



اَبُو سَيِّدِي تَتَكْوَلُو كِي مَبَارَا  
UNIVERSITI  
TEKNOLOGI  
MARA

Cawangan Melaka

**FACULTY OF BUSINESS AND MANAGEMENT  
BACHELOR OF BUSINESS AND ADMINISTRATION (HONS.) FINANCE  
(BA242)**

**INDUSTRIAL TRAINING REPORT (MGT666)  
DAMANSARA SPECIALIST HOSPITAL 2  
01 MARCH 2023 – 15 AUGUST 2023**



**PREPARED BY:**

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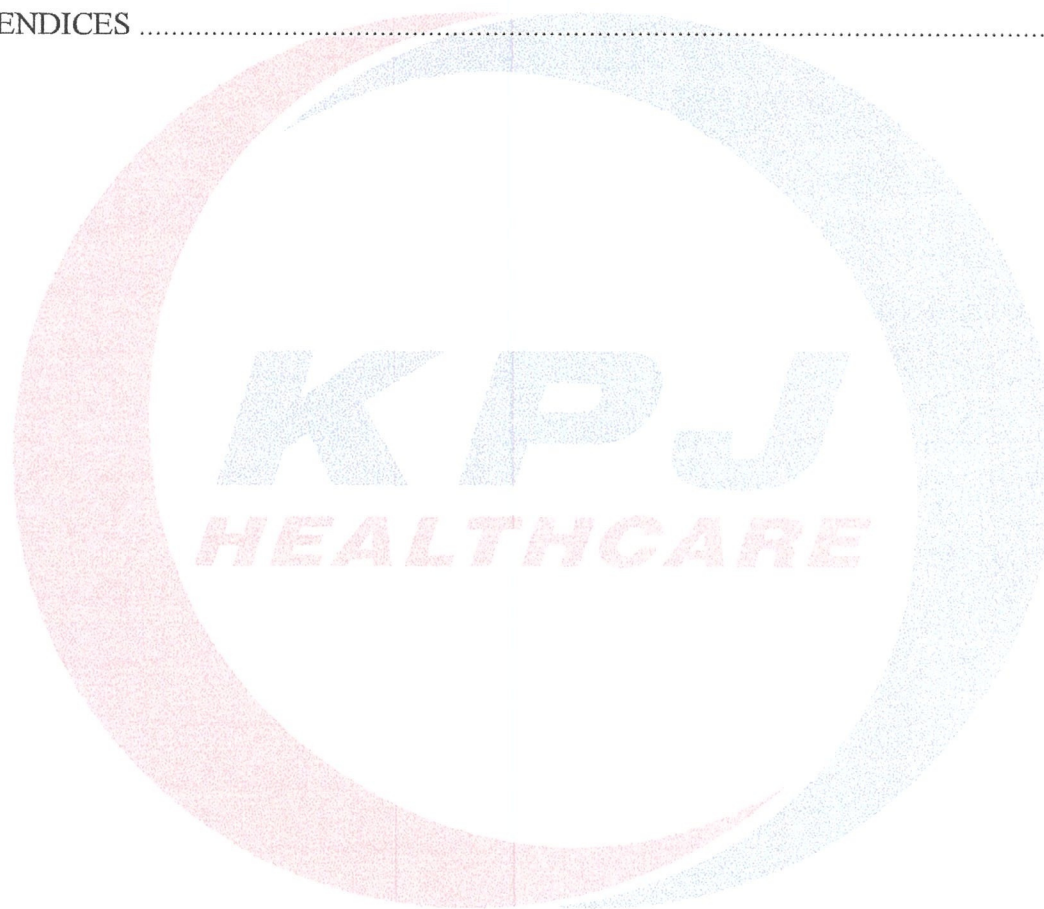
## **EXECUTIVE SUMMARY**

My unforgettable internship journey began here at KPJ Damansara Specialist Hospital 2. Besides, KPJ is one of the organizations I always aspire to work for and gain experience in. They have more than 28 specialist hospitals spread out across the country. I feel so fortunate that my placement in the one of KPJ out of 28 hospitals and been assigned in department of finance, where it is related with the courses that I took. I learned about theories in university, but by doing an internship, I learned the practical approach in dealing with the real world. Even though it was not much, it had a significant impact on some aspects of my life. To be honest, when I entered the world of work, I discovered that I was still lacking as an individual and as an employee. Hence, through internship, it helps me to identify my weaknesses and strengths. A working life is very challenging because it requires dedication, effort, skills, and abilities for which I must be prepared and trained.

Besides, this report also consists a SWOT analysis KPJ Damansara 2 based on the current issues. All this information needs to be analysed and need to have a valid reason in every point. The strength highlighted for the company includes customer satisfaction and established brand in the market. Other than that, the weaknesses that have been pointed out are management and system problem and relationship with suppliers or key partners. Both weaknesses also highlighted the opposite side from strengths regarding the departments and have caused several effects on several parties, including management, other departments, and third parties.

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## ACKNOWLEDGEMENT

Alhamdulillah, praise to Allah S.W.T, our creator. I feel incredibly blessed that, with His help, I was able to successfully complete my internship. Praise be to Allah for granting me with stable and good health as well as the ability to go through my internship peacefully and well.

I want to express my gratitude to UiTM for giving me the chance to gain experience and be able to choose to go for internship. Many thanks to my beloved advisor, Miss Amirah Hazimah Binti Borhanordin for assisting, advising, and guiding me in order to do and completing this report.

Moreover, I would like to thank my supervisor, Miss Sri Widani Buniran, the Senior Finance Manager, for allowing me to complete my internship at KPJ Damansara Specialist Hospital 2. Many thanks to all the staffs in Finance Department especially personal in charge for account payable, Miss Nurhasyimah Ismadi who has always taught me and provided me with information regarding all hospital issues. The hospitality that they have shown me makes me feel at ease and like I belong there.

I would like to send my appreciation to my family as well whom had been my backbones during my intern period by giving me everything I needed and wanted without any hesitation. They had been a great helper to me in completing my internship journey.

# 1. STUDENT'S PROFILE

## 1.1. RESUME

    <b>SKILLS</b> <b>Technical Skills</b> <ul style="list-style-type: none"><li>• Microsoft Word (Excellent)</li><li>• Microsoft PowerPoint (Excellent)</li><li>• Microsoft Excel (Good)</li><li>• Adobe Photoshop (Basic)</li></ul> <b>Soft Skills</b> <ul style="list-style-type: none"><li>• Teamwork</li><li>• Time management</li><li>• Organizational</li><li>• Adaptability</li><li>• Openness to criticism</li></ul> <b>LANGUAGES</b> <ul style="list-style-type: none"><li>• Malay (Native Speaker)</li><li>• English (Intermediate)</li></ul> <b>EXTRACURRICULAR ACTIVITIES &amp; ACHIEVEMENT</b> <ul style="list-style-type: none"><li>• Emcee for a webinar program "Earn More, Live More" under Investment and Portfolio Analysis Course</li><li>• Multimedia Bureau for a webinar program "Trading with Technical Analysis"</li><li>• External Bureau for Hotel Professional Etiquette Program</li><li>• Participated in a choir competition under Warisan Kebudayaan Club</li><li>• Graduate with Vice Chancellor's Award</li></ul>	<h3>FATIN AIN BALQIS BINTI MOHAMAD SHAH</h3> <p><b>BACHELOR OF BUSINESS ADMINISTRATION (HONS.) FINANCE</b></p> <b>EDUCATION BACKGROUND</b> <b>BACHELOR OF BUSINESS ADMINISTRATION (HONS.) FINANCE</b> UNIVERSITI TEKNOLOGI MARA (UITM) BANDARAYA MELAKA, MELAKA (2021 - 2023) CGPA: 3.55 <b>DIPLOMA IN BANKING STUDIES</b> UNIVERSITI TEKNOLOGI MARA (UITM) REMBAU, NEGERI SEMBILAN (2018 - 2021) CGPA: 3.60 <b>SIJIL PELAJARAN MALAYSIA (SPM)</b> SEKOLAH MENENGAH KAMPUNG BARU SI RUSA, NEGERI SEMBILAN (2017) 4A 2B <b>WORK EXPERIENCE</b> <b>INTERNSHIP (FINANCE DEPARTMENT)</b> <b>(MARCH 2023 - AUGUST 2023)</b> <b>KPJ DAMANSARA SPECIALIST HOSPITAL 2, BUKIT LANJAN, KUALA LUMPUR</b> <ul style="list-style-type: none"><li>• Prepare invoices, receive and make payments, keep transaction records and send proof of payment to suppliers</li><li>• Ensure every document such as invoices, bills and memos are complete before making payment transactions</li><li>• Perform document filing tasks in accordance with established procedures</li><li>• Participating in the process of stock checking in all areas of the hospital, including the pharmacy, clinic, laboratory and ward</li></ul> <b>CASHIER</b> <b>(JULY 2020 - SEPTEMBER 2022)</b> <b>PETRONAS STATION, PORT DICKSON, NEGERI SEMBILAN</b> <ul style="list-style-type: none"><li>• Dealing with suppliers in terms of ordering goods and returning expired or damaged goods</li><li>• Prepare cheque to be given to suppliers</li><li>• Ensure the invoice from the supplier is complete with signature before recording every detail in the invoice</li><li>• Ensuring that the goods in the store are always tidy, undamaged, and not expired, while providing excellent customer service</li></ul> <b>REFERENCES</b> <table border="0"><tr><td><b>Mrs Sri Widani Buniran</b> <b>Senior Finance Manager</b> Finance Department, Kpj Damansara Specialist Hospital 2</td><td><b>Mr Amirudin Mohd Nor</b> <b>Senior Finance Lecturer</b> Program Coordinator BA242 (Finance), UITM Bandaraya Melaka</td></tr></table>	<b>Mrs Sri Widani Buniran</b> <b>Senior Finance Manager</b> Finance Department, Kpj Damansara Specialist Hospital 2	<b>Mr Amirudin Mohd Nor</b> <b>Senior Finance Lecturer</b> Program Coordinator BA242 (Finance), UITM Bandaraya Melaka
<b>Mrs Sri Widani Buniran</b> <b>Senior Finance Manager</b> Finance Department, Kpj Damansara Specialist Hospital 2	<b>Mr Amirudin Mohd Nor</b> <b>Senior Finance Lecturer</b> Program Coordinator BA242 (Finance), UITM Bandaraya Melaka		

Figure 1: Resume