags.

Beyond financial compensation, interns also gain valuable experience by participating in orientation sessions and various talks organized at Putra Specialist Hospital Melaka. While there are no mandatory training sessions for interns beyond the initial orientation, it is a beneficial opportunity to engage in additional training or discussions, such as the Risk Assessment talk.

Throughout my internship, I have noticed significant improvement in my communication skills, particularly during phone interactions. The HR team has provided invaluable guidance on proper etiquette, emphasizing the importance of introducing oneself with both name and company, and maintaining a respectful tone to ensure callers feel comfortable. This supportive environment has greatly enhanced my professional development.

PART 5: SWOT ANALYSIS

SWOT ANALYSIS

A strategic planning tool known as SWOT analysis is utilized to evaluate the strengths, weaknesses, opportunities, and threats related to a particular company or initiative. In the context of HR recruiting, conducting a SWOT analysis can help identify both internal and external factors that influence the effectiveness and success of the hiring process. As noted in various articles on the subject, SWOT is an acronym that represents a method used by management to assess how internal and external elements impact a company's overall performance.

In this framework, strengths refer to the internal capabilities and positive attributes of an organization that enabled it to achieve its goals and efficiently serve its customers. Conversely, weaknesses are internal constraints that may hinder an organization's performance. While strengths and weaknesses are aspects that a company can manage directly, opportunities and threats pertain to external conditions in the broader market that are beyond the organization's control. Although these external factors cannot be altered, companies can strategically capitalize on opportunities and implement measures to mitigate potential threats.

Training and development issue:

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none">- Expertise and knowledge- Strong communication skills- Access to resources	<ul style="list-style-type: none">- Limited resources- Resistance to change- Time constraints
OPPORTUNITIES	THREATS
<ul style="list-style-type: none">- Technological advancements- Evolving skill requirements- Collaboration with institutions	<ul style="list-style-type: none">- Budget cuts- Competition for talent- Regulatory changes

PART 6: DISCUSSION AND RECOMMENDATION

a) Strengths

1. Expertise and Knowledge

One of the most significant advantages of Putra Specialist Hospital's training programs is the educators' skill and knowledge. This strength originates from their vast degrees and real-world experience in the healthcare industry, which enables them to deliver high-quality, individualized training sessions. Their extensive knowledge of medical standards and healthcare practices guarantees that the training content is both relevant and impactful, successfully connects with the organization's strategic goals.

Observations indicate that the hospital has developed high-quality training programs based on the most recent healthcare protocols. Such training is critical for improving medical staff skills and competences, which will eventually lead to better patient care and health outcomes. The confidence and competence gained by employees through this targeted training can directly translate to a stronger workforce, which is critical in a high-stakes environment like healthcare.

The impact on the business is multifaceted; a skilled workforce enhances the hospital's reputation, attracting more patients who seek quality care. Furthermore, a well-trained staff contributes to improved employee morale, creating a positive feedback loop that benefits both staff and patients. To maintain and further develop this strength, it is recommended that Putra Specialist Hospital continues to invest in the ongoing professional development of its trainers. This commitment not only enhances the quality of education provided but also contributes to improved patient care and health outcomes. One study highlights that on-the-job vocational training improved mental health, psychological stress, and job satisfaction among healthcare workers, emphasizing the positive impact of continuous professional development. By ensuring that trainers are consistently updated on the latest healthcare trends and technologies, the hospital can sustain its high training standards and remain a leader in healthcare education. This approach aligns with the recommendations from these studies, highlighting the importance of continuous professional development in enhancing healthcare delivery.

2. Strong Communication Skills

Another critical strength of the training programs is the strong communication skills of the trainers. Effective communication encompasses not just the ability to convey information clearly but also the capacity to inspire and engage employees throughout the training process. Observations indicate that trainers at Putra Specialist Hospital utilize varied teaching techniques, fostering an environment where open dialogue is encouraged. This approach not only enhances learning effectiveness but also helps create a collaborative atmosphere in which employees feel valued and heard.

The impact of strong communication skills on the business is significant. Engaged employees who understand new concepts are more likely to apply what they have learned in their daily practices, which can directly affect the quality of patient care provided. When staff members feel confident in their knowledge and skills, they are better equipped to handle the complexities of patient interactions and care protocols. To build on this strength, it would be beneficial for Putra Specialist Hospital to regularly evaluate trainer performance through participant feedback. Implementing participant feedback mechanisms provides trainers with valuable insights into their teaching methods, enabling continuous improvement. Additionally, offering workshops aimed at further enhancing communication skills can ensure that trainers continue to engage and inspire their audiences effectively. A study by Oliveira et al. (2021) emphasizes that communication skills training can improve the performance and self-efficacy of health professionals. The study suggests that programs incorporating conceptual issues and experiential learning are effective in enhancing communication skills. By integrating regular performance evaluations and specialized communication workshops, Putra Specialist Hospital can ensure that its trainers remain effective and inspiring educators, thereby maintaining the hospital's high training standards.

3. Access to Resources

Access to resources is a pivotal strength that enhances the training experience at Putra Specialist Hospital. This strength includes the availability of advanced training tools, resources, and updated materials that support effective learning experiences. The hospital presumably employs a learning management system that facilitates easy access to training materials, simulations, and assessments, which are essential for enhancing both learning and retention among staff.

The availability of these resources equips staff with the knowledge and skills necessary to navigate the challenges they face in their roles. When employees are well-prepared, the entire organization benefits, as the staff can provide higher-quality care to patients. Moreover,

access to up-to-date materials ensures that employees are informed about the latest advancements in healthcare, which is crucial in an industry that is constantly evolving.

To maintain this strength, it is important for Putra Specialist Hospital to continually invest in new training technologies. Keeping training programs fresh and engaging is vital for effective learning. Integrating advanced tools, such as virtual reality simulations, could provide immersive learning experiences that enhance skill development and retention. A study published in *Advances in Simulation* highlights the effectiveness of VR-based simulation training for healthcare professionals, noting its potential to improve learning outcomes and skill acquisition. By doing so, the hospital can ensure that its training programs remain at the forefront of healthcare education, ultimately benefiting both staff and patients alike.

b) Weaknesses

1. Limited Resources

One of the primary weaknesses impacting the training programs at Putra Specialist Hospital is the limitation of resources, largely due to budget constraints. These financial limitations make it challenging to implement comprehensive or advanced training initiatives, which subsequently restricted the scope and quality of employee training. Observations suggest that there may be significant gaps in specialized training offerings, as the budget does not allow for the breadth of programs that could effectively address the diverse needs of the staff.

The impact of these resource constraints on the business is considerable. When training programs are limited, not all employees may receive the necessary education and skills required to perform their roles effectively. This inconsistency in knowledge among staff members can lead to variations in service quality, ultimately affecting patient care. In a hospital environment where precision and expertise are critical, any gap in training can have serious implications for patient outcomes and overall operational efficiency.

To address this weakness, Putra Specialist Hospital should consider reallocating budget priorities to place greater emphasis on employee development. A study published in *Contemporary Accounting Research* (2021) stated that budget reallocations aimed at correcting initial misallocations that can lead to improved market performance. This might involve reassessing current expenditures and identifying areas where funds can be redirected toward training initiatives. Additionally, seeking alternative funding sources, such as grants or partnerships with educational institutions, could supplement training costs and enable the hospital to enhance its offers significantly.

2. Resistance to Change

Another notable weakness within the training programs at Putra Specialist Hospital is the resistance to change among employees. Many staff members may feel apprehensive or reluctant to embrace new training initiatives, often stemming from their comfort with existing methods or a fear of the unknown. Observations indicate that during training rollouts, some employees' express doubts or hesitation, which can affect their engagement and the overall effectiveness of the training sessions.

This resistance to change can have a detrimental impact on the organization. When employees are unwilling to adopt new practices, it can slow down improvements in patient care and hinder operational efficiency. Moreover, a lack of buy-in from staff can create a culture of stagnation, where innovation and improvement are stifled, ultimately affecting the hospital's ability to keep pace with evolving healthcare standards and practices.

To mitigate this weakness, it is essential for Putra Specialist Hospital to implement management strategies. Conducting sessions that clearly communicate the benefits of new training initiatives can help employees understand the importance of these changes. An article from Academic Journal of Management and Social Sciences stated that involving employees in the change process and clearly communicating the benefits of new initiatives significantly mitigates resistance and fosters engagement. Additionally, an article from American Journal of Business and Strategic Management stated that proactive strategies, such as involving employees in decision-making and providing consistent communication about the advantages of change, are pivotal in reducing resistance and improving organizational outcomes. Thus, Putra should involve their staff in the development process of training programs to foster a sense of ownership and increase buy-in, making employees more likely to embrace new practices.

3. Time Constraints

Time constraints represent a significant challenge for employees at Putra Specialist Hospital, particularly in balancing their workload demands with training requirements. Many staff members struggle to find the time to participate in training due to their clinical responsibilities, leading to frequent absences from scheduled training sessions or incomplete engagement with the material. This issue of scheduling conflicts can severely inhibit the learning process and limit the effectiveness of training initiatives.

The inability to engage in continuous learning not only risks leaving employees with outdated practices but can also lead to decreased employee satisfaction. When staff members feel

overwhelmed by their responsibilities and unable to access the necessary training, it can contribute to burnout and dissatisfaction in their roles. Ultimately, these factors can adversely affect patient outcomes, as staff may not be equipped with the latest knowledge and skills needed for optimal care.

To address this issue, Putra Specialist Hospital should consider implementing more flexible training programs that accommodate employees' schedules better. One of the articles published in Cogent Business and Management explores how workplace flexibility impacts employee engagement in healthcare settings. The findings indicate that flexible scheduling significantly improves employee engagement levels. Options such as online courses or hybrid training models can provide the necessary flexibility, allowing employees to engage in continuous learning without conflicting with their clinical duties. By promoting a culture of ongoing education through adaptable training solutions, the hospital can enhance employee development while ensuring that patient care remains a top priority.

c) Opportunities

1. Technological Advancements

One of the most promising opportunities for enhancing training programs at Putra Specialist Hospital lies in the adoption of technological advancements. The rapid development of new tools and platforms such as virtual reality (VR) and interactive software offers the potential to make training sessions significantly more engaging and effective. These technologies can provide immersive experiences that simulate real-world scenarios, allowing employees to practice skills in a safe and controlled environment.

Observations suggest that Putra Specialist Hospital has various opportunities to leverage these emerging technologies for simulations relevant to medical training. For instance, utilizing VR can enable staff to navigate complex medical procedures or emergency situations, fostering hands-on learning that traditional training methods may not provide. The incorporation of these advanced tools could lead to better-trained staff, ultimately enhancing both patient care and operational efficiency within the hospital.

To capitalize on this opportunity, it is recommended that the organization explore partnerships with technology firms specializing in healthcare training tools. An article from Journal of Medical Internet Research highlighting that such partnerships enable hospitals to access advanced tools and devices, often at reduced costs or even free of charge. Collaborating with these firms can provide access to cutting-edge training solutions tailored to the hospital's

specific needs. Additionally, piloting new software or training programs on a smaller scale can help evaluate their effectiveness before full implementation. By investing in innovative training technologies, Putra Specialist Hospital can position itself at the forefront of medical education and care delivery.

2. Evolving Skill Requirements

Another critical opportunity for Putra Specialist Hospital is the necessity for ongoing upskilling and reskilling of employees in response to evolving skill requirements in the healthcare environment. As the landscape of healthcare continues to change, driven by advancements in medical technology, new regulations, and shifting patient needs, there is an increasing demand for staff to stay updated on the latest skills and practices. This dynamic environment presents an opportunity for the hospital to enhance its training programs to meet these new standards.

Observations indicate that Putra Specialist Hospital likely faces ongoing changes in healthcare practices, necessitating a structured approach to continuous education for its staff. Emphasizing ongoing training not only helps maintain high standards of care but also fosters a culture of learning and adaptation among employees. By prioritizing education and professional development, the hospital can ensure that its workforce remains competent and capable in delivering quality patient care.

To harness this opportunity, it is essential to create a structured framework for ongoing training that is tailored to emerging healthcare trends and technologies. This framework should include regular assessments of skill requirements, as well as the development of training modules that address specific areas where staff may need upskilling. The study published in the International Journal of Health Sciences highlights the importance of healthcare professionals developing new skills through targeted education and training initiatives to keep pace with technological advancements. The integration of new technologies in healthcare necessitates rapid adaptation by the workforce, underscoring the need for structured training frameworks. By providing targeted training opportunities, Putra Specialist Hospital can ensure its employees remain relevant, engaged, and well-prepared to meet the challenges of a rapidly evolving healthcare environment.

3. Collaboration

Collaboration represents another valuable opportunity for Putra Specialist Hospital to enhance its training programs. Forming partnerships with external training providers can significantly enrich the hospital's educational offerings, granting access to specialized expertise and

resources that may not be available internally. Collaborations with medical universities, professional organizations, or training institutes could provide staff with diverse learning experiences, expanding their knowledge and skills beyond the current curriculum.

Observations suggest that there may be untapped potential for Putra Specialist Hospital to collaborate with local medical universities or specialized training institutes. Such partnerships could facilitate joint training programs, workshops, or internships that enable knowledge transfer and resource sharing. By engaging with academic institutions, the hospital can tap into the latest research and best practices in medical education, ensuring that its training programs are both current and comprehensive.

To leverage this opportunity, the hospital should actively seek partnerships with relevant organizations to develop joint training initiatives. This could include co-hosting seminars, providing internship opportunities for students, or participating in collaborative research projects that benefit both the hospital and the educational institutions. An article from Online Journal of Issues in Nursing discusses how collaboration between academic centers and healthcare systems/practices has demonstrated improved outcomes, fostered innovation, and increased nursing research. Although evidence for their importance has been established, all too often these academic-practice partnerships encounter hurdles that limit success. By fostering these relationships, Putra Specialist Hospital can elevate the quality of care it provides, while also enriching the professional development of its staff through exposure to a wider range of expertise and learning opportunities.

d) Threats

1. Budget Cuts

One of the significant threats to the training programs at Putra Specialist Hospital is the potential for budget cuts. Economic downturns or shifting priorities within the organization can lead to reduced funding for training initiatives, directly impacting both the quality and availability of educational resources. Observations indicate that there have been historical instances where training budgets were scaled back, resulting in diminished programs and resource constraints. These cuts can limit the hospital's ability to provide comprehensive training, thereby restricting the development of staff skills and knowledge.

The implications of reduced investment in training are serious. A less skilled workforce can adversely affect the standards of patient care, leading to poorer health outcomes and potentially damaging the hospital's reputation. In an industry where quality care is paramount,

any lapse in training can have far-reaching consequences, not just for patient satisfaction but also for staff morale and retention. When employees feel inadequately trained, their confidence in delivering care may wane, further exacerbating the situation.

To mitigate this threat, it is recommended that Putra Specialist Hospital regularly assess its training priorities and maintain a contingency fund specifically allocated for training initiatives. An article "Budgeting in Healthcare Systems and Organizations" examines various budgeting methods employed in healthcare organizations, including the allocation of funds for training programs. It underscores the necessity of maintaining a contingency fund to address unforeseen challenges and ensure the sustainability of essential training initiatives. The study concludes that proactive budgeting, which includes contingency planning, enables healthcare organizations to adapt to changing circumstances without compromising the quality of training and patient care. By identifying key training programs that directly impact patient care and operational efficiency, the hospital can better advocate for continued funding from stakeholders. Proactively managing training resources can help ensure that the organization remains committed to developing a skilled workforce, even during challenging economic times.

2. Competition for Talent

Another pressing threat facing Putra Specialist Hospital is the increasing competition for talent within the healthcare sector. As other healthcare establishments enhance their training and development opportunities, they may attract top talent away from the hospital. Observations suggest that if competitor hospitals are recognized for having more robust training programs, Putra Specialist Hospital could face significant recruitment challenges. The ability to attract and retain skilled professionals is crucial for maintaining a high standard of care, and losing top talent can diminish both the quality of services provided and the hospital's reputation as an employer of choice.

The impact of talent attrition can be profound. When skilled professionals leave, it can lead to knowledge gaps within the organization, disrupt team dynamics, and ultimately lower the overall quality of patient care. Furthermore, a reputation for inadequate training opportunities can make it increasingly difficult for the hospital to recruit new staff, creating a vicious cycle of underperformance and dissatisfaction among remaining employees.

To address this threat, Putra Specialist Hospital should focus on enhancing its training offerings and promoting a strong learning culture within the organization. An article from Journal of Medical Education and Curricular Development explores the necessity for

healthcare providers to continually improve service delivery and meet evolving targets. It emphasizes that fostering a workplace-based learning culture is essential for healthcare organizations to adapt to changes, enhance service quality, and maintain operational efficiency. By investing in comprehensive training programs and emphasizing professional development opportunities, the hospital can improve employee retention and satisfaction. Additionally, highlighting available training initiatives during the recruitment process can demonstrate the organization's commitment to employee growth and professional advancement, making it a more attractive place for potential candidates.

3. Regulatory Changes

Regulatory changes pose yet another significant threat to the training programs at Putra Specialist Hospital. The healthcare landscape is continuously evolving, with new regulations frequently introduced that necessitate rapid updates to training content. This increase in complexity can place additional burdens on training personnel, as they must ensure that all staff members are compliant with the latest standards and practices. Observations indicate that the hospital may struggle with the frequency of these changes, potentially leading to gaps in compliance and challenges in the current training systems.

The consequences of non-compliance with regulatory requirements can be severe, including financial penalties, lower quality of care, and lasting damage to the hospital's reputation. In a field where adherence to regulations is critical for operational legitimacy, any failure to keep staff updated can expose the organization to legal risks and undermine trust with patients and stakeholders alike.

To counter this threat, it is recommended that Putra Specialist Hospital establish a dedicated team responsible for monitoring regulatory changes and integrating new content into training programs promptly. A study from Journal of The Brazilian Medical Association emphasizes that necessity of implementing compliance programs in healthcare settings, highlighting the complexity of adhering to numerous regulations and ethical standards. It underscores that a dedicated compliance team can effectively navigate these challenges, ensuring that healthcare practices align with current legal and ethical requirements. This proactive approach can ensure that the hospital remains compliant, and that staff are always informed about required practices. Furthermore, developing a compliance training schedule can provide a structured framework for regular updates, making certain that all employees are kept abreast of necessary changes and equipped to meet the demands of an ever-evolving healthcare environment.

PART 7: CONCLUSION

In conclusion, my internship at Putra Specialist Hospital in Melaka has been an immensely enriching experience that I will carry with me throughout my career. Over the course of 24 weeks, I gained valuable insights into the operations of the Human Resources department and its critical role within a healthcare environment. This opportunity allowed me to witness firsthand how HR functions contribute to the overall effectiveness and efficiency of the hospital, particularly in fostering a supportive workplace culture that prioritizes employee well-being and professional growth. Engaging in various tasks, such as assisting with recruitment efforts and managing training materials, provided me with a comprehensive understanding of HR processes and their impact on both staff and patient care.

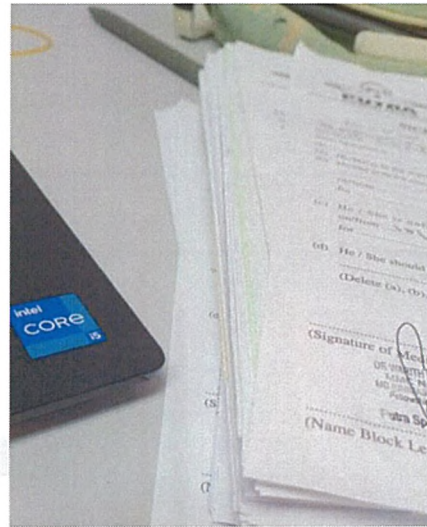
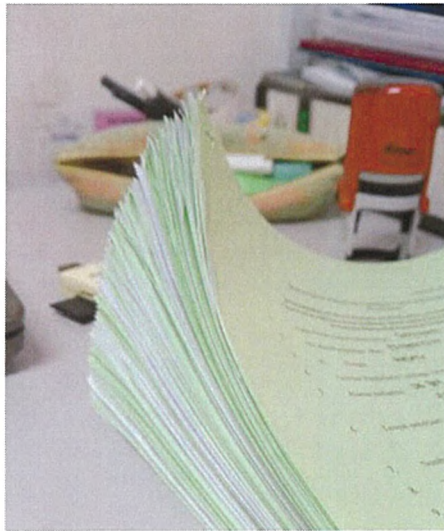
Throughout my internship, I was actively involved in recruitment efforts, which included reaching out to candidates, conducting initial screenings, and supporting the interview process. This experience taught me the importance of finding the right fit for each position and how effective recruitment can significantly influence the quality of care provided to patients. Additionally, I managed training materials and tracked Continuing Professional Development (CPD) points, highlighting the significance of ongoing education and training for both clinical and non-clinical staff. I learned that investing in employee training not only enhances their skills but also boosts morale and job satisfaction, ultimately leading to improved patient care and a more cohesive work environment.

I am particularly grateful for the mentorship and guidance provided by my supervisors and the HR team, whose willingness to share their knowledge and experiences significantly enhanced my learning journey. This internship has not only improved my practical skills but also bolstered my confidence in communication and collaboration. I learned how to effectively interact with diverse groups of people, from candidates to seasoned professionals, and how to convey information clearly and professionally. As I reflect on my time at Putra Specialist Hospital, I feel well-prepared to face future challenges in my career. The knowledge and skills I have acquired during this internship have equipped me with a solid foundation in Human Resources, and I am excited to apply what I have learned in real-world settings. This experience has truly been a pivotal step in my career journey, and I am grateful for the experiences and relationships I have built along the way.

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PART 9: APPENDICES



Another task given by HR staff



In-house training



HOD Workshop

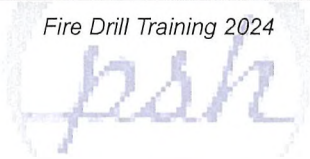


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