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MARA

Cawangan Perlis  
Kampus Arau

**FACULTY OF BUSINESS AND MANAGEMENT UNIVERSITI TEKNOLOGI MARA  
CAWANGAN PERLIS, KAMPUS ARAU**

**BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCE  
MANAGEMENT (BA243)**

**HRM666  
HR INTERNSHIP**

**INDUSTRIAL TRAINING REPORT  
HOSPITAL UNIVERSITI SAINS MALAYSIA**



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## EXECUTIVE SUMMARY

During my internship at Hospital Universiti Sains Malaysia (HUSM), I had the opportunity to immerse myself in various aspects of hospital operations and healthcare management. The internship period of 6 months, from 3 March 2024 to 8 August 2024. I was assigned to Unit Pentadbiran dan Kemudahan Am, where I actively participated in a range of responsibilities. Throughout my internship, I gained practical insights into the unique challenges and intricacies of HR management within a hospital setting. I learned to navigate HR policies and procedures specific to healthcare, ensuring compliance and efficient operations. My responsibilities also included processing staffs' leave, updating their first and second evaluator in MyPerformance.

One of the highlights of my internship was during the registration day of the new houseman officers. This experience allowed me to apply theoretical knowledge gained from academic studies to real-world HR practices, enhancing my skills in communication and attention to detail. I learnt to address them appropriately and mannerly. Moreover, collaborating with HR professionals and staff at HUSM broadened my understanding of HR's role in healthcare delivery. I learned the importance of fostering a supportive and inclusive work environment to optimize staff performance and patient care outcomes. In conclusion, my internship at HUSM as an HR intern was an evaluable experience that equipped me with practical HR skills and insights specific to the healthcare industry. I am grateful for the mentorship and guidance I received, which have prepared me for a career in HR within the healthcare sector.

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## 2.0 COMPANY'S PROFILE

### 2.1 NAME, LOCATION AND BACKGROUND



Hospital Universiti Sains Malaysia (HUSM) is a government funded university hospital that is located in Kubang Kerian, Kelantan. HUSM is affiliated with Universiti Sains Malaysia (USM) and was founded in 1983. As early as April 1974, there was a plan to build the Faculty of Medicine at Universiti Sains Malaysia (USM), but it was postponed until the Deputy Prime Minister at the time made the announcement in early 1979 as part of the Medical Complex Project.

The government chose Kubang Kerian as the location for the Medical Sciences Centre in accordance with this choice. After being built under the Ministry of Health starting in 1977, the hospital was acquired by Universiti Sains Malaysia and converted to a teaching hospital at a cost of RM 29.5 million. From that point on, USM accelerated the construction process and acquired the 72.84-hectare (180-acre) plot of land that the Kelantan State Government had granted for the USM Medical Centre Complex Project.

The hospital was founded to serve as a teaching hospital for medical students as complementation to USM's objective of medical education and research as well as a provider of high-quality healthcare for the residents of Kelantan and the surrounding areas.

When HUSM initially opened, it had few words and few resources. Nevertheless, despite its humble beginnings, the hospital was committed to giving its patients the finest treatment possible. The hospital has expanded in both its scope and size over time, emerging as the region's leading healthcare facility. There were several difficulties and barriers throughout HUSM's early years. The hospital struggled from little funding, poor facilities, and staffing shortages. Nonetheless, the hospital's administration and employees' persistence and commitment enabled them to overcome these obstacles and set a foundation for the facility's future success.

HUSM has grown and expanded despite its difficulties. To accommodate the community's growing healthcare demands, the hospital expanded its departments and services while also upgrading infrastructure and office facilities. The number and size of the hospital's workforce increased as additional physicians, nurses, and other healthcare workers joined the group. Now, HUSM is a modern medical facility that provides a variety of specializations and services.

Over the years, HUSM had a major impact on the healthcare sector. The hospital has trained numerous generations of doctors and other healthcare workers, serving as a key role in medical education. It has also contributed to medical research, proven by the numerous ground-breaking studies carried out at the hospital. Furthermore, HUSM has led the way in offering the community high-quality medical care. The hospital has improved patient outcomes and treatment by implementing innovative programmes and programmes.