



UNIVERSITI
TEKNOLOGI
MARA

HRM666:

INDUSTRIAL TRAINING REPORT

Pantai Hospital Kuala Lumpur (PHKL)

12 August 2024 - 17 January 2025



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PROGRAM: BA243 6C

PREPARED FOR:
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SURAT KEBENARAN

Tarikh : 14 / 1 / 2025

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Tuan/Puan

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Yang Benar



Nama Pegawai :

Jawatan :

No. Tel. :

No. Faks :

TAN SWEE FATT
HUMAN RESOURCES MANAGER
PANTAI HOSPITAL KUALA LUMPUR
8 JALAN BUKIT PANTAI
59100 KUALA LUMPUR

Cop jabatan/organisasi:

SUMMARY EXECUTIVE

My memorable and enjoyable six-month industrial training took place in the Human Resources Department at Pantai Hospital Kuala Lumpur (PHKL). This report outlines my internship journey as a payroll trainee, which began on 12 August 2024 and concluded on 17 January 2025. Pantai Hospital Kuala Lumpur is one of the leading healthcare providers offering a wide range of medical services their patients need. They also operate with a highly structured HR system to efficiently support their staff management. During the internship, I was assigned to the payroll section, where I obtained practical experience handling and verifying crucial payroll processes. My primary responsibilities included assisting in calculating overtime, shift allowances and managing data by scanning to PC. I verified accuracy by comparing data with Excel records and original forms. If there was an error, I amended the incorrect amount using a given template.

Pantai Hospital Kuala Lumpur (PHKL) demonstrates significant advantages, including its standing as a top healthcare provider, advanced medical facilities, and skilled workforce. These advantages position it well to continue delivering high-quality service and attract more patients. However, some challenges that must be addressed, such as the shortage of skilled nurses and other healthcare professionals. They also rely on manual processes in managing employees and patients. Next, the hospital has opportunities to expand its services, increasing medical tourism and demand for private healthcare. They also have expansion into digital health and personalized medicine. While, the organization's threats include the potential effects of economic changes on the patient's ability to pay and the danger of hospital IT system breakdown due to hospitals' significant use of operational and daily data transactions.

Throughout the internship, I expanded my skills in data management, attention to detail, and problem-solving. Working in a private healthcare setting allowed me to observe payroll's crucial role in supporting employee management and operational efficiency. Overall, this internship enhanced my understanding of HR payroll processes and gave me a strong basis for my future career in the human resources department.

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ACKNOWLEDGEMENT

In the name of God, the most generous and compassionate, I also thank God for His abundant grace and permission to give me the strength, enthusiasm, and motivation to complete my six-month industrial training at Pantai Hospital Kuala Lumpur (PHKL). Without His consent, I may be unable to endure everything until the end of my internship.

First and foremost, thank the training and development team that handles the intern students at Pantai Hospital Kuala Lumpur (PHKL) for accepting me and allowing me to complete my mandatory industrial training there. I would also like to express my gratitude to my supervisor, namely Mr. Norman Tan Swee Fatt, who is the human resources manager at the human resources department. He has generously given me a lot of knowledge and guidance, as well as treat meals during lunch hour. I also want to thank my payroll team which are Miss Lim Hui Wen and Mrs. Abby Chan. I gained much new knowledge, skills, and experience from them, especially in employee compensation and benefits. This valuable knowledge is also beneficial and can be applied in my future career.

Besides, I would also like to thank my advisor, which is Mrs. Arnida Jahya, who was a lecturer at the UiTM Bandaraya Melaka. She provided a lot of knowledge, guidance, and recommendations that were very useful and valuable for me to apply in writing the final report of my internship. She also committed guides and monitored my progress from time to time throughout the internship. Without her guidance and enlightenment, I may have faced difficulties and lacked an understanding of the desired requirements in order to complete this report. Next, do not forget my beloved parents and family members for never ceasing to provide me with unlimited love, moral support, and financial support. They have given me much support and made unforgivable sacrifices to see me succeed and be enthusiastic about finishing my degree at the UiTM Bandaraya Melaka.

Last but not least, I want to give a special thanks to myself for trying hard to stay strong and motivated to do everything by myself. Thank you for believing in yourself to get up and perform your duties as a student. Thank you for staying motivated to come to work in order to complete the internship. Thank you for going through everything with dedication, sacrificing a lot of effort, time, and energy without a day off, and thinking of giving up halfway. Hopefully, all the effort, time, and energy paid off in the end, as I aim to complete my bachelor's degree and graduate on time.

1.0 STUDENT'S PROFILE

1.1 UPDATED RESUME



FAUZIAH MOHD JABAR

Address:

Phone:

Email:

LinkedIn:

SUMMARY

Dedicated and detail-oriented Human Resources student with a strong foundation in HR principles and practices, seeking an HR intern position to apply academic knowledge and gain practical experience. Proven ability to assist in various HR functions, including recruitment, employee onboarding, benefits administration, and maintaining HR databases. Excellent communication, organizational, and problem-solving skills with a commitment to contributing to a dynamic HR team.

EDUCATION

Bachelor of Human Resource Management

Universiti Teknologi MARA (UiTM) Kampus Bandaraya Melaka

- CGPA: 3.45

Diploma Art and Design in Printing Technology

Universiti Teknologi MARA (UiTM) Kampus Puncak Alam

- CGPA: 3.51

WORK EXPERIENCE

Cashier | A&W Fast Food Restaurant

Aug 2022 - Oct 2022

- Assisted in taking orders and preparing food and beverages for customers.
- Handled and processed customer payments accurately using the POS systems.
- Maintained a clean and organized work area, including the cashier and surrounding area.

Tasty Sour Food Shop | Online Business

Oct 2023 - Feb 2024

- Operated an online sour food business, overseeing all purchase transactions and inventory management.
- Managed all of the copywriting, marketing campaigns, and promotional content for product sales.

Freelancer | Online Platform

Oct 2023 - Feb 2024

- Utilized an online platform to offer freelance graphic design services, specializing in crafting business cards, logos, flyers, banners, and various other marketing materials.

Internship | Pantai Hospital Kuala Lumpur (PHKL)

Aug 2024 - Jan 2025

- Calculated compensation and benefits, including overtime and shift allowances, for non-nursing employees.
- Organized and filed employee documents, letters and related records systematically.
- Amended errors in amounts or codes in Excel spreadsheets to ensure data accuracy.
- Answered phone calls professionally and assisted with inquiries when needed.
- Verified and double-checked SOCSO claims to ensure compliance and accuracy.
- Sorted and managed employee-related documents, such as letters and medical certificates.
- Prepared transfer and redesignation cover letters and updated job descriptions.

EXTRA-CURRICULAR ACTIVITIES

Bureau of Activity

Jan 2023

CSR Program - MyYatim Amal: Jalinan Kasih

- Planned and coordinated the exploration activities for orphans throughout the program.
- Recorded and kept the time relatively following the time that had been set.

Student Usher Committee

May 2024

Inbound Program with Airlangga University (Unair) Surabaya Indonesia students

- Assisted and led students from Airlangga University as they explored Melaka and pay a visit to the UiTM Bandaraya Melaka Campus.

Bureau of Food

June 2024

Coffee Talk With Alumni Program

- Managed the food orders for VIP guests and ensured the food and beverages arrived early before being served to the VIP guests.
- Assisted in logistical planning and execution, including menu selection, food safety compliance, and budget management.

ADDITIONAL INFORMATION

- **Technical Skills:** Microsoft Word (Advanced), Canva (Advanced), Microsoft PowerPoint (Advanced), Capcut (Advanced), Adobe Illustrator (Advanced), Adobe Indesign (Advanced), Adobe Photoshop (Intermediate), Microsoft Excel (Intermediate), Powtoon (Intermediate).
- **Languages:** Malay (Native Speak), English (Proficiency), Mandarin (Basic).
- **Volunteering:** Contribution as a volunteer during Keretapi Sarong 2023.
- **Awards/Achievement:** Achieved a silver award in the virtual competition for the International Teaching Aid Competition iTAC 2023.

REFERENCES

Juan Rizal bin Sa'ari
Senior Lecturer

Norman Tan Swee Fatt
Human Resources Manager (PHKL)

2.0 COMPANY'S PROFILE

2.1 NAME, LOGO, LOCATION AND BACKGROUND

NAME

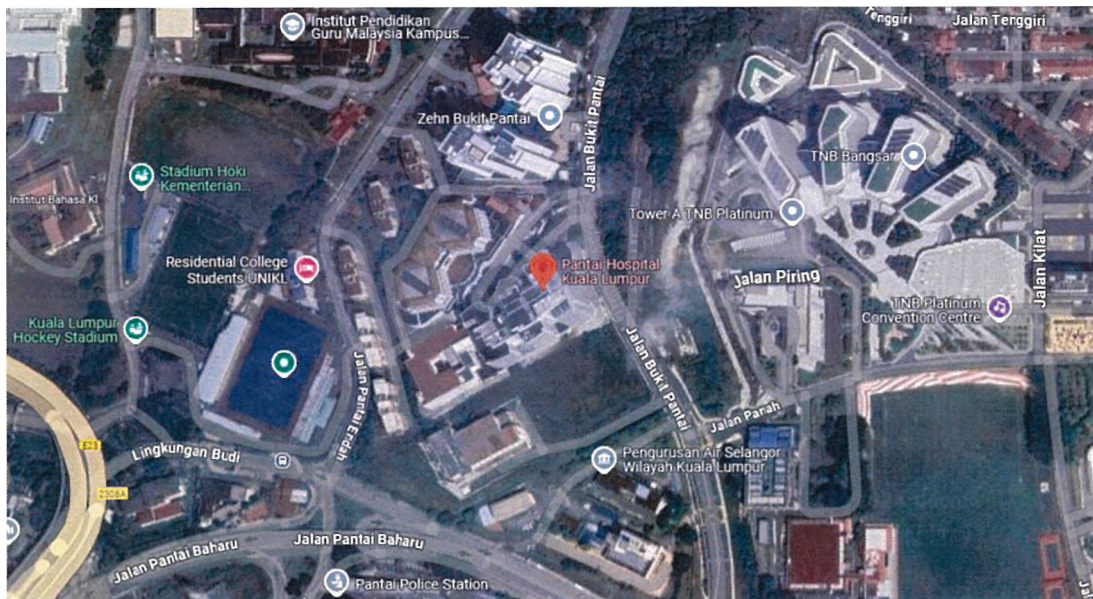
- Pantai Hospital Kuala Lumpur (**PHKL**)

LOGO



LOCATION

- 8, Jln Bukit Pantai, Bangsar, 59100 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur.



Phone	03-2296 0888
Email	my.phkl@pantai.com.my
Website	www.pantai.com.my/kuala lumpur

OPERATION HOUR

- Pantai Hospital Kuala Lumpur (PHKL) started to operate from 9.00 am to 6.00 pm, Mondays to Fridays inclusive of a one-hour lunch break except on public holidays observed by the company.

BACKGROUND OF ESTABLISHMENT

Pantai Hospital Kuala Lumpur (PHKL) is one of Malaysia's most prominent and best private healthcare providers. It was established in 1974 with only 68 beds and 20 medical specialists. Over the years, Pantai Hospital Kuala Lumpur (PHKL) has grown significantly from time to time. Now, it is recognized as one of the top and excellent hospitals in healthcare, with 507 licensed beds and over 200 consultants who specialize in various medical and surgical fields. As the main branch, Pantai Hospital Kuala Lumpur (PHKL) also serves as the headquarters in Kuala Lumpur, which is specifically located in Bangsar. It is also near the headquarters of Tenaga Nasional Berhad and Air Selangor buildings. Pantai Hospital Kuala Lumpur (PHKL) is also a part of the IHH Healthcare Group, which includes other well-known healthcare brands such as Gleneagles, Island Hospital, Prince Court Medical Centre, and Timberland Medical Centre.

Moreover, Pantai Hospital operates 11 branches across Malaysia, with Kuala Lumpur hosting the most, including Pantai Hospital Ampang, Pantai Hospital Cheras, and Pantai Hospital Kuala Lumpur (PHKL) in Bangsar. Pantai Hospital Kuala Lumpur (PHKL) offers a wide range of healthcare services catering to individuals of all ages, from infants to adults, based on their medical needs. The hospital employs over 1,500 staff members and 61 departments, including nursing and non-nursing employees.

In 2024, Pantai Hospital Kuala Lumpur (PHKL) celebrated its 50th anniversary, marking its success in maintaining top-quality healthcare services. Pantai Hospital Kuala Lumpur (PHKL) has received many local and international awards for its excellent services. Locally, the hospital won the Trusted Brand Awards for 10 years, from 2015 to 2024. While internationally, it received the Global Health APAC Awards for five consecutive years, from 2019 to 2023. Pantai Hospital Kuala Lumpur (PHKL) also has three significant achievements. The first is that the hospital has been certified as a Baby Friendly Hospital. Then they are also accredited by the Joint Commission International (JCI) and the Malaysian Society for Quality in Health (MSQH). Additionally, the World Health Organization (WHO) considers Pantai Hospital Kuala Lumpur (PHKL) one of the most favoured hospitals in Malaysia.

2.2 VISION, MISSION, OBJECTIVE, GOAL

Pantai Hospital Kuala Lumpur (PHKL) has set their vision to be the most trusted and friendly healthcare provider in Malaysia. Their mission aims to take exemplary care of its patients anchored around their people, who strive to continuously raise the bar in clinical, operational, and service excellence.

Pantai Hospital Kuala Lumpur (PHKL) has not set specific objectives, but it operates based on a strong business philosophy that has shaped the company's growth and development over the years. This philosophy guides the whole, including the hospital's operations, emphasizing high-quality healthcare services, patient-centred care, and continuous innovation from time to time. Pantai Hospital Kuala Lumpur (PHKL) has built a reputation for outstanding service and dependability in healthcare following this philosophy. Its core values drive the organization to keep moving forward and influence every aspect of its decision-making process.

PHKL CORE VALUE:

PATIENTS FIRST

We put patient's needs first

INTEGRITY

We do the right thing

EMPATHY

We listen with our hearts

TEAMWORK

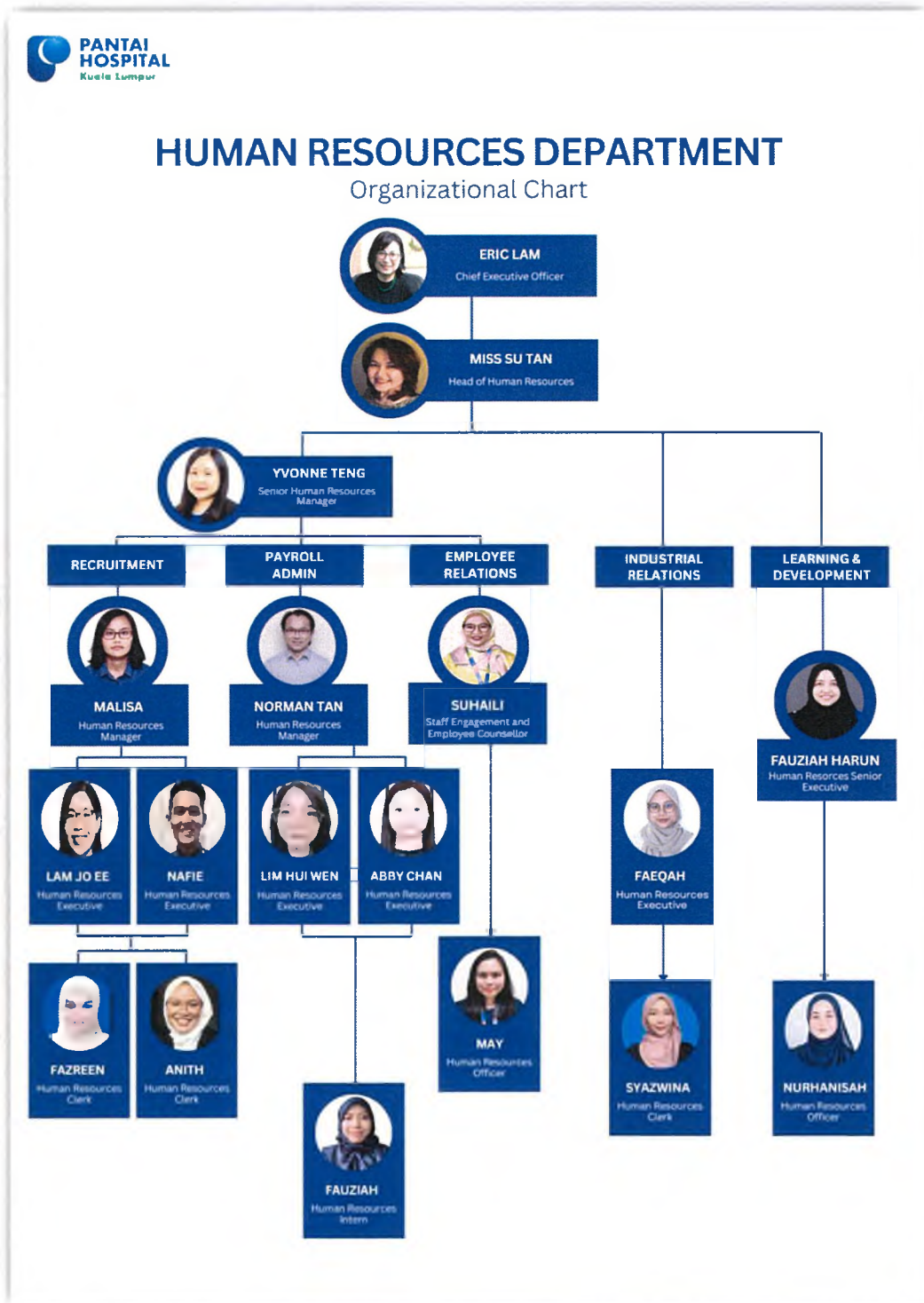
We are better together

EXCELLENCE

We champion continuous improvement and innovation

Meanwhile, the organization aims to provide patients with the best possible outcomes and experiences. At the same time, ensure that they are able to maintain their commitment to clinical integrity. Pantai Hospital Kuala Lumpur (PHKL) is dedicated to upholding the highest standards of clinical integrity in all aspects of patient care, including patient safety, quality care, as well as positive patient outcomes. By adopting a comprehensive approach, the hospital continuously invests in cutting-edge technologies, attracts many skilled medical professionals, and enhances their procedures and processes in order to achieve clinical excellence.

3.3 ORGANIZATIONAL STRUCTURE

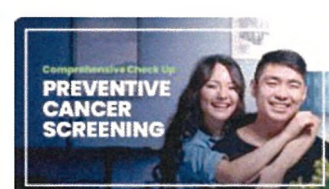


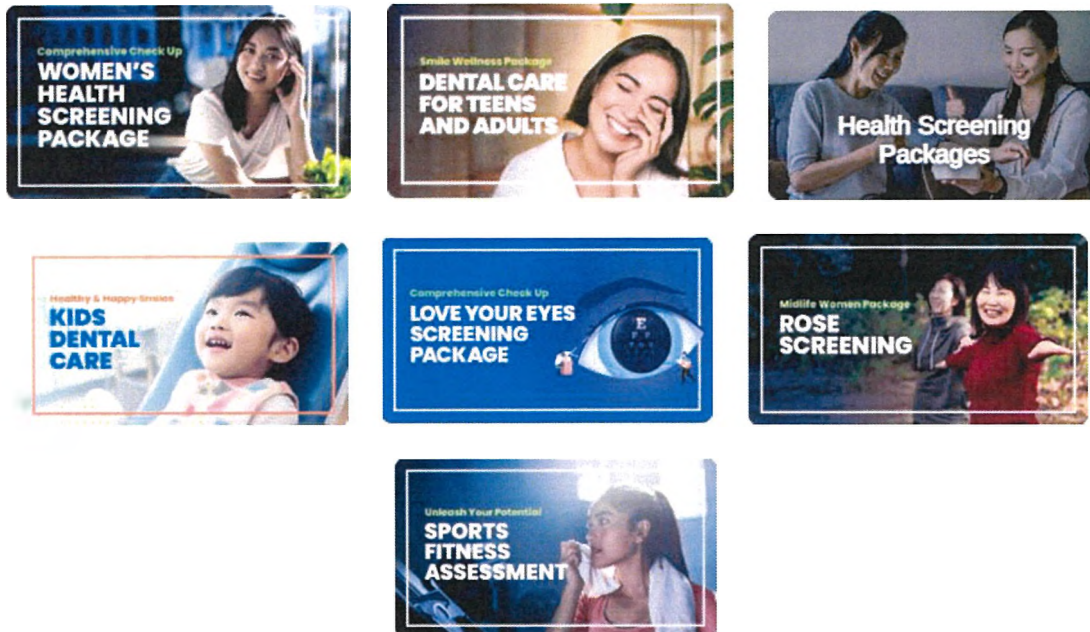
2.3 PRODUCTS OR SERVICES

Pantai Hospital Kuala Lumpur (PHKL) has developed into a healthcare service that provides a range of surgical and medical services in one place. The hospital offers care in various medical specialities and uses cutting-edge medical equipment to ensure satisfaction and excellent care for all its patients. In addition, it provides specialized services to meet the specific needs of each individual who comes to get their needs. Furthermore, Pantai Hospital Kuala Lumpur (PHKL) has 507 licensed beds available for all patients. It is also supported by a dedicated team of more than 200 specialist doctors. These doctors come from more than 38 different medical specialities, which makes the hospital well-equipped to handle various health conditions and provide comprehensive care to many patients and the community.

Pantai Hospital Kuala Lumpur (PHKL) services include care treatment, health screening packages, accident & emergency, clinical services general facilities, and diagnostic services.

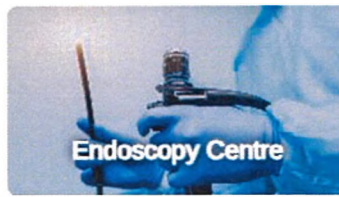
- **Care and Treatment** - Pantai Hospital Kuala Lumpur (PHKL) offers patients complete medical care as well as specialized treatments that can be customized according to the patient's needs. The services include surgery, inpatient and outpatient care, specialist consultations and personalized treatment plans for various illnesses.
- **Health Screening Packages** – Include abdominal aortic & lower limb arteries, heart screening package, and preventive cancer screening to identify possible health issues early. For women, the hospital offers a specific women's health screening package, while there are also specialized dental care services for teens and adults. The hospital also prioritizes eye health by providing a "Love Your Eye" screening package and a kid's dental care option. Other special services include the rose screening, which is intended for particular health issues, and the sports fitness assessment, which assesses a person's physical fitness for sports.





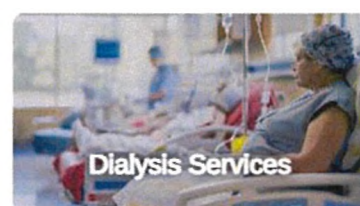
- **Accident & Emergency** – Pantai Hospital Kuala Lumpur (PHKL) has a fully equipped emergency room available 24/7, including public holidays. It offers prompt care and treatment for injuries, severe illnesses and emergencies with expert medical staff. In addition, accident and emergency services also provide other facilities such as ambulance service, diagnostic imaging (MRI, ultrasound, CT scan, X-ray), cath lab, blood tests, operation theatre, and stroke centre.
- **Centre of Excellence** – Pantai Hospital Kuala Lumpur (PHKL) has ten centres, including the advanced nuclear diagnostic and therapeutic centre, allergy and immunology centre, breast care centre, cancer centre, endoscopy centre, hand and upper limb centre, heart centre, joint centre, lung centre, and women & children centre.





- **Specialized Services**

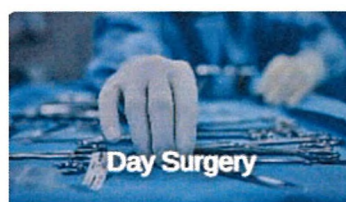
There are eight specialized services offered by Pantai Hospital Kuala Lumpur (PHKL), including accident & emergency services, which guarantee timely and effective care for severe medical emergencies and dental care, which provides complete dental health solutions for patients of all ages. The hospital also has modern dialysis services that offer patients with kidney-related disorders life-sustaining treatment and cutting-edge eye centres that concentrate on preserving and enhancing vision health. Medical imaging services use modern technology to provide precise diagnostic imaging and new life centres that provide maternity and neonatal care, guaranteeing a secure and comfortable trip for both mothers and babies. Lastly, the hospital's fully stocked pharmacy services complete the comprehensive approach to healthcare by giving patients convenient access to prescription drugs and medical supplies.





- **General Facilities**

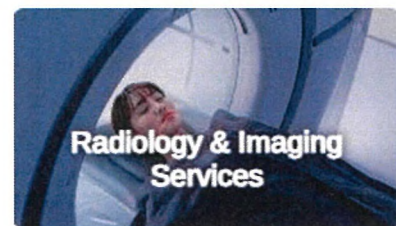
Pantai Hospital Kuala Lumpur (PHKL) has three general facilities, including a critical care unit, day surgery and operating theatre. In critical care unit also has an intensive care unit (ICU), high dependency unit (HDU) and neonatal intensive care unit (NICU). Day surgery provides diagnostic tests and a broad range of minor medical and surgical treatments. Typically, patients who have procedures done here do not need to stay in the hospital for a long time and can go home the same day after resting for a little while. Lastly, operating theatres are fully equipped with advanced air filtration systems, audiovisual as well as information systems to facilitate complex surgical procedures in any medical speciality.



- **Diagnostic Services**

Diagnostic services consist of four primary services, which are clinical laboratory, physiotherapy & rehabilitation services to help patients with physical symptoms and movement impairment due to illnesses or injuries to regain their health and mobility that offer services such as back/neck rehabilitation, sports injuries rehabilitation, post-operative rehabilitation, vestibular (balance) rehabilitation, neuro-rehabilitation and cardiorespiratory physiotherapy. In prenatal diagnostics, it

offers services to parents-to-be to determine the growth of their unborn child and identify any possible abnormalities such as down syndrome. Lastly, radiology and imaging services which provide diagnostic and interventional procedures to patients. The imaging department also offers imaging services 24 hours daily for patients of all ages, including in-patient, out-patient and emergency patients.



3.0 TRAINING'S REFLECTION

3.1 DURATION

My internship at Pantai Hospital Kuala Lumpur (PHKL) last approximately 24 weeks which is equivalent to 6 months. The date for self-reporting is 12th August 2024, and I will complete the internship on 17th January 2025.

3.2 DEPARTMENT, ROLES, RESPONSIBILITIES, ASSIGNMENTS AND TASKS

DEPARTMENT

Pantai Hospital Kuala Lumpur (PHKL) has many departments, and I have been assigned to the human resources department, specifically in the payroll section. The HR department consists of 17 employees and is divided into five sections, including recruitment, payroll, employee relations, industrial relations as well as training and development. While, the standard working days are from Monday to Saturday, the HR department has a flexible system where they can choose which Saturday to work half day from 9:00 am to 1:00 pm in that month as long as the number of employees working on Saturday is balanced. As an intern, I am required to work five days a week, Monday to Friday, from 9:00 am to 6:00 pm, including one hour of lunch break.

ROLES

My role in the HR department is as a trainee payroll is to assist in handling the compensation and benefits for the non-nursing departments. There are 20 from non-nursing departments at the Pantai Hospital Kuala Lumpur (PHKL) that I need to manage in calculating the overtime and shift allowance for every month according to the listing of employee names. Ensure all the claim accurate and amend the incorrect amount of claim in the Excel.

RESPONSIBILITIES


My responsibility as a trainee in payroll is to ensure the documents received are completed with the required information, including payroll claim forms. Support, and calculate staff payroll claims on overtime and variable allowances as well as check and verify payroll claims after payroll processing. Besides that, I am responsible for preparing and managing the job description, the cover letter for transfer, and the

redesignation letter. Sometimes, I also have to file the documents by inserting the cover letter and job description into the employee file in the file room. Other than that, I am responsible for sorting the original medical certificate (MC) by month and storing it in the file labelled by month. Whenever an employee claims the SOCSO, I am responsible for searching for original medical certificate (MC) and checking the latest forms and documents required for SOCSO claims.

ASSIGNMENTS, TASKS

Assignment 1: Handled in calculate the Overtime and Variable Allowance Claim

At the beginning of each month, I am responsible for calculating the overtime and shift allowance forms from all non-nursing employees, consisting of 20 departments. Before starting to calculate the claim form, I need to print the employee's listing name to attach the list at the front of the claim. This listing name states the employee's full name, employee number, and the column to write down the claims, which have the specific codes that should be memorized. After calculating and marking the claims forms, I need to write down the total overtime hours and count the day of shift allowance on the listing by looking at the employee's name.



PANTAI HOSPITAL

Private Limited

Department / Ward

CUSTOMER SERVICES (TELEPHONE OPERATOR)

Month & Year : Jan 2025

No.	Department	Position	Emp ID	Full Name	NOI	PMW	PHOT	ROA	NOI1	AFDQD3	NGHDEE	MEAUDE	CALLD3	PUTRQD
1	CUSTOMER SERVICES	TELEPHONE OPERATOR	4000761	RULU BA MATRANG	3			2	5	1	16	16		
2	CUSTOMER SERVICES	TELEPHONE OPERATOR	4000025	MUHAMMAD MUJIB MERVIN BIN JUT	75					11				
3	CUSTOMER SERVICES	TELEPHONE OPERATOR	4000176	ZAUAR BINTI HASLAN	16			2	2	8	11	11		
4	CUSTOMER SERVICES	TELEPHONE OPERATOR	4000024	MOHD @ MOHA HUSEIN @ SUN MASARI	64					12				
5	CUSTOMER SERVICES	TELEPHONE OPERATOR	4000217	ROULEEN BIN SARAFAM	14			1	6	3	8	8		
6	CUSTOMER SERVICES	TELEPHONE OPERATOR SUPERVISOR	4000029	SITI NOOR SHAZWAN BINTI NAIM										
7	CUSTOMER SERVICES	TELEPHONE OPERATOR	4000121	LIY VERONICA ARI TRULY MONAY	12			2		3	10	10		
8	CUSTOMER SERVICES	TELEPHONE OPERATOR	4000093	LIYA SANGIAN A.P.P.S GOVINDASAMY	22			1	3	6	5	5		
9	CUSTOMER SERVICES	TELEPHONE OPERATOR	4000113	MAT GIBI BIN SAMAN	3			2	6	2	12	12		
10	SPECIALIST CLINICS	SENIOR RECEPTIONIST	4000027	AYITDELA A.Y THIRAKARNY	14			2						
11	SPECIALIST CLINICS	RECEPTIONIST	4000046	RIKA SARDAGAN BINTI MOHD ALI	16									

Figure 1: An Example of List Name

Shift duty allowance consists of three columns, which are afternoon duty allowance (AFDA10), an amount of RM10 per day. For the night shift, they get a special allowance, which they can claim for two codes of meal allowance, which are NIGH018 which amounts to RM18 per day and MEAL010, which amounts of RM10 per day. These two codes should be the same amount. Lastly, there are two columns for on-call, which are CALL020, which amounts to RM20 per day and PUTR030, which amounts to RM30 per day. CALL020 is entitled to those employees who do overtime, work on rest days and work on public holidays. In addition, there is a special allowance for employees who work on rest days and public holidays, as they will get double the amount of on-call on that day. PUTR030 allowed employees to claim the mileage during employee rest days or public holidays.

Figure 5: LINEN Claim Form

Department / Ward: LINEN Month & Year: Jan-2025

No.	Department	Position	Emp ID	Full Name	GT Claim	NOT	PHW	PHQ1	PHW	PHQ1
1	LINEN	LINEN AID	K00091	WAN NORUKA BINTI ABU SEMAN						
2	LINEN	LINEN AID	K002299	KAMALA DEVI A/P RAMAN						
3	LINEN	SENIOR LINEN AID	K005856	MOHAMMAD ZULFIKRI BIN MALT MOHAMED						
4	LINEN	LINEN AID	K005865	TEE MIN A/L KEM VIAN						
5	LINEN	LINEN AID	K006110	ABRIN NIKHILIN A/L SIVIA K. ABRAHAM						
6	ACADEM	PORTER	K005666	MUHAMMAD HAFID BIN HARUN						

Figure 6: Shiftwork Claim Form

Department / Ward: LINEN Month & Year: Jan-2025

No.	Department	Position	Emp ID	Full Name	GT Claim	NOT	PHW	PHQ1	PHW	PHQ1
1	LINEN	LINEN AID	K00091	WAN NORUKA BINTI ABU SEMAN						
2	LINEN	LINEN AID	K002299	KAMALA DEVI A/P RAMAN						
3	LINEN	SENIOR LINEN AID	K005856	MOHAMMAD ZULFIKRI BIN MALT MOHAMED						
4	LINEN	LINEN AID	K005865	TEE MIN A/L KEM VIAN						
5	LINEN	LINEN AID	K006110	ABRIN NIKHILIN A/L SIVIA K. ABRAHAM						
6	ACADEM	PORTER	K005666	MUHAMMAD HAFID BIN HARUN						

Figure 5 & 6: An example of Non-Nursing Claim Forms

Figure 7: LINEN Claim Form

Department / Ward: LINEN Month & Year: Jan-2025

No.	Department	Position	Emp ID	Full Name	GT Claim	NOT	PHW	PHQ1	PHW	PHQ1
1	LINEN	LINEN AID	K00091	WAN NORUKA BINTI ABU SEMAN						
2	LINEN	LINEN AID	K002299	KAMALA DEVI A/P RAMAN						
3	LINEN	SENIOR LINEN AID	K005856	MOHAMMAD ZULFIKRI BIN MALT MOHAMED						
4	LINEN	LINEN AID	K005865	TEE MIN A/L KEM VIAN						
5	LINEN	LINEN AID	K006110	ABRIN NIKHILIN A/L SIVIA K. ABRAHAM						
6	ACADEM	PORTER	K005666	MUHAMMAD HAFID BIN HARUN						

Figure 8: Shiftwork Claim Form

Department / Ward: LINEN Month & Year: Jan-2025

No.	Department	Position	Emp ID	Full Name	GT Claim	NOT	PHW	PHQ1	PHW	PHQ1
1	LINEN	LINEN AID	K00091	WAN NORUKA BINTI ABU SEMAN						
2	LINEN	LINEN AID	K002299	KAMALA DEVI A/P RAMAN						
3	LINEN	SENIOR LINEN AID	K005856	MOHAMMAD ZULFIKRI BIN MALT MOHAMED						
4	LINEN	LINEN AID	K005865	TEE MIN A/L KEM VIAN						
5	LINEN	LINEN AID	K006110	ABRIN NIKHILIN A/L SIVIA K. ABRAHAM						
6	ACADEM	PORTER	K005666	MUHAMMAD HAFID BIN HARUN						

Figure 7 & 8: An example of Nursing Claim Forms

Assignment 2: Amended the Incorrect Amount, Code or Missing Entry

After all employee claims have been updated in the HRIS system, I am responsible for double-checking the overtime, shift allowance, and amount claimed by employees by comparing the Excel data and the original forms one by one according to the list name. If there are any mistakes, such as incorrect amounts, codes, or missing entries, I need to amend them by filling out an Excel template with the employee's details, the current amount, and the correct amount or code.

Assignment 3: Stored the Documents Claim into the Box

At the end of each month, my assignment is to organize and store all the documents and claims forms for both nursing and non-nursing employees into the box. First, I need to take two of the empty paper A4 boxes. Then carefully place each claim form into the appropriate box one by one. It is to ensure everything is properly stored as a record. Once all the claims are inside the boxes, I need to label them by writing down the nursing or non-nursing box and the month of the claim using a marker pen. This will make it easy for other staff to find the claim by looking at the label when they need the document claim to be referred.

Assignment 4: Managed the Letter and Employee Documents

One standard duty in the human resources department is filling out employee documents. This involves organizing and inserting documents such as cover letters and job descriptions into the employee's file. The process starts by locating the appropriate file in the file room. This can be done by looking at the first letter of the employee's full name. Besides, sorting the documents into categories and inserting the records in the file. The documents include deductions, payment advice, resignations, new hires, and other related documents such as promotions, redesignations, and employee confirmations.

3.3 GAINS

ALLOWANCE

I have been given an allowance of RM500 per month during my internship period. Besides that, I also get a free meal from events such as General Orientation (GO), new joiners from Sri Lanka and India, and celebrate staff birthdays. During General Orientation (GO), I get a free meal as it is a day for the local new joiners' orientation day that occurs two days every month, specifically in the middle of the month, which are on Tuesday and Wednesday. There are three times a day for meals, including breakfast (10:00 am to 11:00 am), lunch (1:00 pm to 2:00 pm) and tea time (4:00 pm to 4:30 pm). Next, during the orientation for the new joiners from Sri Lanka or India, I also got a free meal as it is a welcome orientation day for foreign employees. Then, the Human Resources Department in Pantai Hospital Kuala Lumpur (PHKL) also celebrated the birthday of its staff, who had their birthday at the end of the month. During that time, they will collect the money for each staff except an intern student. Then, they will order food and cake to eat together during lunch hour.

KNOWLEDGE, SKILLS, AND EXPERIENCES

During my internship, I have gained a lot of knowledge in assisting and managing a light duty as a trainee in the payroll section. From less knowledge in the human resources department to have learned a lot, especially in managing the compensation and benefits for employees. I also had the opportunity to practice my skills in using Excel by applying it into the real-world working environment. Next, I am able to understand the basic knowledge in calculate payroll on overtime and shift allowance. I am also learned a lot about SOCSO claim and PERKESO directly from my supervisor. Then, I am able to manage employee documents by sorting and storing it neatly at the file room. At the same time, I am also able to preparing the letter for redesignation, transfer as well as job description employee.

Based on my experiences working in the payroll section, it is quite challenging as it requires focus and full attention in order to minimize errors during the calculation process. At first, I found it difficult and took time to learn as I needed to memorize the main keywords and know the payroll process flow. Over time, I managed to understand and arrange the payroll, especially for non-nursing department. Even though I am assigned to the payroll section, I also have the opportunity to help with other tasks, such as picking up calls by answering the questions needed or transferring the call to the person in charge. I also help send confidential documents to the CEO and finance department. Over time, I have learned to multitask, work in teams, manage my time better, and do work efficiently.

SWOT ANALYSIS

S

STRENGTH

- Solid financial support and ability to invest in cutting-edge technology.
- Using advanced HR management systems such as HRIS and HikCentral Professional.

W

WEAKNESSES

- Lack of use of e-form to manage among employees and patients.
- Shortage of skilled nurses and other healthcare professionals.

O

OPPORTUNITIES

- Increasing medical tourism and demand for private healthcare.
- Expansion into digital health and personalized medicine.

T

THREATS

- Economic downturns affect patient's ability to pay.
- Hospital IT system breakdown

DISCUSSION AND RECOMMENDATION

STRENGTHS

- **Solid financial support and ability to invest in cutting-edge technology.**

One of Malaysia's leading private healthcare providers, Pantai Hospital Kuala Lumpur (PHKL) has its main offices in the vibrant city of Kuala Lumpur. Its strong financial base is one of main advantages since it allows the organization to make investments in advanced medical facilities and technology. Because of its financial stability, PHKL is able to maintain a competitive edge in the healthcare sector, attract skilled healthcare professions, and provide excellent medical care. PHKL continuously improves patient care and maintains its standing as a reputable private healthcare brand by utilizing their main advantages.

One of the best recommendations to sustain the strength is that the organization adopt a strategic financial management approach that guarantees ongoing innovation investment. This can be accomplished by setting a portion of its revenue for research, development, and technology advancements. The hospital can maintain its competitive edge in the market by regularly evaluating new trends in healthcare technology such as AI-driven diagnostics and telemedicine. There is great optimism that using artificial intelligence (AI) will lead to significant advancements in every aspect of healthcare, from diagnostics to specialized treatments. There is already a lot of evidence that AI algorithms can surpass humans in many activities. It can include evaluating medical images or connecting biomarkers and symptoms from electronic medical records (EMRs) with the diagnosis and prognosis of the illness (Bohr & Memarzadeh, 2020). Telemedicine is the broad use of an electronic format to keep track of medical records, including diagnostics, medications and follow-up appointment information. More personal information about a person can now found in an electronic medical record in an electronic medical record compared to documents written on paper (Nittari et al., 2020). Telemedicine has been proven beneficial in underserved areas, such as distant location, where there is a lack of access to quality clinical treatment. For the first time, telemedicine and telehealth services are effective, dependable, and affordable. It is also offered on a large scale in both industrialized and developing nations (Nittari et al., 2020).

- **Using advanced HR management systems such as HRIS and HikCentral Professional**

Pantai Hospital Kuala Lumpur (PHKL) has invested in using advanced HR management systems such as HRIS (Human Resource Information System) and HikCentral Professional. These two systems enable the organization to automate and streamline many HR functions, including employee data management, attendance tracking, shift scheduling and payroll. It also helps in decreasing human error and offers centralized access to real-time data, which is helpful in increasing efficiency, accuracy, and compliance. Furthermore, their sophisticated features like analytics and reporting allow HR professionals to better workforce planning, make well-informed decisions, as well as enhance employees' overall experience.

One approach to sustaining the existing system is for the organization to fully leverage its advanced HR management systems to optimize output, effectiveness, and customer satisfaction. The organization can take advantage of the existing HRIS system and switch to fully utilizing its features for tasks such as calculating overtime, shift allowance and employee claims. The Human Resource Information System (HRIS) is a system that functions to organize important data, including payroll, benefits, employee details, attendance tracking and performance evaluations (Mohammed, 2021). With the use of these technologies, HR processes like payroll, attendance monitoring, performance management can be more streamlined and efficient, reducing manual workloads and minimizing errors. The organization can maximize the use of these tools and save time on repetitive work by ensuring that all HR staff have received comprehensive training on using them effectively.

WEAKNESSES

- **Lack of use of e-form to manage among employees and patients**

As one of the human resources departments, one of the weaknesses that I found in the payroll section is a lack of management of employees' compensation and benefits. At Pantai Hospital Kuala Lumpur (PHKL), employees need to fill out the form for overtime and shift allowance claims every month and send the claim to the head of the department to verify, stamp and sign. After that, they need to send it to HR to check and process the data to the HRIS system. It consumes a lot of time as the company has many staff members from various departments. Especially for some departments that have many codes of claim allowance and have many staff members, such as imaging, pharmacy and front office departments. It also wastes the use of paper for the company as the employee needs to print out the form and write all the claims manually. On the HR side, they need to store the paper minimum of five years as the record. Other than that, patient management still uses many forms, such as registration, billing, and other related transaction as a record.

Therefore, one of the best solutions for reducing paper use in the workplace is implementing e-forms. Switching to electronic forms from paper-based procedures can significantly reduce paper usage while streamlining administrative work. Most healthcare facilities and organizations use paper to record health data, which has resulted in a large paper trail. As a result, most organizations are interested in switching from paper-based to electronic health records. In addition, in order to saving costs and enhancing the quality care, integrated health records also encourage the use of evidence-based medicine, facilitate record keeping and guarantee record accessibility (Keshta & Odeh, 2021). The company should develop and invest in learning new methods to improve payroll management. This can be useful in helping the company save and further reduce the use of paper by employees to make any transaction claim. The company can automate the calculation process and lessen its dependency on manual or paper-based records. Moreover, this change would enable staff members to complete transactions more rapidly and accurately.

- **Shortage of skilled nurses and other healthcare professionals**

Even though Pantai Hospital Kuala Lumpur (PHKL) is a large and well-established organization with has many staff members, they also face a significant challenge in retaining skilled nurses and other healthcare professionals. One of the main reasons for this issue is the competitive nature of the healthcare sector, where candidates and even existing staff often receive more attractive offers from other organizations. These offers could include better salaries, higher positions, improved benefits, or more chances for career development. As a result, it can impact the hospital's ability to maintain its service to patients. It also increases the burden on the remaining staff, as they lose a few staff members. Then, they need to cover the shift and have to sacrifice their leave. At the same time, it can affect their morale and overall productivity while working.

To address the shortage of skilled nurses and other healthcare professionals, the organization should concentrate on providing competitive salaries and fostering opportunities for career growth. Research by Al-Suraihi et al, (2021) indicates that several of factor influencing people to leave their current job including workplace stress, job security, job satisfaction, work environment, motivation salary and rewards received. According to a study, compensation has a significant impact on retaining employees. Employees who receive more compensation are more likely to stay longer in the organization (Sorn et al., 2023).

The organization can attract and retain qualified staff members by offering attractive compensation packages, including increased wages, enhanced current benefits, and retirement plans. However, the organization also needs to pay attention to other aspects of employee retention as well, such as job satisfaction, work-life balance, opportunities for career growth, employee engagement, recognition and also communication (Sorn et al., 2023). The organization should introduce a clear pathway for career growth, such as opportunities for professional development, specialized training programs and promotions to higher positions. This approach can motivate employees to stay and thrive within the organization. It also helps retain current employees and make the organization attractive to potential new hires, which eventually helps reduce the workforce shortage and enhances the quality of patient care.

OPPORTUNITIES

- **Increasing medical tourism and demand for private healthcare**

As one of the private healthcare providers, Pantai Hospital Kuala Lumpur (PHKL) stands to gain from the growing trend of medical tourism as well as the rising demand for high-quality healthcare services. Nowadays, many patients particularly international visitors, seek a hospital that can provide them with a comfortable room environment, fast procedures, and specialized treatments in order to get the best services as needed and be satisfied with the services. It allows the hospital to expand its reach and secure its place in the industry. The growth of medical tourism may result in a consistent flow of patients seeking top-notch treatments, which can boost the hospital's revenue and expand its reputation.

Thus, the organization should concentrate on improving its services, infrastructure, and marketing tactics in order to fully take advantage of the growing demand for medical tourism and private healthcare among local patients. According to Ali et al. (2021), patients are typically more concerned with the quality of services than the cost that should be paid. It is crucial to improve the level of quality that can satisfy the patients' needs and demonstrate this quality in practice. Investing in specialized facilities and highly trained healthcare professionals can align the organization with leading, high-quality service providers of an international standard. In addition, offering top-notch service is essential to thrive in a competitive industry since it boosts customer satisfaction. Therefore, client feedback about service quality is essential to the hospital industry for growth and improvement in the future (Ali et al., 2021).

- **Expansion into digital health and personalized medicine**

Pantai Hospital Kuala Lumpur (PHKL) has much potential to grow its services by adopting digital health and personalized medicine. Initiatives in digital health, like electronic health records, telemedicine as well as remote patient monitoring which can improve patient care, accessibility and streamline operations. Furthermore, implementing medicine is a great strategy that can customises medical treatments for each patient according to their lifestyle, environment, and genetic factors. This approach can put the hospital at the forefront of modern healthcare services.

According to the opportunity, one approach that the organization can take advantage for expansion into digital health and personalized medicine by investing in digital health platforms. The organization can establish a user-friendly mobile application or portal through development or collaboration with technology providers. There are two primary ways to customize further the broad field of digital health which are mobile health (mHealth) and wearable technology. mHealth is an application of smart mobile devices, components and related technology which is used to monitor patients' health continually. mHealth offers its function for detecting illness diagnosis, monitoring and control when paired with internet connected diagnostic device. It also encourages patients' involvement in their care and integrates with their health records (Busnatu et al., 2022).

THREATS

- **Economic downturns affect patient's ability to pay**

Economic downturns can significantly impact the ability of patients to pay for medical services and treatments. Hospital income and patient admissions may suffer during challenging economic periods as individuals and families prioritize necessities over healthcare. In addition, patients may put off less urgent surgeries by looking for less expensive options or turn to public health services as a result. The financial limitations faced impact the hospital's profitability as they are also unable to continue providing high-quality care and invest in cutting-edge medical resources and technologies.

Patients may struggle to pay for medical treatment during economic downturns, which impacts their well-being and healthcare providers' financial stability. Hence, one approach that can be implemented to overcome the threats of economic downturns is to implement crowdfunding by collaborating with charity institutions such as Zakat, or any financial institution in Malaysia. Crowdfunding offers a solution by allowing patients or their families to raise funds for medical expenses using online platforms. These platforms connect patients with a broader network of potential donors, including friends, family and even strangers willing to contribute. Research from Rahman et al., (2021), studied the need for a crowdfunding system for heart disease patients among asnaf. It indicates that using a crowdfunding approach to help heart disease patients will lessen the financial strain on parents who cannot afford the high expense of surgery. By leveraging crowdfunding, private healthcare providers can assist patients in accessing necessary treatments without bearing the entire medical expenses.

- **Hospital IT system breakdown**

One of the threats that Pantai Hospital Kuala Lumpur (PHKL) has is hospital IT system breakdowns. This is due to mostly depends on its IT systems to handle vital functions like billing, appointment scheduling, patient records, and communication between departments. A hospital's IT system failure becomes a serious risk since it can interfere with day-to-day operations, postpone patient care, and affect the reliability and accessibility of crucial data. This kind of failure could also harm the hospital's image, decrease patient trust, and result in financial losses because of lost operations or the necessity for expensive repairs and data recovery.

Thus, to address the threat of hospital IT system breakdown, the organization should strengthen its IT infrastructure with regular maintenance, updates, and backup systems to address the threat of a hospital IT system breakdown. Critical functions can be quickly restored during a breakdown by establishing a solid disaster recovery strategy that includes multiple backup systems and off-site data storage. In addition, the organization should regularly conduct cybersecurity audits and staff training on IT protocols. It can help in minimize the risk of breakdowns caused by human error or cyberattacks whenever it happens. The hospital can ensure smooth operations and also protect patient care even after unforeseen disruptions by prioritizing IT resilience. Other tactics to minimize exposure should be used, including purposely changing the default passwords as well as regularly updating security configurations on laptop, PCs, servers, firewall or workstations (Argaw et al., 2020).

CONCLUSION

In a nutshell, I gained valuable hands-on experience in human resources during my internship at Pantai Hospital Kuala Lumpur (PHKL), particularly in payroll management. I learned a lot on about handling essential tasks such as preparing the data by calculating overtime, shift allowance, scanning the documents to the PC as records, preparing the letter and managing the SOCSO claims. By comparing the data Excel records and original forms, I developed attention to detail to ensure smooth payroll processes. This experience taught me how vital accuracy and efficiency are in handling employee compensation.

Besides, my experience working in the private healthcare sector has helped me understand the organization's particular challenges. One of the challenges includes retaining skilled nurses and other healthcare professionals, who frequently obtain better offers from rival companies. Observing these challenges made it clearer to me how important HR's role is in attracting and retaining talent by providing fair compensation, clear career development opportunities, as well as employee benefits. This emphasized the importance of a culture of positivity and support in the working environment.

Moreover, this internship also strengthened my professional abilities in time management, communication, and teamwork. Working with senior HR professionals gave me the opportunity to see how they managed difficult circumstances and maintained a balance between employee needs and organizational goals. I also discovered how crucial it is to uphold professionalism and confidentiality, particularly while handling private employee data. As I develop my profession in human resources or other relevant industries, these abilities will be helpful.

Overall, my internship period at Pantai Hospital Kuala Lumpur (PHKL) was an unforgettable experience that gave me a deeper understanding of HR practices in the healthcare field. It gave me a chance to make a significant contribution to the organization, provided me with practical knowledge as well as a better understanding of both potential and challenges in private healthcare services. I am grateful for this opportunity and confident that the knowledge and expertise I have acquired will serve as a strong foundation for my future profession.

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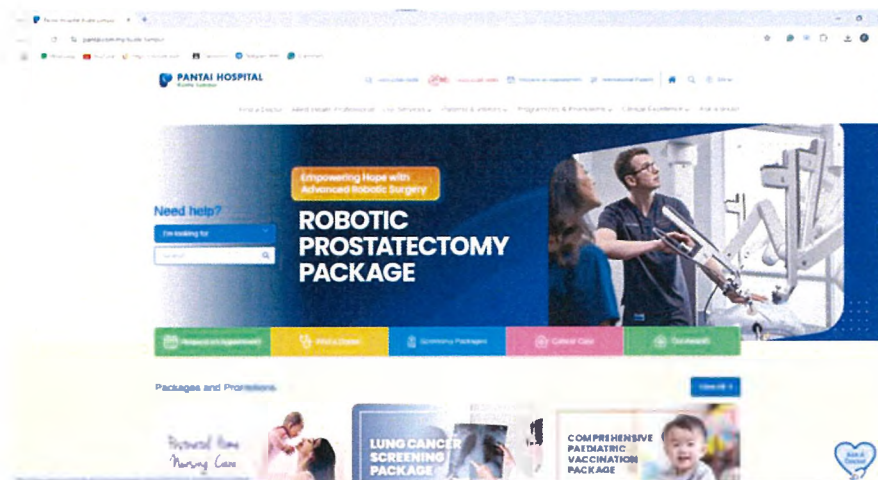
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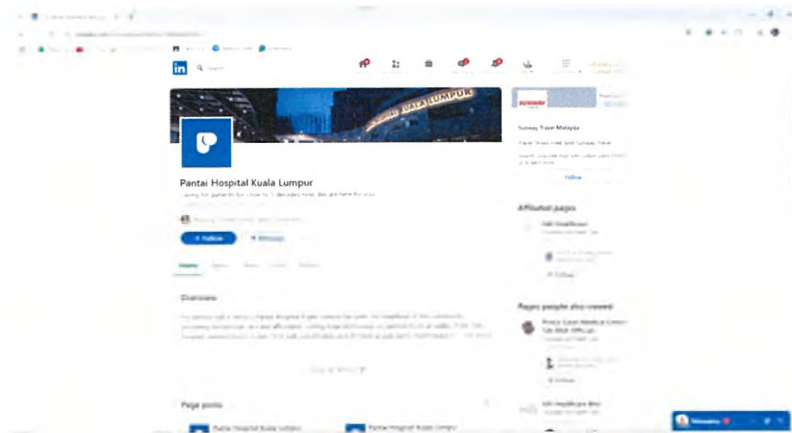
APPENDICES



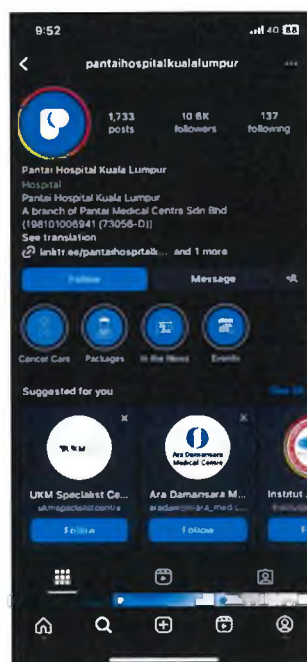
Appendix 1: Location of Pantai Hospital Kuala Lumpur (PHKL)



Appendix 2: Official Website of Pantai Hospital Kuala Lumpur (PHKL)



Appendix 3: Official LinkedIn Account of Pantai Hospital Kuala Lumpur (PHKL)



Appendix 4: Official Instagram Account of Pantai Hospital Kuala Lumpur (PHKL)



Appendix 5: My table at the Human Resources Department



Appendix 6: The Achievement obtained by Pantai Hospital Kuala Lumpur (PHKL)



Appendix 7: Vision, Mission and Core Value of the organization



Appendix 8, 9, 10 & 11: The Picture during Long Service Award Event