



UNIVERSITI
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KPJ HEALTHCARE BERHAD

INDUSTRIAL TRAINING REPORT

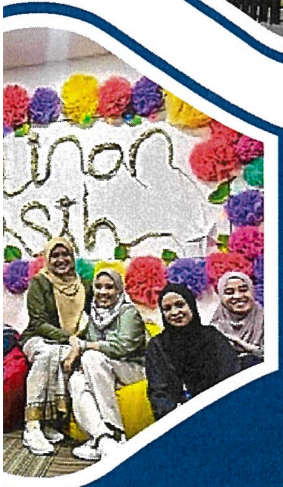
1st March 2023 - 15th August 2023

Prepared By:

Nurul Fariha Abd Rahman Muhammad

2020455574

BA2436C



CARE FOR LIFE

Executive Summary

My experience with KPJ Healthcare Berhad, which lasted for a total of six months, was a very memorable that I will never forget. During the course of the journey, I was given the opportunity to work in the Group Human Resources Management (GHRM) as this was in accordance with the program I was pursuing for my degree. In GHRM, I was assigned to the Human Resource Development, which was comprised of a variety of units.

This report is being written for the internship phase, and it is absolutely essential for all the students undergoing industrial training regardless of the course. The information contained in this report was compiled based on the experience that was gained throughout the course of the training and based on both the Annual Report and the website of KPJ Healthcare Berhad.

The first part of this report is about the student, and then it talks about the company. After that, I talked about the services KPJ offers, and then I gave a brief summary of my training reflection. The next part is a SWOT analysis of KPJ Healthcare Berhad, followed by my thoughts and suggestions and it ends with a conclusion. The SWOT Analysis is based on the problems I addressed and the things I observed during my six-month training at the company. Also, both my supervisor and my advisor helped me figure out how to do this SWOT Analysis as the main goal of training is to learn while working in a real-world setting and put what I have learned in university to use in real-world situations.

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1.0 Acknowledgement

First and foremost, I want to express my sincere gratitude to Allah S.W.T., the most gracious and merciful of all beings. I would want to thank everyone who helped make it possible to finish this report. KPJ Healthcare Berhad and UiTM Bandaraya Melaka provided me with invaluable opportunities to gain expertise in and insight into the field of human resources, without which this project would not have been possible. We appreciate their help very much.

Furthermore, I would want to show my appreciation to my beloved supervisor at KPJ Healthcare Berhad, Puan Idrin binti Rosni, for all the time and effort she's put into mentoring me at the Group Human Resources Management (GHRM). She has been a constant source of inspiration and motivation, pushing me to do my best at work and in life. In addition, I would also like to thank all the staff at GHRM for making me feel welcome and helping me out during my job. It was great to work with such a skilled and helpful team.

Other than that, special mention to my advisor, I would want to express my sincere gratitude to Miss Rozana binti Othman, for giving me insightful feedback and direction. Her availability to respond to my inquiries and offer support, as well as her wealth of knowledge and experience, were invaluable resources that enabled me to be a better student. I am grateful to her for being such a wonderful advisor and I do not know whether I will ever be able to express my gratitude to her adequately.

Finally, I would like to express my eternal gratitude to my parents and fellow classmates for being supportive and very helpful in the process of making this internship report.

2.0 Student's Profile



Nurul Fariha Abd Rahman Muhammad

BACHELOR OF BUSINESS
ADMINISTRATION (HONS). HUMAN
RESOURCE MANAGEMENT

Internship Experience

KPJ Healthcare Berhad Mar 2023 - Aug 2023

- Keyed in staffs' medical bills for claiming purposes
- Prepared talent profile 2023
- Assisted in the recruitment process

*Abdul Rahman Richard Architect (ARRA),
Wangsa Maju* Dec 2019 - Mar 2020

- Managed office filing system
- Recorded the inflow and outflow of company expenses
- Handled all incoming calls

Education

Bachelor in Human Resource Management Oct 2020 - present

*MARA University of Technology (UITM),
Campus of Bandaraya Melaka*

- CGPA 3.4

Diploma in Secretarial Science Jun 2017 - Dec 2019

*Sultan Idris Shah Polytechnic,
Sabak Bernam*

- CGPA 3.7

Extracurricular Activities

- Virtual Talent Talk Battle, 2022
- Program Pembangunan Murid (Edukids), 2022
- Volunteering at COVID-19 Vaccines Administration Centre, 2021



Goals

To attain an engaging internship position in Human Resource Department where my skills and potentials will be discovered while working for the company

Skills

- Communication skills
- Microsoft Office skills
- Administrative skills
- Editing & Designing

References

Nur Idrin binti Rosni

Deputy Manager
GHRM, KPJ Healthcare Berhad
idrin@kpjhealth.com.my

Rozana binti Othman

Academic Advisor
UITM Bandaraya Melaka
rozanaothman@uitm.edu.my

3.0 Company's Profile

3.1 BACKGROUND



KPJ HEALTHCARE BERHAD

COMPANY'S NAME	KPJ Healthcare Berhad (KPJHQ)
ADDRESS	Menara KPJ, Level 12, 238, Jalan Tun Razak, 50400 Kuala Lumpur
OPERATION HOUR	9.00 am - 5.30 pm
PARENT COMPANY	Johor Corporation (JCorp)

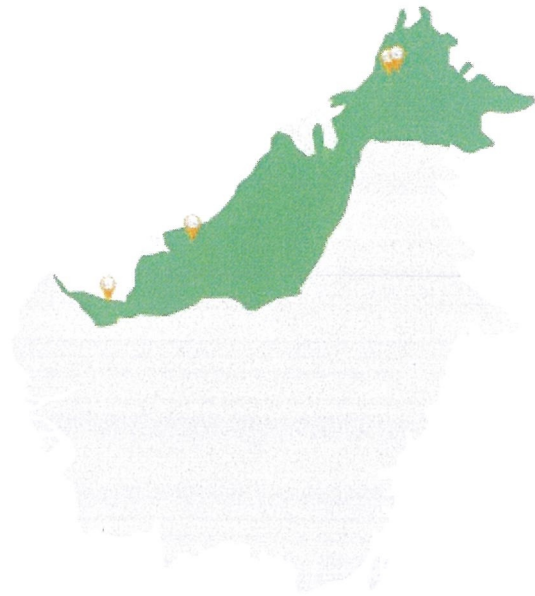
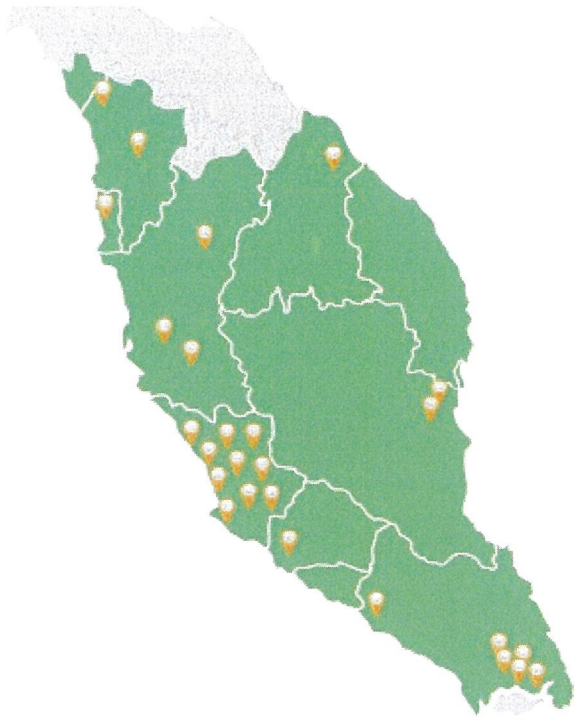


The business of KPJ Healthcare Berhad (KPJ) is based on the goal of being the best healthcare service in the area. They are focusing on providing world-class excellent healthcare services through their wide range of specialized healthcare solutions in the five regional locations in Malaysia, Indonesia, Thailand, Bangladesh, and Australia.

KPJ Healthcare Berhad, also known simply as "KPJ" or "the Group," is the most successful private healthcare service provider in Malaysia. The Group has pioneered the healthcare sector since its establishment in 1981, when it opened the first private specialist hospital in Johor.

In the beginning, Johor Corporation (JCorp) and Johor State Secretary Incorporated (SSI) collaborated in order to establish KPJ Healthcare Berhad as a joint venture business. The acronym "KPJ" refers to the "Kumpulan Perubatan Johor". The primary reason for its founding was to satisfy the ever-increasing need for high-quality private medical care in Malaysia.

As for today, more than 28 specialist hospitals located around the country make up KPJ's integrated network, which is guided by the company's fundamental values of Safety, Courtesy, Integrity, Professionalism, and Continuous Improvement.



As a result of the Group's development into other countries, it now operates not one but two hospitals in the Southeast Asian nation of Indonesia, as well as a hospital in the South Asian nation of Bangladesh. In addition, KPJ has stakes in a retirement and age-care resort in Australia as well as in Sibu, Sarawak, and Kuantan. It also operates its very own Senior Living Care (SLC) center in the Tawakkal Health Centre (THC) in Kuala Lumpur.

KPJ's vast reach and presence in the highly competitive private healthcare business are two of the factors that contribute to its competitive advantage. The hospitals owned by the Group are not only conveniently placed across the country but also provide a wide variety of medical specialty services.

KPJ has consistently served the underprivileged through numerous avenues. Our Klinik Wakaf An-Nur (KWAN) charity clinics provide community service. Malaysia has 18 KWAN clinics, 1 HWAN, and 5 mobile clinics in Kuala Lumpur, Johor, Selangor, and Kelantan. Since the first clinic opened in Johor in 1998, they have helped over a million people.

Other than that, KPJ Healthcare Berhad is involved in both the education and training of healthcare professionals, in addition to the provision of healthcare services. It runs KPJ International University College of Nursing and Health Sciences (KPJUC), which offers a variety of healthcare programs and courses to train those who would one day work in the healthcare industry.

3.2 CORPORATE CULTURE

MISSION

DELIVER QUALITY HEALTHCARE SERVICES

Their goal is to contribute to making the communities and individuals they serve healthier. Besides, their team, which is led by devoted medical specialists who have a profound concern for their patients, consistently places a high priority on both clinical excellence and technological advancement.



VISION

THE PREFERRED HEALTHCARE PROVIDER

The provision of superior medical treatment, care, and diagnosis to every one of their patients is the central focus of their organization. They are committed to being the care provider of choice by utilizing advanced technology, highly experienced medical professionals, and well-trained personnel who all collaborate to provide the most accurate diagnosis and effective treatment strategy.



3.3 CORE VALUES

KPJ Healthcare Berhad, a leading provider of premium healthcare services around the world, is dedicated to achieving excellence of a world-class standard in all facets of healthcare. Their commitment to 'Care for Life' relies on their adherence to their five guiding principles, which serve as their compass. They are able to provide patient-centered healthcare services with an emphasis on compassionate care by adhering to these five Core Values, which also allow them to flourish as a company.



Ensuring **Safety**



Performing Duties with **Integrity**



Delivering Service with **Courtesy**



Exercising **Professionalism** at all Times



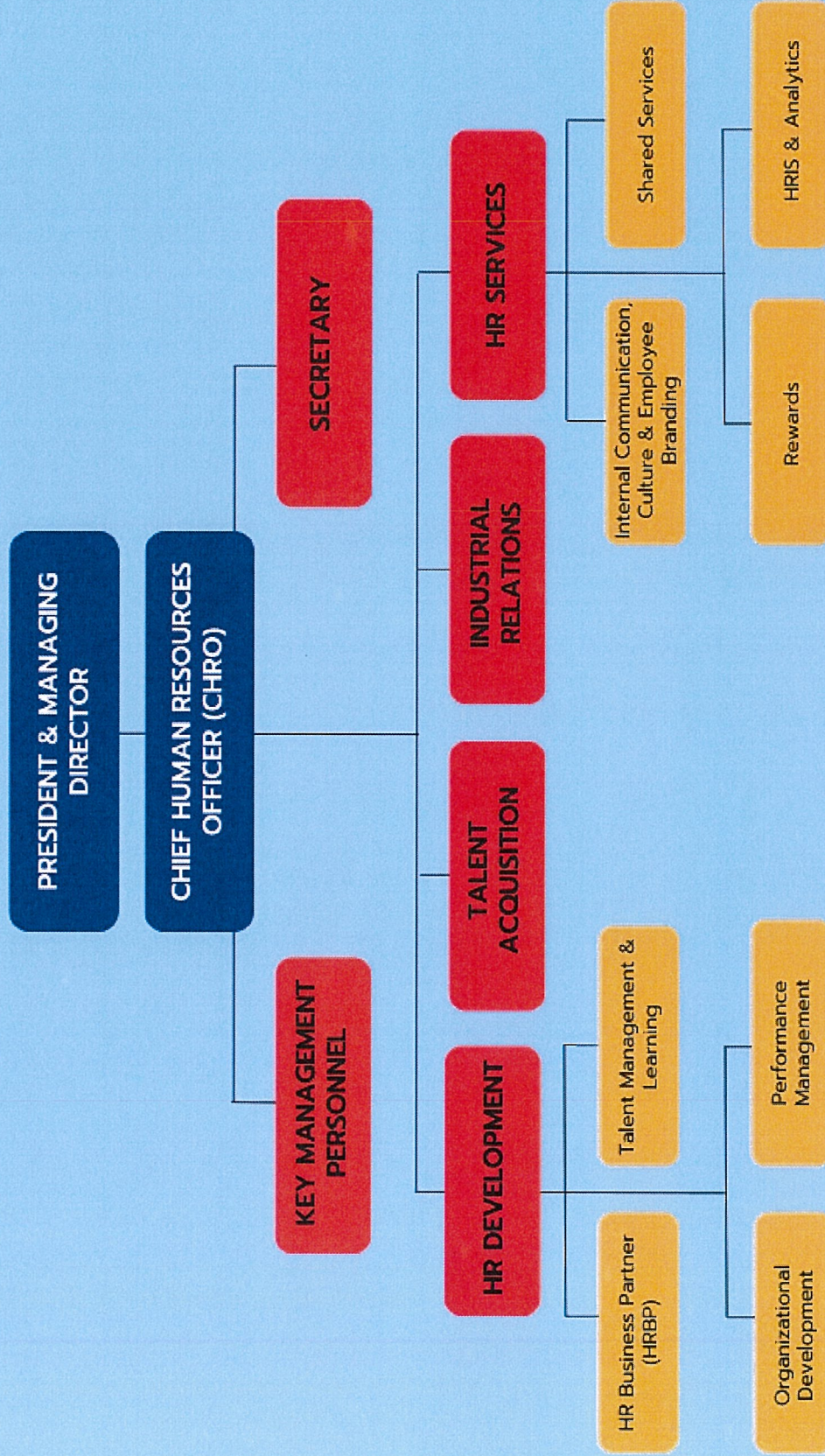
Striving for **Continuous Improvement**



KPJ HEALTHCARE BERHAD

GROUP HUMAN RESOURCES MANAGEMENT (GHRM)

3.4 ORGANIZATIONAL STRUCTURE



3.5 SERVICES



KPJ is an internationally recognized provider of premium healthcare services, and the company is dedicated to achieving world-class quality in all aspect of healthcare. Their extensive medical knowledge and advanced facilities are able to offer comprehensive care in one convenient location, meeting the rising needs of the markets in which they participate.

With the newest addition, the Group has more than 1,022 medical experts who can help with all kinds of medical and surgical services. It has also gotten a lot out of having 13,422 people on its team who work in management, healthcare, allied services, and support services.

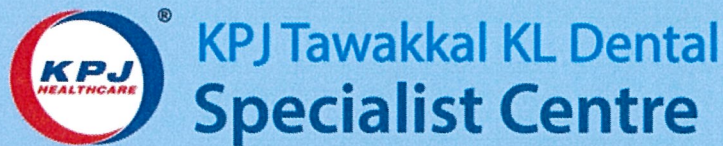
- **Centre For Sight**



KPJ PUSAT PAKAR MATA
CENTRE FOR SIGHT

KPJ Vision Center was founded by Ophthalmology Surgeons with extensive experience coping with corneal diseases and frontal eye problems. Together with the knowledge and experience of of their ophthalmologists, the facilities at the center include modern and latest technology, which enables them to provide high-quality eye care. Among the treatments offered by KPJ Center For Sight are related to cataract, cornea, dry eye, glaucoma, oculoplasty, vitreoretinal and laser vision correction.

- **Dental Specialist Centre**



The KPJ Tawakkal Health Center is home to a variety of facilities, one of which being the Dental Specialist Center. KPJ Tawakkal-Dental Specialist Centre has modern facilities and a highly trained personnel to offer a wide range of dental services. The facility has been modernized to include advanced dental care technology in a comfortable environment in order to better serve their patients.

Other than that, they have a team of Dental Consultants and friendly staff, and they provide high-quality dental care to patients from all over the world. All aspects of oral care, such as implantology, endodontics, prosthodontics, periodontics, orthodontics, and oral surgery, are handled by their team of highly experienced dentists.

There are many services and packages are offered at the Centre and they adhere to the belief that *'Your smile is your most important asset – your smile;* their signature.

- **Laboratory Services**



KPJ Lablink is now working on constructing a reference center for KPJ laboratories that will be equipped with advanced technology and will adhere to international standards for the services that will be provided. Lablink Central is the first private laboratory in Malaysia to comply with the Bio-Safety Level 3 (BSL3) Laboratory for testing of highly contagious diseases. This makes Lablink Central a particularly notable establishment.

- **Senior Living Care**



KPJ Senior Living Care is a residential aged care facility that was established in 2014. It is a reputable option for assisted living, rehabilitative treatment, and post-operative/convalescent care for elderly patients. The goal of the KPJ Senior Living Care (Nursing Home) is to provide high-quality care that is geared toward senior living, in particular for older live-in patients who require assistance with their care. Other well-established services, such as rehabilitation and dental care, as well as hemodialysis, are available to residents of the nursing home.

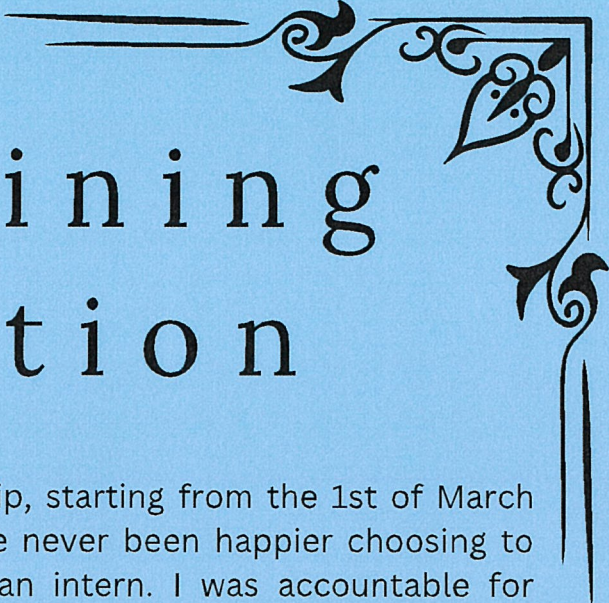
Senior Living Care is a place that feels like home and gives good care to all residents, no matter their race, social class, religion, beliefs, or political views.

- **Bariatric Surgery**

All of these approaches include reducing the amount of food that a patient is allowed to consume on a daily basis. As a result, the patient's capacity to chew their food thoroughly and consume it slowly will determine the amount of food they can take in. If a patient is unable to maintain control of this function, the patient may experience recurrent vomiting and, in rare instances, a lack of protein and vitamins. Because of these post-operative dangers, it is essential to carefully monitor the patient.

- **Rehabilitation Centre**

The KPJ KL Rehabilitation Centre offers comprehensive rehabilitation, with a primary emphasis on intensive and interactive neurological and stroke rehabilitation programs. These programs are designed for patients suffering from chronic as well as acute neurological and stroke conditions, and could accommodate patients with varied degrees of disability.



4.0 Training Reflection

It has been a while since I began my internship, starting from the 1st of March 2023 until the 15th of August 2023 and I have never been happier choosing to work at KPJ Healthcare Berhad (KPJHQ) as an intern. I was accountable for working all five days of the week, Monday through Friday, and my entry time may range anywhere from 7:30 am to 9:00 am since KPJHQ follows that practice. In addition, I am delighted to have found a home in Group Human Resources Management (GHRM). Since I have been assigned to GHRM, I was put under the charge of the Human Resource Development by my lovely supervisor, Puan Idrin binti Rosni, who is the Deputy Manager.

During my internship, I was given the opportunity to **participate in task rotation**, which provided me with the chance to learn about and gain an understanding of the responsibilities associated with each unit. To begin, one of my daily is to assist the Shared Services unit in the process of **keying in staff medical bills for the purposes of claiming**. Through this task, I was exposed to the KaizenHr system utilized by GHRM and it is necessary to enter all of the data into the system with extreme caution in order to prevent any errors from occurring.

Other than that, I am responsible for **updating the talent profile 2023** to the most latest edition and need to **reviewing through the CVs** of the employees to get the information. In addition, I used the Etris platform to **apply for a grant for HRD Corp's industrial training scheme**. I also **write up a memorandum** for the intern allowances. Besides, I was tasked with **emailing the candidates** who had applied to be interviewed, and I also got the chance to **take part in the interview session** alongside Puan Natisya.

During the HR Pitstop event that took place in last March, I was responsible to **design a template** that need to be used to fill in the names of the winners of the lucky draw session. During the session for the lucky draw, I need to make sure that I **record their names and their staff numbers** so that I don't make any mistakes. In addition to that, I was tasked with **contacting the recipients of the grand prize** to verify that they accepted the correct prizes.

5.0 SWOT

Analysis of KPJ Healthcare Berhad

STRENGTHS

- Strong financial position
- KPJ's 30 hours training policy

WEAKNESSES

- Delaying the task and transaction
- Low job satisfaction among KPJ's staff

OPPORTUNITIES

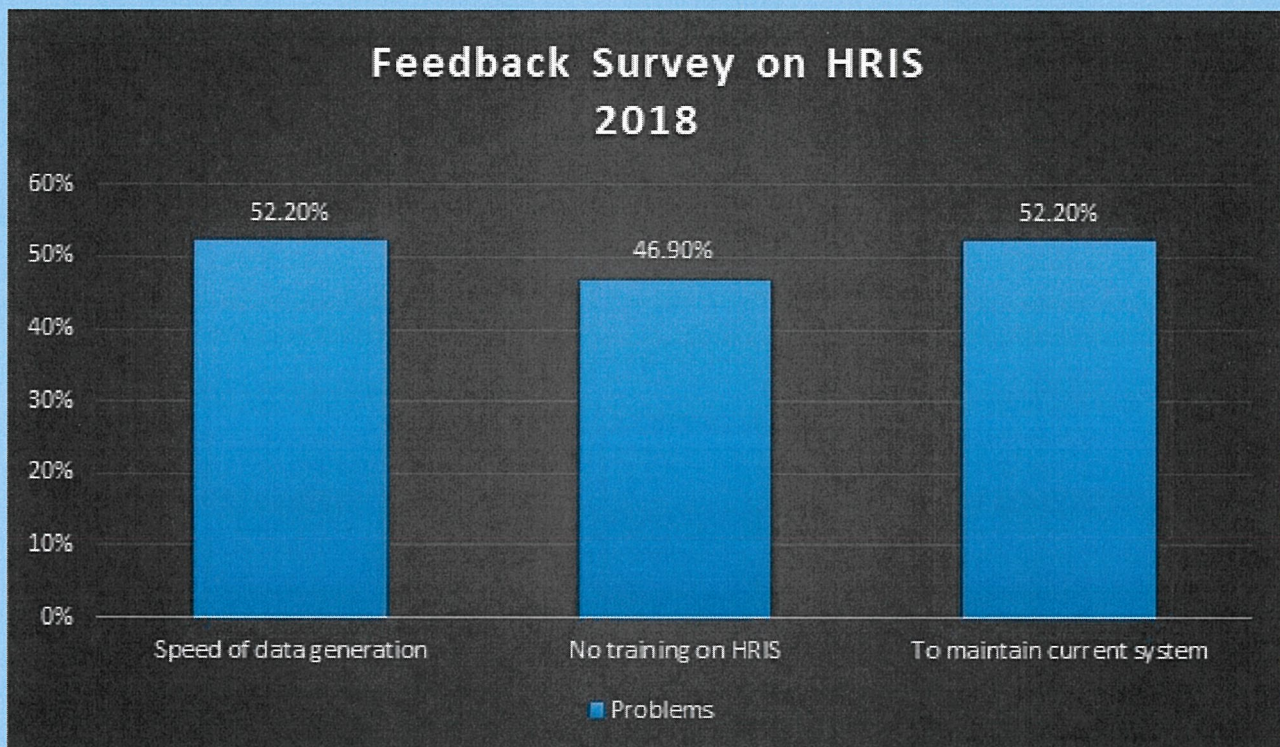
- The availability of database provider in Malaysia
- External database system training provider

THREATS

- Security breaches/hacking
- Competitors may outperform KPJ

6.0 Problem Identification

Outdated Database System



During my internship, I observed that Group Human Resources Management (GHRM) at KPJ Healthcare Berhad has an issue with the database system which is called HRIS or KaizenHR. According to Ishaq, et al., (2022), database systems are essential to the efficient operation of businesses and organizations, and they play a critical part in ensuring the effective implementation of information technology. However, the **current system used by KPJ Healthcare Berhad is outdated** because it has been used since 2002, which is the year it was developed.

Based on the **feedback survey of 113 responses collected from the internal users in KPJ on HRIS in 2018**, a majority of one half of the employees regarding the system are deemed unsatisfactory. This is due to the **slow system performance** caused by the outdated system, which has made it more difficult to generate the data that employees needed from the system. Approximately more than 50% of them are troubled by the speed at which data is generated.

Another problem arises when there are employees who have never been provided with training to develop their skills using this system and also to boost their knowledge in order to overcome something happens that can impede their work process. Aside from that, since **this survey was conducted in 2018**, I think that **employees have not yet started to be aware of the inefficiency of this system**. This is because, there are also employees who want this system to continue to be used even though it has been used since 2002. However, it is believed that an old system like this is no longer suitable for a large organization like KPJ Healthcare Berhad.

Therefore, I have used SWOT analysis to address the outdated database system at KPJ Healthcare Berhad and recommend some solutions. It assists companies in determining where they excel and where they have room for growth, both internally and in their relationships with other parties.

7.0 Discussion & Recommendation

7.1 STRENGTHS

7.1.1 Strong financial position

KPJ Healthcare Berhad is a company that provides medical assistance and related services throughout the Asia-Pacific area and is largely engaged in the private healthcare sector in Malaysia and generates nearly every one of its incomes from operations within this country. Since it was established more than 33 years ago, it currently owns more than 20 hospitals in Malaysia as well as a few hospitals in other countries. Over the course of the last few years, **KPJ has turned in a financially impressive performance.**

For example, KPJ Healthcare Berhad reported that its financial operations had a successful first quarter ("Q1 FY2023"), which came to an end on March 31, 2023. **For Q1 FY2023, KPJ Healthcare made RM829.0 million in revenues** (KPJ Healthcare Berhad, 2023). This is a 29.2% rise from the same quarter of the previous financial year, which finished on March 31, 2022 ("Q1 FY2022").

Other than that, KPJ benefits from substantial **financial backing from Johor Corporation, its parent company.** Johor Corporation is clearly one of the most prosperous business organizations in Malaysia. According to Aman (2023), the net profit for Johor Corporation (JCorp) increased by more than one hundred percent to RM808 million for the financial year that ended on December 31, 2022 (FY22), up from RM379 million the previous year. The remarkable gain was made possible by an increase in sales of RM5.7 billion, which was up by 12% from the previous year. It was stated that a considerable increase in the number of inpatient and outpatient activities in the wellness and healthcare segment, which grew by 50% and 19% respectively, contributed to this accomplishment.

In addition to numerous branch hospitals and medical centers, **KPJ Healthcare Berhad also operates a university in Malaysia which is KPJ University College (KPJUC)**. As of this varied presence, the company is able to reduce risk and make the most of opportunities in a variety of places, which helps to ensure a constant stream of revenue. Since KPJ Healthcare Berhad is one of the largest private healthcare providers in Malaysia and has a significant presence in the industry, they are able to attract a considerable patient base thanks to its powerful brand, vast network, and reputation for providing high-quality healthcare services, all of which contribute to the company's financial stability.

7.1.2 KPJ's 30 hours training policy

One of the most essential things that can be done to motivate workers to achieve both short-term and long-term goals and objectives is to **provide opportunities for personal growth and professional advancement** which is known as training and development. Since employees are a company's most important assets, it is essential that the organization express proper appreciation for its workforce.

On the other side, the healthcare industry also relies heavily on training and development programs to guarantee competent service to patients, uphold professional standards, and adapt to new developments in the field. Therefore, **JCorp has established a training policy for employees** at KPJ Healthcare Berhad which is called 30 hours of training for each employee. This policy explains that every **KPJ Healthcare employee must involve themselves in any organized training until they complete 30 hours per year.**

It is said that **KPJ invested up to RM7.2 million in various training programs for the Group's employees in 2011.** Besides, **in 2014,** a total of **RM6.72 million was spent across the Group** on a variety of training programs and opportunities for staff to participate in internal and external training (KPJ Healthcare Berhad, 2014). These programs emphasize the development of leadership qualities as well as improvements in managerial and technical expertise. Until now, KPJ has held many trainings for employee development.

Additionally, by taking part in training and development programs, individuals can get the help they need to build the functional, technical, and soft skills necessary to carry out their roles effectively (Rodriguez & Walters, 2017). Through participation in continuous training, professionals in the healthcare business have the opportunity to expand both their knowledge and their skills.

Besides, training and development can also help people who work in the healthcare area learn more about technology and information systems. For example, since the use of technology in healthcare is growing, most of the training will cover how to use electronic health record (EHR) systems and other healthcare systems. At KPJ Healthcare Berhad (KPJHQ), managerial staff also use a special system for data handling. Thus, staff at KPJHQ also need training and development because this program can help them learn how to use technology to improve patient care, data management, and communication.

7.2 RECOMMENDATIONS

- **Strong financial position**

7.2.1 Purchasing a new advanced database system

My recommendation for KPJ is to **purchase a new advanced database system**. Using an updated database system in an organization offers numerous advantages that can significantly improve efficiency, productivity, and overall performance (Noah, 2020). A modern operating system is built to function with modern software and hardware because it is optimized for speed and performance. If KPJ is using an **out of date operating system**, it is possible that they **may not have access to the most recent performance upgrades** (IT Convergence, 2022). However, before purchase the new one, it is best to do a full needs assessment in order to find out what KPJ Healthcare Berhad needs. Find out what their current and future data needs are, as well as what they need in terms of scalability and speed, and what they expect and think about when it comes to security. If necessary, KPJ can **seek guidance from database experts or professional** who can help them **find the best database system for KPJ Healthcare**. Therefore, by using updated database systems, it includes a number of improvements and enhancements that result in faster data retrieval and processing speeds.

- **KPJ's 30 hours training policy**

7.2.2 Providing more training to the person in charge of database

My recommendation to this strength is to **provide more training to the person-in-charge of the database**. Since KPJ has adopted the policy, it would be good if training on the HRIS system is conducted to ensure they have the necessary skills and knowledge to manage the systems effectively (Jha, 2016). KPJ can develop training programs that is well-structured and addresses all to all the person-in-charge of the database. The training methods that can be used are workshops, online courses, and on-the-job training.

Other than that, KPJ should think about **offering the individual continuing training opportunities** so they can remain updated on the most recent developments in database systems. KPJ can also **organize an interactive and hands-on training** that will give participants the opportunity to experience utilizing the HRIS system in a safe setting (Anderson, 2023). A person who has received adequate training will bring about **improvements in the organization's HR operations**, including improved data management, more streamlined procedures, and expanded employment opportunities.

7.3 WEAKNESSES

7.3.1 Delayed tasks and transaction due to outdated system

The healthcare industry is progressing quickly toward digitization by implementing IT systems that run on cloud computing and using data and analytics tools that make it possible for digital healthcare solutions to be smart and work in real time. By using an interoperable data platform with deep learning and behavioral study, healthcare providers will be able to understand how users act and what they want so they can give the right answers.

However, the **digitalization at KPJHQ is still not encouraging** because the **system used now is outdated**. It is because the system has been used since 2002 and has shown its shortcomings since the last few years. As one of the people who use the system for work, I have also experienced the same problem. For example, the outdated database system **may not have the capacity or efficiency to handle massive volumes of data** or sophisticated queries in an efficient manner (Sivarajah, et al., 2017). This may be the cause of the consistently poor performance of the system that makes retrieving and updating data can be slow, leading to delays in completing tasks and transactions.

Other than that, an outdated database system may have **inconsistent, incomplete and even erroneous data**. These inconsistencies can lead to issues such as duplicate records, incorrect calculations, or outdated information. For instance, personal and family information are frequently not kept up to date, and their medical bills need to be put on hold until I acquire the information from the executive. Finding a solution to these problems can be **time-consuming and lead to delays** in the execution of the task which may lead to decrease in productivity because it takes longer for employees to finish the work (Dagher, 2022).

7.3.2 Low job satisfaction among KPJ's staff

In today's era, employee job satisfaction has been linked to positive outcomes for businesses, including lower turnover rates and less stress among workers (Ayyagari & Lathabhavan, 2020). In addition to this, it creates an encouraging atmosphere at work, which is another reason why it is one of the aspects that ensures employees will be able to assist the organization in achieving its objectives.

However, based on my observation, the **staff are dissatisfied since the database that they use is outdated**. This is due to the fact that majority of the information that may be accessed through the system is **not the latest info**. Therefore, they need to inquire with other individuals in order to obtain information that is both comprehensive and recent. In addition, from the perspective of the centralized payroll unit in KPJHQ, this **system is becoming inefficient** over the years which can lead to frustration and in order to accomplish some calculations, **it still requires the use of manual methods** which can sometimes **lead to miscalculations** (Palladan & Palladan, 2018).

The fact that staffs are **frequently struggle to get their hands on the most recent information** is one of the reasons why employee satisfaction is getting lower. In addition, an outdated database system can also cause employee dissatisfaction because it can make it **difficult for employees to do their jobs effectively** (Ancell, 2021). Since the system may only be accessible through the company's Wi-Fi network, for instance, employees may be required to wait until they get the right information if the information they need is not already in the system. This can be both time-consuming and error-prone. Employees may become frustrated and stressed as a result of this, which may ultimately lead to dissatisfaction with their jobs.

7.4 RECOMMENDATIONS

- **Delayed tasks and transaction due to outdated system**

7.4.1 Scheduling regular database system maintenance

My recommendation is **to schedule regular database system maintenance**. Performing regular system maintenance for an outdated database system can help KPJ Healthcare Berhad **ensure that the system remains functional, secure, and reliable** until they are ready to upgrade to a new system (Gadhavi, 2023). KPJ needs to **determine how often the outdated system requires maintenance** on it. The frequency of maintenance may be set to once every week, once every month, or once every three months depending on the complexity and importance of the system. This can aid in the early detection of issues and the prevention of large interruptions. It is advised that KPJ should **clean up the database of any outdated or superfluous information** in order to make more room for new data and boost the overall performance of the system (Stedman, 2022). System maintenance is crucial because it helps to **extend the life of the system, maintains the capabilities of the system, helps prevent downtime and ensures that the data and operations** that the system supports **continue to be reliable** (Tarika, 2020).

- **Low satisfaction among KPJ's staff**

7.4.2 Conducting new employee surveys

My recommendation is **to conduct new employee surveys**. In my opinion, majority of employees who use HRIS are different from those who use it in 2018. Therefore, due to the fact that **the feedback survey was carried out in 2018**, I believe KPJ Healthcare ought to carry out an entirely new survey in relation to the outdated database system. According to Officevibe (2021), **conducting employee surveys** to obtain direct input from staff members about their particular concerns and pain points related to the outdated database system **will provide significant insight into the specific challenges** that they are facing, allowing KPJ Healthcare to take the required actions in response to make improvements to the system and improve employee satisfaction overall.

Besides, having an up-to-date database system can help to improve employees productivity. It is because employees will feel content with the updated database system as they can swiftly and easily retrieve the information that they want at all times while at work. For example, the updated database must have the latest information and also have auto formulas to achieve some calculations. Therefore, they may experience less wasted time and irritation and are less likely to become frustrated or distracted, and they are more likely to be involved in the work that they are doing (Bjørkås, 2018).

7.5 OPPORTUNITIES

7.5.1 The availability of database provider in Malaysia

Nowadays, there are some businesses still continue to use HR procedures that are inefficient, time-consuming, and outdated such as a paper-based claim system, physical leave applications, punch-card systems, and other outdated technologies. In order to make this situation much better, a strategy known as HR Digitalization has been developed to entails the automation of the conventional HR procedures by utilizing various digital tools and approaches (Michelle, 2023). Furthermore, **the existence of businesses or software solutions that provide Human Resources Information Systems (HRIS) or employee database management services is very encouraging in Malaysia**

Database provider is a company that specializes in providing employee databases to businesses in the form of software platforms or systems that facilitate the efficient management of employee-related information and data. This data often consists of employee profiles, personal information, job history, attendance records, leave balances, performance evaluations, and other relevant information.

Furthermore, through the provision of a digitized and consolidated repository of employee information, the platform offered by the provider of the database is intended to facilitate the simplification of HR procedures and the enhancement of workforce management. It makes it possible for HR professionals and managers to conveniently access and update employee data, automate typical HR operations, and generate reports that can be used for analysis and decision-making (Jayabalan, et al., 2020).

In Malaysia, **there are a few different employee database providers** who provide a variety of HRIS and personnel management solutions. For instance, Oracle's Taleo, Employment Hero, BrioHR, HR2eazy, Swingvy, Talenox and Info-Tech HR Software (Nicholas, 2023). **KPJ Healthcare is able to evaluate and choose the database provider that most closely matches their particular needs** as well as their financial constraints as a result of the market's presence of numerous providers of such a service.

Having access to database providers is essential for Malaysian organizations looking to update their HR practices, reduce the time spent on administrative activities, and boost employee engagement and productivity in light of the changing HR technology landscape (Zin & Vrontis, 2010).

7.5.2 External database system training provider

Training and development is a function in the management of human resources that is used to close the performance gap between the actual and expected levels of performance. Training is the process of teaching people the skills they need and how to act in a certain way so that they know the rules and procedures they need to follow to do their jobs well. Organizations that plan to achieve their goals through differentiating their products, services, and capabilities should be aware that in order for those aspects of their business to be conceived of, developed, put into action, and maintained, trained employees are required to take on those roles (Rodriguez & Walters, 2017).

In my opinion, **KPJ may search for suitable authorized external database system training providers.** They can do some research whether or not the company provides an authorized training programs that give in-depth information and hands-on experience with the database system being used. Besides, KPJ can also make In-House training. Depending on the size and specific needs of the database system, KPJ Healthcare may hire experts or providers to do in-house training that fits the needs of the organization.

There are some of the companies that provide database training in Malaysia. For instance, Iverson Associates which is an authorized training partner for various IT certifications and provides database training programs, both online and in-person (The Star, 2022). Other than that, New Horizons Malaysia as they offer database training courses, including those for specific database systems like Oracle, Microsoft SQL Server, and MySQL. Lastly, GICT Training as it offers database-related training programs, such as database design, administration, and data analysis.

7.6 RECOMMENDATIONS

- **The availability of database provider in Malaysia**

7.6.1 Adopting a new database provider

In light of the fact that KPJ Healthcare Berhad is experiencing issues with the database system, they might consider adopting a new database provider. It is because, **adopting a new database provider** to replace the current database system that KPJ Healthcare Berhad has been used since 2002 is a significant undertaking. It can **helps to improve employee productivity and to increase efficiency of the database** (Beyond Intranet, 2022). KPJ needs to make sure that its requirements such as scalability, data security, reporting and analytics capabilities and user-friendliness for the new database provider are comprehensible. KPJ also can **carry out research and create a shortlist of potential database providers in Malaysia** who can supply solutions that are suitable for KPJ Healthcare's needs.

For example, **companies in Malaysia that provide HR database system are Oracle's Taleo, Workday, Swingvy** and more. Hence, KPJ Healthcare Berhad will see an impact on HR operations as a result if they decide to switch to a new HRIS database provider. It will improve data management and the employee experience, all of which will add to the overall efficiency and productivity of the organization.

- **External database system training provider**

7.6.2 Engaging with experienced trainers and providers

In my opinion, it is certainly compulsory for KPJ Healthcare Berhad to provide their employees for training on the database system. It is because, training is one of the ways for an organization to improve its employees' levels of knowledge and competence. Therefore, my recommendation is **to engage with experienced trainers and providers**. KPJ ought to make use of professional trainers or instructors who have expertise in database systems and are able to teach non-technical staff members challenging technical ideas in an efficient manner. **Employees can gain the most up-to-date information**, as well as best practices and the most recent breakthroughs in database technology, through database training (Herrity, 2023). Trainers also need to have the ability to keep employees interested and motivated throughout the whole training process. Therefore, they will get a more in-depth comprehension of database ideas, design principles, optimization techniques, security protocols, and data management techniques and able to effectively contribute to the upgrading of outdated database systems.

7.7 THREATS

7.7.1 Security breaches/hacking

There are some things that were designed to persevere forever, but software was not one of them. In fact, software is more analogous to perishable food due to the fact that it becomes outdated. Innovation drives the rapid progression of technology, which itself is in a state of constant change. The lifespan of software is rather short, and it can only be maintained by continuous updates and upgrades (Gadhavi, 2023). When **there are no more updates available** for a piece of software, then **the system is considered to be out of date**. When the outdated system does not receive maintenance, it is **not compatible with newly developed apps**, nor can it function normally on newly released devices (IT Convergence, 2022).

Data is a commodity that is extremely valuable to each and every company. Every day, companies all around the world collect a vast amount of information on the activities they conduct and the clients they serve. The absolute worth of the data makes the protection of that data an essential component of data safety.

However, organizations need to be aware that using database systems that are outdated may always leaves them vulnerable to security holes and hackers (Mousa, Karabatak, & Mustafa, 2020). This is due to the fact that **older systems are more likely to contain vulnerabilities that can be exploited by hackers**. For instance, outdated computer systems might not have their security flaws addressed, and they also might not make use of the most recent advancements in cybersecurity technology. For example, on November 23, it was said that the Daixin Team stole the personal information of five million AirAsia passengers and all of the airline's workers and the group claimed responsibility for the ransomware attack (Fam, 2022).

My coworker states that a person whose identity is being kept a secret hacked the system that is utilized by the Group Human Resource Management (GHRM), which is KaizenHR. However, it is believed that the individual did not have time to successfully carry out the whole breach as staff reported to IT as soon as they noticed the system became weird and inaccessible.

7.7.2 Competitors may outperform KPJ

An organization is said to have a competitive edge if it is able to manufacture things or provide services in a more efficient manner than its rivals. In the eyes of the company's customers, this distinguishes the business from the other options available to them (Peterdy, 2020). Therefore, the company is able to attain higher profit margins and generate value for both itself and its stockholders.

Based on my opinion, there are a number of factors that may contribute to **KPJ Healthcare's competitors outperforming the company**. The first one is **more efficient operations**. The companies that compete with KPJ Healthcare must be better at running their day-to-day business because it has helped them lower their prices and make more revenue.

Other than that, it is understandable that one of the reasons why KPJ Healthcare is not as competitive as its competitors is due to **the company's outdated database system**. It may be difficult to keep track of patient data, to manage inventory, and to bill patients if the database system being used is out of date. This can result in inefficiencies and inaccuracies, both of which can eventually have a negative impact on the quality of care that is provided by the organization.

In Malaysia, **KPJ Healthcare Berhad's principal competitors are Pantai Holdings Berhad and Columbia Asia**. All of these businesses are privately held and have a substantial presence in the Malaysian private healthcare market. With a network of 11 hospitals and more than 1,500 beds, Pantai Holdings Berhad is the second largest private hospital operator in Malaysia (Pantai Hospital Kuala Lumpur, 2023). The company's primary concentration is providing middle-class consumers with premium healthcare services. Columbia Asia is a private healthcare organization with a network of facilities in Indonesia, Malaysia, and Vietnam. The company's hospitals are recognized for their dedication to patient care and innovative medical technology.

Despite all that, KPJ Healthcare Bhd has been awarded the title of "Best Hospital of the Year in Malaysia" at the GlobalHealth Asia Pacific Healthcare and Hospital Awards 2022 for the fourth time (NST Business, 2022).

7.8 RECOMMENDATIONS

- **Security breaches/hacking**

7.8.1 Engaging with a Cybersecurity Incident Response Team (CSIRT)

My recommendation is **to engage with a Cybersecurity Incident Response Team (CSIRT)**. A computer security incident response team, often known as a CSIRT, is a group of IT specialists who offer their skills and support to a company in the areas of the evaluation, management, and prevention of cybersecurity-related events, in addition to the coordination of incident response operations (Donegan, 2023). Companies **should have an incident response team or hire a cybersecurity company** to look into the breach, figure out how it happened and how bad the damage is. For example, **KPJ can hire a third-party CSIRT** to provide incident response services, **establish their own CSIRT**, or **partner with a Managed Security Service Provider (MSSP)** that provides CSIRT services. It is because, CSIRTs have the knowledge and experience to help KPJ Healthcare Berhad act effectively to cybersecurity incidents, and they can respond quickly to incidents, which can help limit the damage caused by the incident (Kleij, Kleinhuis, & Young, 2017). By working with a CSIRT, KPJ Healthcare Berhad **will be able to respond to cyberattacks and protect their data and systems**.

- **Competitors may outperform KPJ**

7.8.2 Conducting a gap analysis

It is critical for KPJ to take preventative action in order to address this problem and maintain its position as a competitive player in the market. I would suggest KPJ **to conduct a gap analysis**. An organization's existing condition and what ought to be in place can be compared using gap analysis, which can either be a tool or a method to **discover where the gaps are and what differences exist** between the two where the company wants to improve upon its current status so that it can reach the ideal state (Kim & Ji, 2018). KPJ needs to conduct an evaluation of their database system to determine its current state. This includes determining whether the system has any potential security flaws and whether there are any areas in which the system does not fulfill the requirements set forth by the organization (Laoyan, 2022). They might **conduct an in-depth analysis** of the database system that is now being used by KPJ and then **compare it to the database systems that are being used by their competitors**. This would allow them to discover the major areas in which the competitors are excelling while KPJ's system falls short.

8.0 Conclusion

In a nutshell, I can say that my time spent interning has been really beneficial and enjoyable. Having completed my internship with KPJ Healthcare Berhad, I can say without a doubt that it was a very educational experience for me. As someone who had absolutely no prior experience with working in a corporate environment, I believe that the time I spent here was time well spent and contributed to my ability to learn something new and gain additional experience.

During the past half year, I have been tasked with a number of roles and obligations, all of which I have found to be incredibly exciting and rewarding opportunities. Even if some of the tasks my supervisor has given me are unrelated to the Human Resources, I am very grateful that he has given me the chance to improve my skills in this area. For instance, they offered me the opportunity to create a template of a lucky draw list name for HR Pit Stop after recognizing my capabilities in that area. In addition, the valuable advantages and new experiences I have gained will improve my ability to carry out my responsibilities.

Nevertheless, despite its challenges, this experience has equipped me with more than adequate knowledge concerning the operational aspects of management. In addition, I have gained the knowledge necessary to fulfill my responsibilities in the department from the people I work with. In the event that a problem arises quickly and unexpectedly, we as HR need to devise a solution that is both efficient and effective.

In conclusion, I would like to take this opportunity to thank KPJ Healthcare Berhad for providing students with the chance to gain hands-on experience in Group Human Resource Management (GHRM) through internships.

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A p p e n d i c e s



Figure 1: First day at Group Human Resources Management (GHRM)

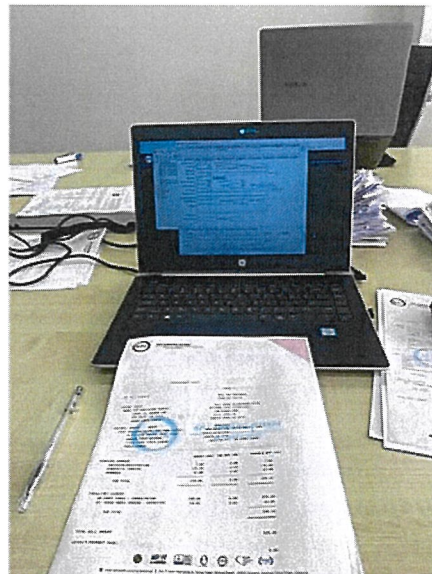


Figure 2: Sorting and keying in medical bills of employees

Appendices

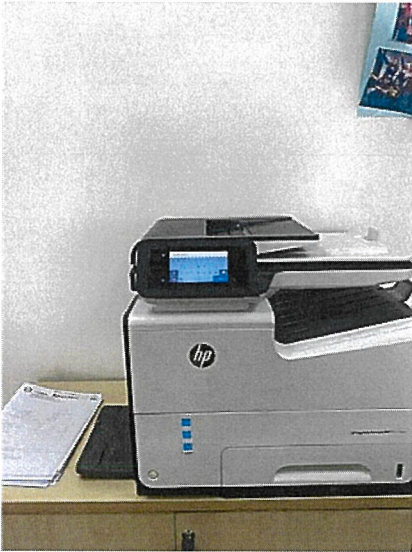


Figure 3: Scanning documents



Figure 4: In the process of designing a template for lucky draw name list



Figure 5: HR Pit Stop event

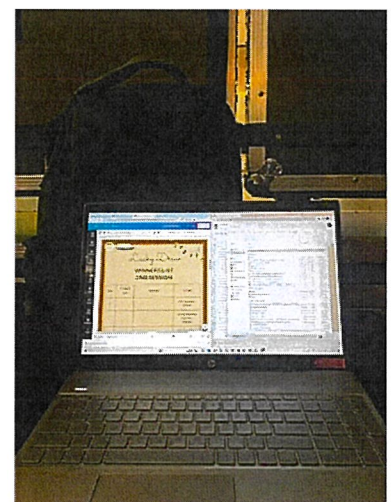


Figure 6: Working behind the scene during HR Pit Stop event

Appendices



Figure 7: HR Pit Sop event

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Figure 8: Long Service Awards 2022 & Appreciation Hi-Tea at PWTC

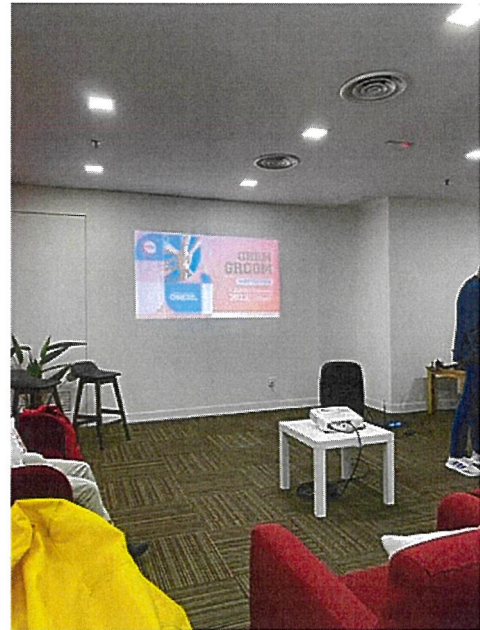


Figure 9: GHRM Groom

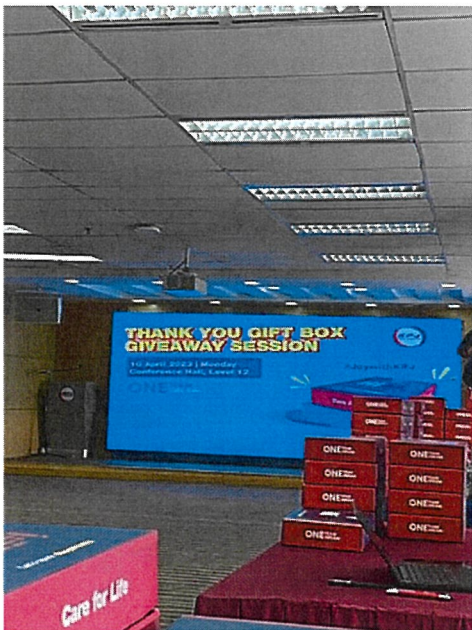


Figure 10: Assisting during Thank You Gift Box giveaway session

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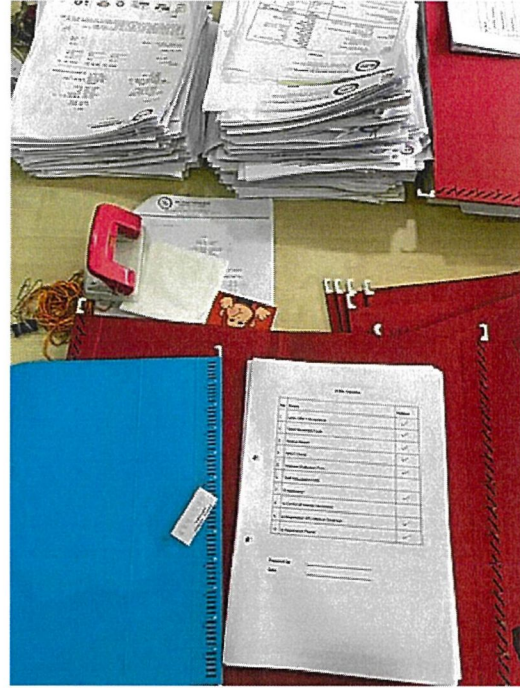
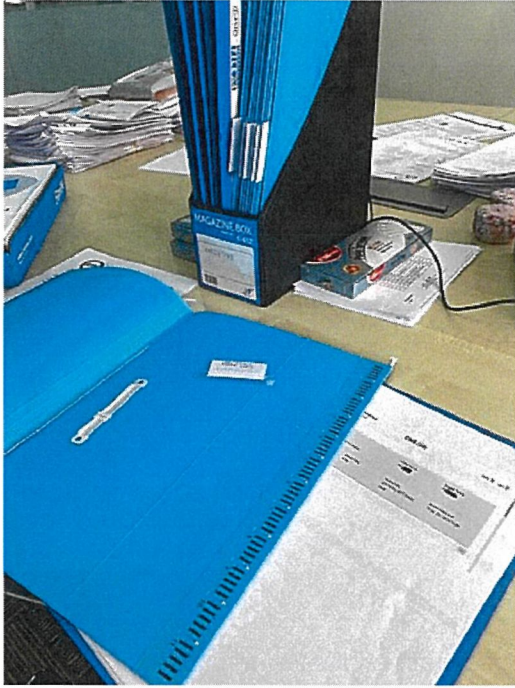


Figure 11: Managing employees' personal files (P-File)



Figure 12: Laminating advertisements

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Figure 13: Attending Anti-Bribery Management System (ABMS) Awareness Training

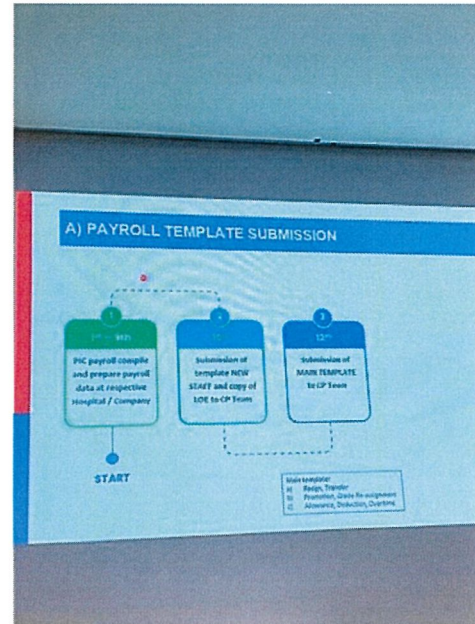


Figure 14: Sharing session on Centralized Payroll process



Figure 15: Coffee session with OIC, Puan Norhaizam and all the interns

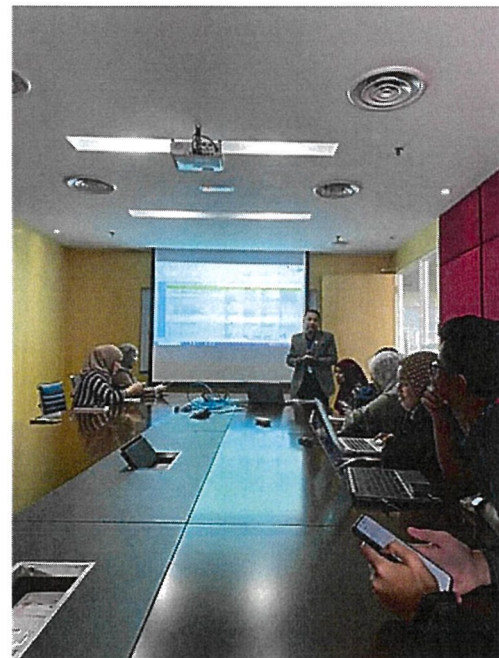


Figure 16: Meeting about Special Assembly with Group Operations event

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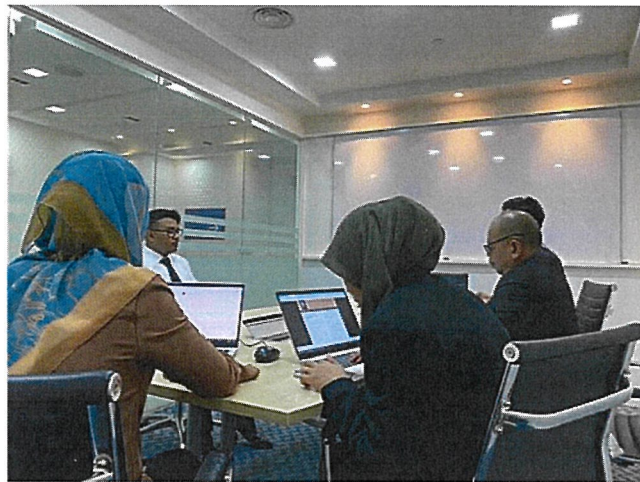


Figure 17: Joining in interview sessions



Figure 18: Attending in Mental Health and Sexual Harassment Awareness Training

Appendices

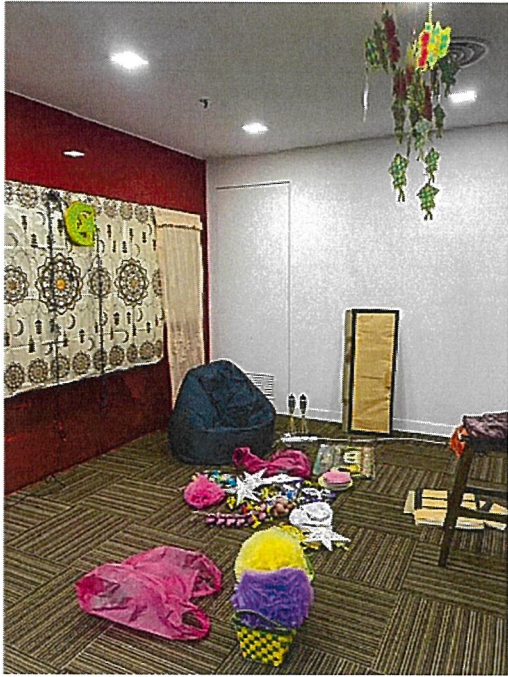


Figure 19: Decorating the office for Hari Raya Aidilfitri competition