

MGT 666

INDUSTRIAL TRAINING REPORT

AT

KPJ HEALTHCARE UNIVERSITY

1ST MARCH 2023 - 15TH AUGUST 2023

PRESENTED BY :

NUR AFIQAH BINTI AHMAD 2021341135

PREPARED BY :

DR KHAIRUNNISA ABD SAMAD

"Care for Life"

EXECUTIVE SUMMARY

Here at KPJ Healthcare University College Sdn Bhd (KPJUC), a 6-month internship that would be unforgettable and teach me a lot began. KPJUC is now certified as one of Malaysia's universities, and it is a well-known company in Malaysia's healthcare business. This report will include information about my internship at KPJUC, which ran from March 1 to August 15, 2023. In the report, my profile as an intern staff member and my training in the company will be shown. Also, the second part will give more information about KPJUC, which is also known as KPJU. Not to mention the real-life events that happened because of the 6-month internship and the valuable lessons learned along the way.

This report will also include a summary of the SWOT Analysis for KPJ Healthcare University Sdn Bhd. This analysis looks at the company's main strengths, weaknesses, opportunities, and threats, as well as a discussion and recommendations for each.

TABLE OF CONTENTS

Executive Summary	1
Acknowledgement.....	3
1.0 Student's Profile	4
2.0 Company's Profile	5
3.0 Training Reflection.....	12
4.0 SWOT Analysis	17
5.0 Discussion & Recommendation	18
6.0 Conclusion.....	22
7.0 References	23
8.0 Appendices.....	24

ACKNOWLEDGEMENT

I want to start by expressing my gratitude to Allah SWT for giving her courage and His blessings throughout the internship period. In the end, I was able to finish my internship without any crises in my department or with my peers. I also learned a lot from each unit I worked on. I was also able to write my internship report with the help of a guide and discuss it with my peers and executives. Thanks to my family for being understanding about my work schedule and for helping me with my internship.

Other than that, I would like to acknowledge the person who helped my report by giving advice, information, and suggestions. Without their help, I will not be able to do a good job on this report. Thank you, my finance department's staff, and be kind to me nicely and teach me how to do each task. They also give me advice and tell me where things are going wrong or what I need to work on. I consider myself fortunate to have had a good and best experience with them and to work in a good place. Without their help and encouragement, I would not have been able to finish my task. Special thanks to Ms. Syazwani Binti Zakaria, an account officer in the department, who led me and took care of me until I understood the environment and could adapt to it.

Then, I would like to say thanks to Dr. Khairunnisa Abd Samad, our UiTM Internship Supervisor, who helped me with my report and gave me time to finish this report. Also, thanks to KPJ Healthcare University Sdn Bhd I did an internship at the company. I will remember and use the information and experience that the company's training gives me in my work in the future. I hope that my hard work will pay off.

1.0 STUDENT'S PROFILE



CONTACT



AWARDS

2022

**4th in Virtual Video Competition
Bring to Light the Investment
Portfolio**

2021

**Watikah Pertauliahannya Leftenan
Muda Kesatria**

SKILLS

- **Able and efficient to use Microsoft Excel and Microsoft Office.**
- **Can handle and finish tasks at the last minute.**
- **Organizational and Multitasking abilities.**
- **Capable of leading and working successfully in team.**
- **Capable of efficiency communicating with others.**

REFERENCES

Madam Siti Nurulhuda Binti Ibrahim
Academy Advisor

NUR AFIQAH BINTI AHMAD

Jalan Haji Ismail, Kampung Chuah 71960 Port Dickson Negeri Sembilan

Internship

CAREER OBJECTIVE

I am a college student in the Bachelor of Business Administrative (Hons.) Finance. An undergraduate who is passionate about an internship in finance. My goals are to take all opportunities for ongoing professional growth in exchange for a solid work commitment to superior performance and wishing to learn and apply all my skills to achieve objective company together.

WORK EXPERIENCE

2021 - 2022

Pasaraya Arafah Maju I No 1, Lorong Haji Yunus 71960, Port Dickson

CASHIER AND STOCK KEEPER

- Manage to improve communication skills with customer and dealers.
- Manage in receiving, inspecting, storing and issuing merchandise for use in the shop.

2019

Asma Restaurant I Kampung Chuah, Port Dickson

WAITER AND CASHIER

- Good in adapting to new environments and learning quickly.
- Able to closing account the restaurant.

EDUCATION

2021 - Present

University Technology MARA (UiTM), Campus Bandaraya Melaka

BACHELOR OF BUSINESS ADMINISTRATIVE (HONS.) FINANCE

- CGPA : 3.71, Dean' s List Award

2018 - 2021

University Technology MARA (UiTM), Campus Rembau

DIPLOMA IN BUSINESS STUDIES

- CGPA : 3.69, Vice Chancellor's Award (ANC)

EXTRACURRICULAR ACTIVITIES

2022

- Project Leader in Fly High! Careers in Financial Securities
- Vice Secretary in Hotel Professional Etiquette
- Participate in Wise, Worth, Wide Program
- Participate in Webinar Navigate The Future
- Participate in Adventure Box Team Building Program

2021

- Secretary in Diploma Business Society Club for session 2020/2021

2019

- Participate in 'Program Kesukarelawan in UiTM Rembau'
- Participate in 'Program Kepimpinan Pewaris Bangsa Modul Professional'
- Bureau of Registration in PTAR Open Day
- Bureau of Protocol in Iftar with the orphans.
- Participate in Volunteer at Zoo Negara

2018

- Participate in 'Bicara Keusahawan'
- Participate in 'Program Latihan Keusahawan Mahasiswa Zon Selatan'

2.0 COMPANY'S PROFILE

Name of the company

KPJ Healthcare University Sdn Bhd (KPJU)

Company logo



KPJ Healthcare University College (KPJUC), which is considered one of the top educational institutions managed by KPJ Healthcare Berhad, is undergoing an upgrade to become a fully-fledged university. As a result, it will be renamed as KPJ Healthcare University (KPJU) starting from the 27th of June, 2023. This indicates that KPJU is making progress towards their objective of becoming an internationally recognized Academic Health Centre.

About the company

KPJ Healthcare University (KPJU), which used to be called PNC International College of Nursing and Health Sciences, is a branch of KPJ Healthcare Berhad, a major private healthcare services provider. KPJU was the first private education centre in the world to train students for successful careers in healthcare. It was founded on April 1, 1991. KPJU is a top college that is known both locally and internationally. It has 30 years of valuable experience and an unbeatable academic track record. Since it began, it has grown in a way that is both dynamic and meteoric, leaving an indelible mark on what it has done.

KPJU has campuses in Penang, Johor Bahru, and Nilai, Negeri Sembilan. It offers a wide range of healthcare-related courses, such as diplomas, bachelor's degrees, master's degrees, and Ph.D. programmes. The university offers a complete and well-rounded education in fields like business and management, medicine, nursing, pharmacy, health sciences, and health sciences. KPJU is part of an academic health system that combines education, research, and clinical practice. This is made possible by its relationship with KPJ Healthcare Berhad ("KPJ Healthcare"), Malaysia's largest private healthcare provider that runs 28 hospitals across the country. This gives students the chance to work in KPJ Healthcare's well-known hospitals and get experience in real-world healthcare environments.

Then, KPJU has five (5) programs for medical specialties and two (2) programs for postgraduate training. Over 13,000 KPJU graduates who have done well in their healthcare

careers around the world are part of the alumni network. The research management center at KPJU does cutting-edge research in different areas of healthcare. This helps improve patient care and helps the academic staff grow in their careers.

KPJU has a history of bringing out people's talents on purpose, along with the values of caring, persistence, adaptability, versatility, and selflessness. Students are taught to have a sense of universality that goes beyond racial, cultural, social, and geographical boundaries. This makes them well-equipped to give the best healthcare services to patients and customers.

Vission

The preferred healthcare education provider of academic excellence.

Mission

Towards a healthy and informed society through integration of health education, research and comprehensive healthcare services and lifelong learning.

Why KPJU?

KPJU offers a diverse selection of teaching and extracurricular activities that are of exceptional quality. Next, it is important for educators to prioritize the well-being of their students. This includes providing excellent caring care and support to ensure that pupils feel content and secure in their learning environment. By doing so, students will be able to succeed both academically and personally. The Student Services team at KPJU is comprised of individuals who have received training to effectively assist young people. Additionally, within their team, they have fellow students who provide support during the application process. On the other hand, the KPJU review process has placed them among the top 10 schools and colleges globally.

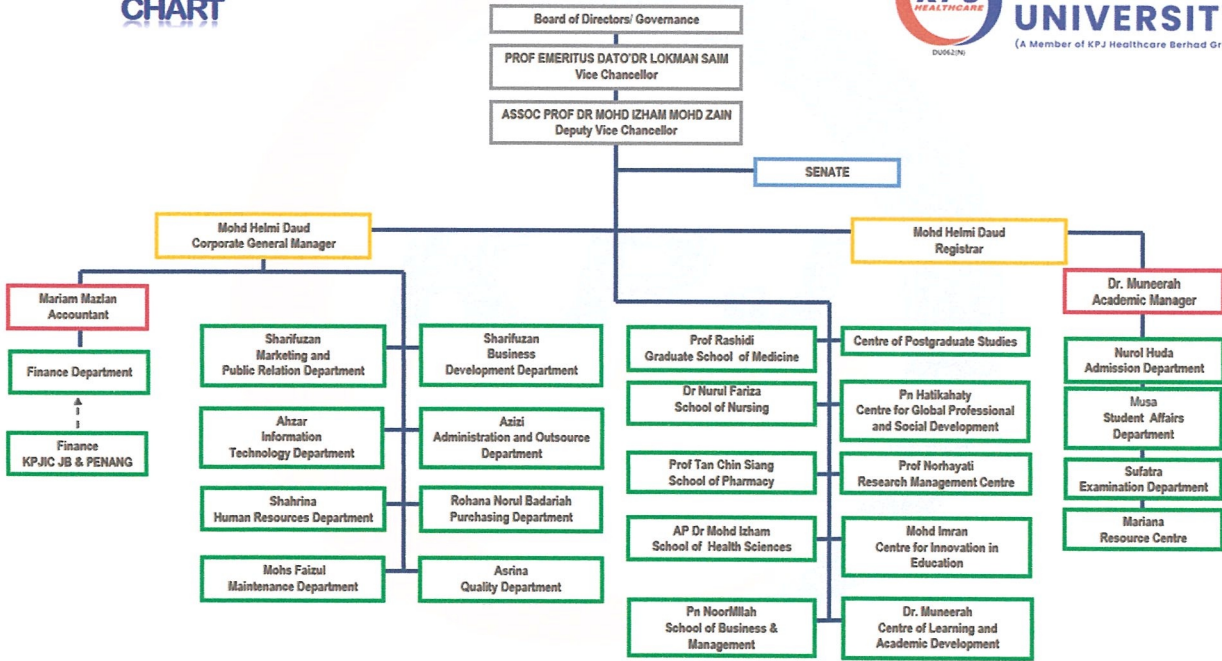
KPJU is a big private healthcare university in Malaysia. It has over 28 clinical placements at the KPJ Hospitals Group to help students gain clinical experience. KPJU is always striving for excellence to create a better future for our students and society. KPJU is Malaysia's first and only private university that has been offering Masters in Medical Specialist programs since 2012. The university is fully committed to providing advanced and specialized training. This commitment shows their dedication to meeting the changing needs of the healthcare industry.

Location

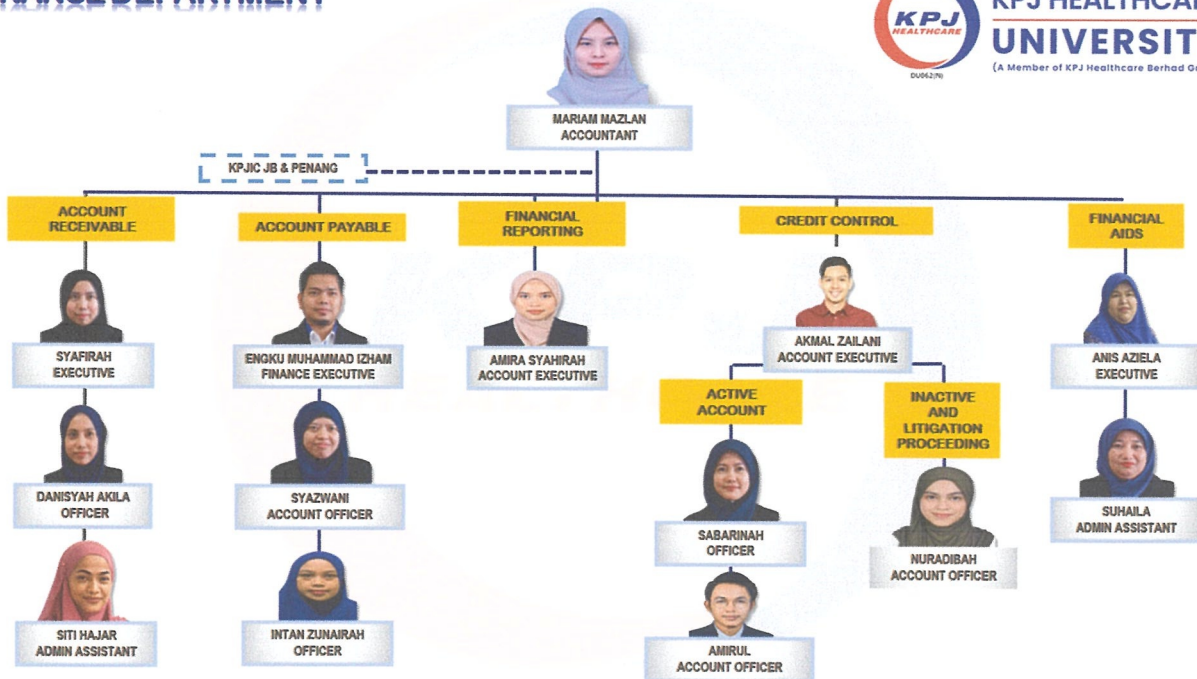
Lot PT 17010 Persiaran Seriemas, Kota Seriemas, 71800 Nilai, Negeri Sembilan

Organizational Structure

KPJU ORGANIZATIONAL CHART



FINANCE DEPARTMENT



Programme

Diploma

All

School of Nursing

Foundation

- Diploma in Nursing

Diploma

School of Pharmacy

Degree

- Diploma in Pharmacy

Master

School of Health Sciences

PhD

- Diploma in Medical Imaging
- Diploma in Physiotherapy

Certificate

- Diploma in Operating Room Assistant

Penang Campus

School of Business & Management

Johor Campus

- Diploma in Health Information Management
- Diploma in Healthcare Management

Degree

All

School of Nursing

Foundation

- Bachelor of Science in Nursing (Hons)
- Bachelor of Science in Nursing (Honours) – Flexi Mode

Diploma

- Diploma in Nursing

Degree

School of Pharmacy

Master

- Bachelor of Pharmacy (Hons)
- Bachelor of Pharmaceutical Science with Health Sciences (Hons)

PhD

- Diploma in Pharmacy

Certificate

School of Health Sciences

Penang Campus

- Bachelor of Physiotherapy (Hons)
- Bachelor of Medical Imaging (Hons)
- Bachelor of Medical Imaging (Hons)- Part Time
- Bachelor of Occupational Therapy (Honours)
- Bachelor of Psychology (Honours)
- Diploma in Medical Imaging
- Diploma in Physiotherapy

Johor Campus

School of Business & Management

- Bachelor of Business Management (Honours)
- Diploma in Health Information Management
- Diploma in Healthcare Management

Master

All

School of Nursing

Foundation

- Master of Nursing Science

Diploma

School of Pharmacy

Degree

- Master of Science in Pharmaceutical Technology

Master

School of Health Sciences

PhD

- Master of Physiotherapy

Certificate

School of Business & Management

Penang Campus

- Master of Business Administration in Healthcare Management

Johor Campus

Graduate School of Medicine

- Master of Radiology
- Master of General Surgery
- Master of Orthopaedic
- Master of Anaesthesiology
- Master of Otorhinolaryngology – Head and Neck Surgery
- Master of Business Administration in Healthcare Management
- Postgraduate Training in Internal Medicine
- Postgraduate Training in Paediatrics

PhD

All

School of Nursing

Foundation

- Doctor of Philosophy in Nursing

Diploma

Degree

Master

PhD

Certificate

All

School of Nursing

Foundation

- Post Basic Certificate in Renal Nursing
- Post Basic Certificate in Paediatric Nursing

Diploma

- Advanced Diploma in Midwifery Nursing

Degree

- Post Basic Certificate in Critical Care Nursing

Master

- Basic Care Course for Healthcare Assistants

PhD

- Post Basic Certificate in Perioperative Nursing

Certificate

Foundation

All

Centre of Global Professional & Social Development

Foundation

- Foundation in Science

Diploma

Degree

Master

PhD

Certificate

Penang Campus

Johor Campus

3.0 TRAINING REFLECTION

Period of Attachment

The industrial training (internship) will start on 1st March 2023 and end on 15th August 2023.

The total commitment with the company is 24 weeks.

Working Hours

KPJU follows a 5-day week schedule and offers flexible working hours. The total number of working hours, including the lunch hour, is 9 hours.

Working Hours : Monday to Friday

Start : Between 8.00 am - 9.00 am

End : Between 5.00 pm – 6.00 pm

Lunch Hours : Monday to Friday

1.00pm – 2.00pm

Leave Entitlement

KPJU does not provide interns leave but if they have an emergency or a health problem, they can get leave and must let their supervisor know. In KPJU, interns who want to work overtime are not paid, but they can use the time as a day off.

Allowance

KPJU provide different allowance follow the program of intern student. Total of allowance will be paid based on attendance of intern except medical leave.

For Degree's holder : RM 500.00 prorate

For Diploma holder : RM 250.00 prorate

Department and Job Description

During my 6-month journey, I was part of five different units. I was on the Account payable and Cash Management team from March to May. Then, from May to June, I was part of the Account Receivable team. I moved to Credit Control and Financial Aids in June and stayed there until July. I am part of the General Ledger team from July to August.

From	To	Title List
1/3/2023	14/5/2023	<p>Account Payable and Cash Management</p> <ul style="list-style-type: none"> • Observe and understand the creditor's process for taking up the invoices and payment process. • Understand the process of other payments made other than suppliers such as consultant's payment, direct payment, or any claim by an employee etc. • Checking of all payments via payment voucher or a petty cash voucher • Understand the process of preparing reconciliation for supplier and inter-company and resolving the reconciling items. • Understand the Creditor's Ageing, and determine the credit term for a supplier under Trade & Non-Trade • Understand the process flow of the payment online • Understand the payment process to a consultant & other creditor.
15/5/2023	14/6/2023	<p>Account Receivable (Billing)</p> <ul style="list-style-type: none"> • Understand the bank-in cheque, credit card, and cash process in HITs system. • Understand the process of preparing reconciliation ie bank, cash, credit card and cheque. • Understand daily cash collection report • Understand the billing process
15/6/2023	14/7/2023	<p>Credit Control and Financial Aids:</p> <ul style="list-style-type: none"> • Able to understand the process flow of credit control • Able to communicate and explain customer's ledger • Able to prepare the reminders letter • Able to prepare the documentation required for the legal action/summon proceeding

		<ul style="list-style-type: none"> • Understand the financial aids procedure • Assist to maintain/filing financial aids data and supporting documents
15/7/2023	15/8/2023	<p>Asset & Material Management:</p> <p>Fixed Asset</p> <ul style="list-style-type: none"> • Understand the fixed asset acquisition process • Fixed Asset registration and tagging process • Monthly fixed asset depreciation process in HITs system • Understand the summary of Fixed Asset and know how to prepare and update Fixed asset summary listing <p>Management Account</p> <ul style="list-style-type: none"> • Able to understand the process of preparing journal entries. • Able to understand the month-end closing process. • Assist bank reconciliation report

Experience

On March 1, 2023, I started my internship. My first supervisor was Mrs. Effa Haslinda Binti Hasrol, who was the Head of Finance and Accountant. At that time, it was the end of the month, so on the first day of my internship, Mrs. Effa gave me a program structure and a quality file about the finance department. Since I was given the job, I will work and learn all the finance department's units, which are Account Payable (AP), Account Receivable (AR), Credit Control (CC), Financial Aids (FA), and General Ledger (GL). Since I was only an intern at the finance department, it was a good chance to learn how to make it as a worker at KPJU. I learned and did a lot of things through the internship program. The goal of my work on the all-unit team is to manage the accounting and financial tasks of all units. I am one of the 15 people who work in the finance department. Since Mrs. Effa moved, I will start working with my new supervisor, Mrs. Mariam Binti Mazlan, in July. Since my internship, the head of every unit and officer has been keeping an eye on my work.

Mrs. Nur Syafirah is the Executive/Head of the AR Team in the Finance department, while Mr. Akmal is the Executive/Head of the CC Team. Then, Mrs. Anis as Executive/Head of the Financial Aids Team, Mr Izham as Head of AP team and Mrs. Ainin as Executive/Head of the GL Team.

During the first week, I read a document called "Standard of Procedure" to make sure I understood all of Finance's processes and job duties. I was on the Account Payable (AP) team for two months and a half. The goal of AP is to pay off KPJU's creditors and suppliers. I assist invoice and payment voucher. From that, I was able to figure out what code expenses and departments KPJU has. I work on a document for Audit 2022 all the time, which is good for me. At the same time, I learn how to prepare ageing for non-creditors and trade creditors. Then, my executive and account officer showed me how to use HSBC Bank's E-pay and tele transfer services to make a transfer. I also write a check for the company not sdn bhd and the utilities company. Since KPJU doesn't have a system, I'm going to update the utilities in Excel at the end of each month.

Then, starting next month, I will change how I work with my team. Overall, on the Account Receivable (AR) team, I help with the daily collection report, which includes preparing the document for the Summary Receipt Listing. Students at KPJU will pay with a debit card or JomPay. I learn how to handle payments from students and how to talk to them and their parents. I will also use the company's HITS system to update the master list of debtors. I also check the fee structure for 2024 and make plans for it with my executive. In AR, I can type in payments like PTPTN, MARA, and manual allocation payments for students. I also

age debtors at the end of the month. From AR, I know how to give a student a credit notes or a refund.

Credit Control (CC) also has a unit that helps students pay off their debts. CC has two teams: Active students and those who graduated. Active student means that the student is still studying or has changed classes. Inactive student means the student has graduated, withdraw, and terminated. In CC, I learned how to manually calculate a student's outstanding fees, since KPJU does not have a student portal. From CC, I learned how to send a reminder to a student who still has not paid, as well as how to send an SMS outstanding to each student. I also do ageing for students at the end of each month. In CC, I will learn how to do AR tasks at the same time as I learn how to do CC tasks. In financial aids, I learn the PTPTN, MARA, and scholarship or dermasiswa processes from KPJU. Scholarship and dermasiswa as an alternative from KPJU to help student B40 and provide for a certain course only. They will also give them money every month to use as pocket money. Last, I run a breakdown of expenses and figure out how to reclassify them if AP used the wrong code. I learned how to do double entry, which is an important basic skill. Finally, I will do things like Zumba and Yoga at Mutiara every last Friday of the month.

Knowledge and Technical Skills Related to work

HITS SYSTEM

This is a system used in finance, and each unit follows a different set of rules. In HITS, the system is used to keep track of payments, invoices, creditors, debtors, the total amount owed by each student, and payments made by each student. Only workers can use this.

SIGMA

Is one system KPJ Healthcare include hospital use especially for intercompany, and general ledger.

EXCEL

Since KPJU does not have an organized system or a manual, all data will be pulled from hits, and all work, including the management report, will be done in Excel. From manual workers, I can learn more about how to do each task. Also, I can learn function and formula in Excel which will help me for future job. For your information, all the work we do will be saved in a folder on our desktop called "finance," which all finance workers can access.

TRAINING

Since almost 6 months in KPJU I have done join 3 training which is Problem Solving and Decision Making, Survival, Stress, and I also join activities "Bubur Lambuk". All event in KPJU such as memorandum, "bacaan yaasin", biggest losser also participate. From that, I get a new experience and knowledge that I can apply in future.

4.0 SWOT ANALYSIS

<p>STRENGTHS</p> <ul style="list-style-type: none"> • Students have career after study • Good environment place work 	<p>WEAKNESSES</p> <ul style="list-style-type: none"> • Lack of office space • Lack of system technology
<p>OPPORTUNITIES</p> <ul style="list-style-type: none"> • Medical Benefits • Demand health care is growing 	<p>THREATS</p> <ul style="list-style-type: none"> • Student mostly do not continue study • Overhead Expense Increase

5.0 DISCUSSION & RECOMMENDATION

Strengths

Discussion:

Students who studying at KPJU will get opportunity to be placed at KPJ hospitals. Students will have jobs at KPJ Hospital for two years. It is good for students because they can work after they finish school. This is a good chance from KPJU because it is one step in their plans to get more students. According to the KPJ website, KPJ Healthcare Berhad has 28 specialist hospitals in Malaysia, 2 hospitals in Jakarta, Indonesia, 1 hospital in Thailand, and 1 hospital in Bangladesh. This is bigger and better for the hospitals because it will bring in more staff. Since KPJ University also has students from Indonesia and Malawi, it is good because they can keep working in their home countries. KPJ will also help them find a place to train and get there if their hostel is far from their training site. This benefit will make more students want to keep going to KPJU.

Aside from that, there is good environment place. Because there is not a big difference in seniority between people in this department. All the workers get along well with each other, which is why I am happy and confident to do my internship here. The older person is also willing to share their knowledge and experience with others. They let interns make mistakes and learn from them instead of getting mad at them when they do. This will make people think about whether to leave their jobs at KPJU. According to Stayendra (2019), an employee's work environment is the place where he or she does their work. The environment at work is a big part of how well employees do their jobs and how productive they are. When things aren't set up right, they can pose risks that make the workplace unsafe and slow down the employee's work rate. It will also have a good effect on students. For example, if the workplace is not a good place to work because there are toxic people there, that will affect how they talk to students. With a positive effect, KPJU will have a better outlook, and workers will try to stay even if management is not in good shape.

Recommendation:

The environment is good for workers, and there is not a big difference in how long they've worked there, but there is still a small problem. When a department doesn't have strict rules, junior employees may not respect their seniors or even fight with them. So, seniority should have even less to make people feel better.

Weaknesses

Discussion:

The problem is that KPJU does not have sufficient space for their documents and workers, which will result in negative consequences. The reason why the filling room appears small and messy is due to the limited space available. This situation may become complicated when the auditor shows up since we will require time to locate the necessary documents or letters. So, wasting time and causing confusion are some of the negative effects. The availability of spaces at KPJU for workers is limited, which can sometimes make us feel uncomfortable. In my opinion, KPJU's office is not well-designed. According to the article by Alan (2019), it has been found that a well-designed workspace can contribute to a reduction in stress levels and an increase in productivity. Employers must consider the physical work environment of their employees as it is crucial. In order for employees to perform at their highest level, it is crucial that they experience a sense of comfort and tranquillity in their physical work environments.

According to my observations, it appears that KPJU lacks an organized technology system. Although they are currently in the process of implementing a system like other universities, it will require a significant amount of time to complete. In KPJU, work is still done manually. Learning from a manual is beneficial; however, it can lead to an increase in human error. Students are required to visit the admission and finance departments to update their data and make fee payments. The absence of a system can lead to increased misunderstandings between departments that are interconnected. For instance, the Finance department requires confirmation from students who reside in the hostel for billing purposes. However, the Student Affairs department has not yet finished collecting the necessary data, which may result in a significant misunderstanding. This will have an impact on students as it will require them to make payments for their hostel. When a university does not have a unified system, it can have several negative impacts on various stakeholders such as parents and students. If the task is new in KPJU, it will require us to put in effort and time to complete it.

Recommendation:

The management of KPJU should consider having a budget allocated for office renovations or providing suitable office furniture, as this can have an impact on the productivity and efficiency of the workers. Management should also be responsible for providing the budget and implementing the system in KPJU. This will help increase the number of prospective students and make things easier for both students and staff. Although the issue will

eventually be resolved, it is likely to occur multiple times. The budget should acknowledge areas where we can decrease unnecessary expenses. Although our lecturer and administrative staff are competent, it is important for KPJU to keep up with the advancements in technology. Even though students have access to all staff, it is not always efficient. The data in the student population can sometimes contain mistakes or be outdated.

Opportunities

Discussion:

KPJU provide medical benefit for their staff same as KPJ's staff hospital. The benefit also covers up their spouse and family. KPJ also provide yearly health screening for their staff. In KPJU staff can use rehab centre if have back pain or others. According to article (Eden,2021) when provide medical benefit staff will feel rewarded for their work and need more ways to support. A good benefits package can make employees feel rewarded and appreciated for their work. Benefits also provide support to an employee's family, health, and financial future which can help attract and retain top talent. The medical benefit has less cost the staff of KPJU because if they are sick, they can go to KPJ hospital. Known staff only can claim expenses medical if treatment at KPJ but follow certain problem staff get outside clinic can claim based on their situation as an example in Malacca there is no KPJ Hospital.

Besides, demand healthcare is growing, so it is good for KPJU will increase the total of productivity of student. We know the healthcare industry major have issue burn work, work overtime. So, with more production of student, it will help to reduce the stressful work in healthcare industry. It is good since the increase and more variance of viruses and disease in this era will help healthcare industry growth.

Threats

Even the opportunities in healthcare industry are growth, we also have threats mostly student after SPM does not continue their study. They think study is one option and can continue any time they want. Mostly student after SPM is looking for job and more into social media trends such as instafamous. Besides, certain parents also have changed their mind, follow the economic situation. Certain parents, think if their children have only skills is enough for them survive.

With not have system it will increase overhead expenses in Financial KPJU. Since KPJU is manual operations in educational institutes will increase cost, will give impact at cashflow. The cashflow will affect the profit or loss performance and is give negative cashflow. When the cashflow are not in good performance will affect time for auditor to audit.

Recommendation :

In my opinion with the new era and the tasted changed, media it is the important way to influence our student and parents mind, why education is important even have another way to get a job and income. KPJU can use platform social media to post the good vibe in education, the important education, the benefit the get or something else that can attract more students continue study after SPM and mind of parents. KPJU also can offer or opened other courses and school besides healthcare courses in their education structure. For example, courses finance, human resource, and marketing.

KPJU must have a specific target and budget for the proper system that can give positive and efficient in works. When the management take it is an important thing, the system in KPJU will install as fast as a light. It is suitable for now because KPJUC have upgrade to university. Since contributed system and proper website will include all financial, payment and information to student and give effective staff to complete their work and can minimize miscommunication information with other department.

6.0 CONCLUSION

During the past six months of my internship, I have learned a lot and met a lot of new people. I've also made a lot of new friends, connections, and skills. It was hard to get used to the work environment because it was all done by hand and took time to learn and understand. We had to do a 24-week internship as part of our industrial training. It seemed like a long time, but I learned a lot because I moved between five-unit teams.

Because of what I have seen, I am more confident in my skills and more professional when I'm given certain tasks. My supervisor gave me a lot of chances because they believed in me and thought I was good at what task given. Aside from that, I think this kind of hands-on training is good for students. This is because it gives students a taste of what it is like to work in the real world. As I deal with problems on my own with the help of my seniors, I learn how to be responsible and manage my time. It helps students learn how to talk to clients and managers in the right way to solve problems and clear up misunderstandings. It helps students feel better about themselves and improves their communication skills. Not only the client and manager are involved, but also the senior employee.

Students' critical thinking skills are also sharpened by this kind of hands-on training, since they must solve the client's problem on their own, even if the senior gives them some tips. I also think that this course helps students figure out where they want to work in the future and which field is best for them. Therefore, it is important for students to do it during their last semester of school. This gives the students a chance to get a job placement after their practical placement is over. Students will have a better chance of getting jobs in the future if they make connections with management and gain their trust.

7.0 REFERENCES

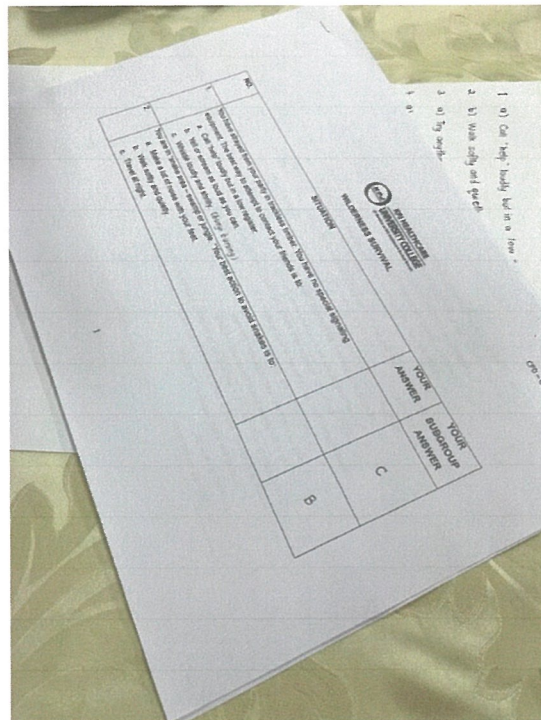
(n.d.). Admin | Login. https://admin.kpjhealth.com.my/media/hospital/hosp-29/file-manager/1687855178_e10ee17c82b7b8f94a29.pdf

Eden Health Team. (2022, January 12). *Why are employee benefits important?* Eden Health. <https://www.edenhealth.com/blog/why-are-employee-benefits-important/>

Impact of workplace environment on employee performance – IspatGuru. (n.d.). IspatGuru. <https://www.ispatguru.com/impact-of-workplace-environment-on-employee-performance/>

New hospital to boost KPJ healthcare's performance. (2023, June 22). The Star. <https://www.thestar.com.my/business/business-news/2023/06/22/new-hospital-to-boost-kpj->

8.0 APPENDICES



TRAINING



RAYA WITH FINANCE DEPARTMENT



NURSING DAY & BUBUR LAMBUK

UCN AP03M KPI Healthcare University College 07/02/2023
W_Review W Activity Enquiry Screen Friday

Activity Enquiry

Src TT	Audit Cheque No No	Document No	Category Code	Supplier Code	Document Date	Amount	O/S Amount
AP IV	29117	12020220689		M0061	08/06/2022	1,858.00	0.00
AP DN	00380	225428	DDA1PD	M0061	13/09/2022	11,500.00	0.00
AP DN	00382	A 25524	DDA1PD	M0061	13/09/2022	3,400.00	0.00
AP IV	20929	63220221193		M0061	11/10/2022	14,300.00	0.00
AP IN	01458	225069	PrpMY	M0061	17/11/2022	405.00	0.00
AP IN	01455	225070	PrpMY	M0061	17/11/2022	358.00	0.00
AP IV	30543	21820221285		M0061	20/11/2022	795.00	0.00
AP IN	02512	A 25753	ACCRUAL OT	M0061	22/12/2022	647.00	0.00
AP IV	31189	68620220207		M0061	07/02/2023	647.00	0.00

Detail Review

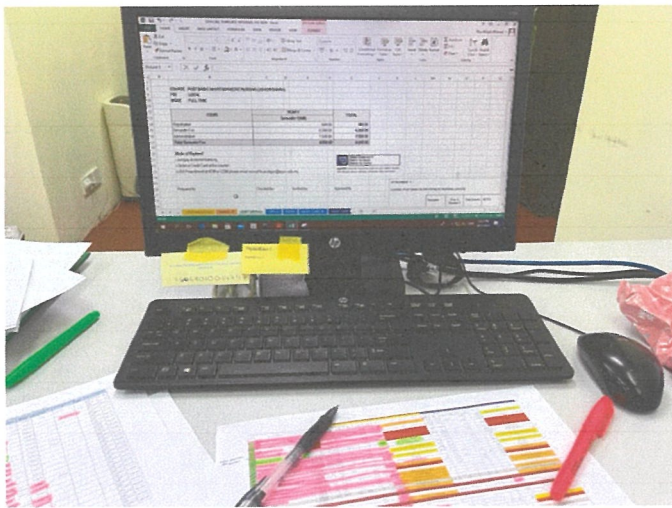
Pay To: M0061 MAJUJAYA MEWAH SDN BHD
Status: Active Bank Code: Select By: Creditor Code
Entry By: SYAZWANI Receive Date: 03/02/2023 Value: M0061
Last User: SYAZWANI Last Updated: 07/02/2023
Doc No: A 25753

Account Entries View Detail Close

Activity Enquiry

Src TT	No Doc No	DebitCode	MTN	No EntryDate	Amount	O/S
PD DN	1006	J00000000		04/09/2020	6,515.00	6,515.00
PD DN	3687	J00000000		17/03/2020	6,515.00	6,515.00
PD DN	5443	J00000000		04/09/2020	6,515.00	6,515.00
PD DN	7828	J00000000		20/10/2020	6,515.00	6,515.00
PD DN	8197	J00000000		20/10/2020	6,515.00	6,515.00

DebitCode: J00000000 MOOR EZATI BT ISMAIL
Payor Code: J00000000 MOOR EZATI BT ISMAIL
MTRC: Status: ACTIVE
Last User: UCNHJAJA Last Update: 27/05/2023
Debit: Comment: Paid



HITS SYSTEM



ACTIVITIE AND EVENT KPJU