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UNIVERSITI
TEKNOLOGI
MARA



KPJ TAWAKKAL KL
SPECIALIST HOSPITAL

**INDUSTRIAL TRAINING REPORT AT KPJ TAWAKKAL KL
SPECIALIST HOSPITAL**

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

**INDUSTRIAL TRAINING REPORT AT KPJ TAWAKKAL KL
SPECIALIST KL (HRM666)**

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EXECUTIVE SUMMARY

This report was made for the things I have done during my internship, starting from 1 March 2023 until 15 August 2023. As a degree student of Bachelor of Business Administration (Hons) Human Resources Management, we were required to through a six-month practical training to prepared ourselves for future working environment. KPJ Tawakkal KL Specialist Hospital was one of the plenty companies I applied to for internship placement and being one of the two that accepted my application. In this report I will includes my resumes, the KPJ Tawakkal Specialist Hospital background, vision and mission, their organisation structure, my internship journey and also the SWOT analysis regarding the company. In the discussion part, I have discussed the SWOT Matrix based on the SWOT analysis and the recommendation that possibly be done to improve the weakness and overcome the threat exist inside the company.

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2.0 COMPANY'S PROFILE



Figure 2: Company's Logo

2.1 COMPANY'S NAME

KPJ TAWAKKAL KL SPECIALIST HOSPITAL (116066-D)

2.2 ADDRESS/LOCATION

KPJ Tawakkal KL Specialist Hospital located at 1, Jalan Pahang Barat, Pekeliling, 53000, Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur. The location is being considered as strategic since it was in the middle of the Kuala Lumpur city and easy access for the patient. The duration to travel from my house to the hospital takes 10-15 minutes since it is only five to six kilometres depends on the traffic of the day. Although I am doing my internship at KPJ Tawakkal hospital, the department were placed in the different building following the plan to open a ward that located on the same level. Therefore, the corporate offices currently are at Level 6, No. 7 Persiaran Titiwangsa 3, Off Jalan Pahang, 53000, Kuala Lumpur.

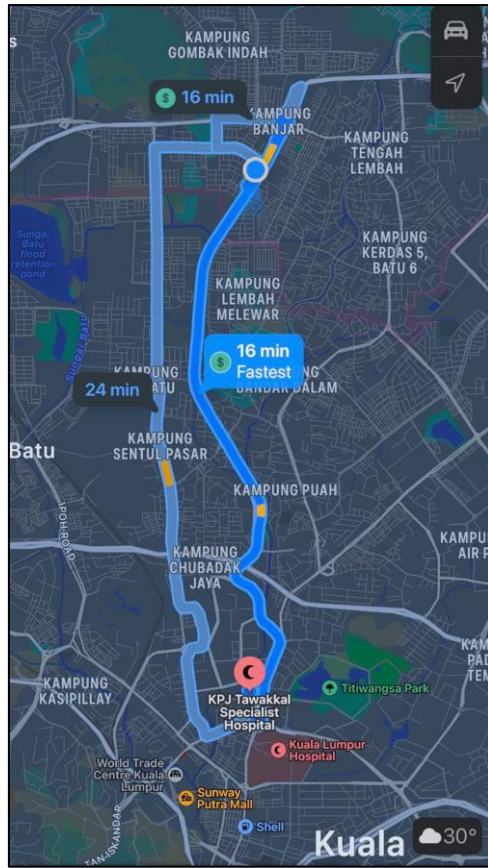


Figure 3: Hospital's Location

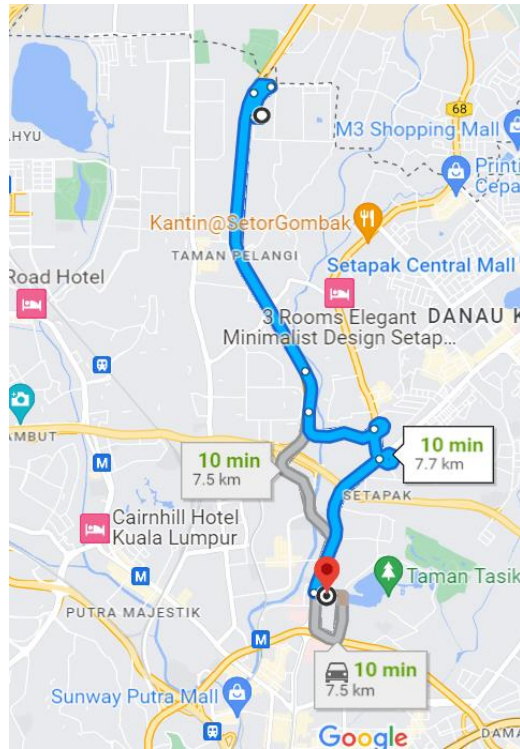


Figure 4: KPJ Titiwangsa Corporate Office's Location

2.3 OPERATION HOUR

Hospital – Monday to Sunday (open 24 hours)

Corporate Office –

Monday to Friday (8:30 AM until 5:30 PM)

Saturday (8:30 AM until 12:30 PM)

2.4 VISION

The preferred healthcare provider.

2.5 MISSION

Deliver quality healthcare services.

2.6 CORPORATE VALUE

1. Ensuring **safety**

2. Delivering service with **courtesy**
3. Performing duties with **integrities**
4. Exercising **professionalism** at all times
5. Striving for **continuous improvement**

2.7 BACKGROUND OF ESTABLISHMENT

KPJ Tawakkal KL Specialist Hospital is a government-linked company (GLC) with JCorp as their largest shareholder. KPJ Tawakkal KL Specialist Hospital has been founded in 1984 with 66 beds. KPJ Tawakkal KL Specialist mainly offered medical services and has won numerous accolades across many categories and been declared the winner. The KPJ Tawakkal Health Centre and KPJ Tawakkal KL Specialist Hospital used to be under the same management but has separated and has their own management. KPJ Tawakkal KL Specialist has approximately 600 employees, local and foreign workers.

2.8 ORGANIZATIONAL STRUCTURE

The pictures below show the organizational structures of KPJ Tawakkal KL Specialist Hospital.



KPJ TAWAKKAL KL
SPECIALIST HOSPITAL

HOSPITAL ORGANIZATION CHART

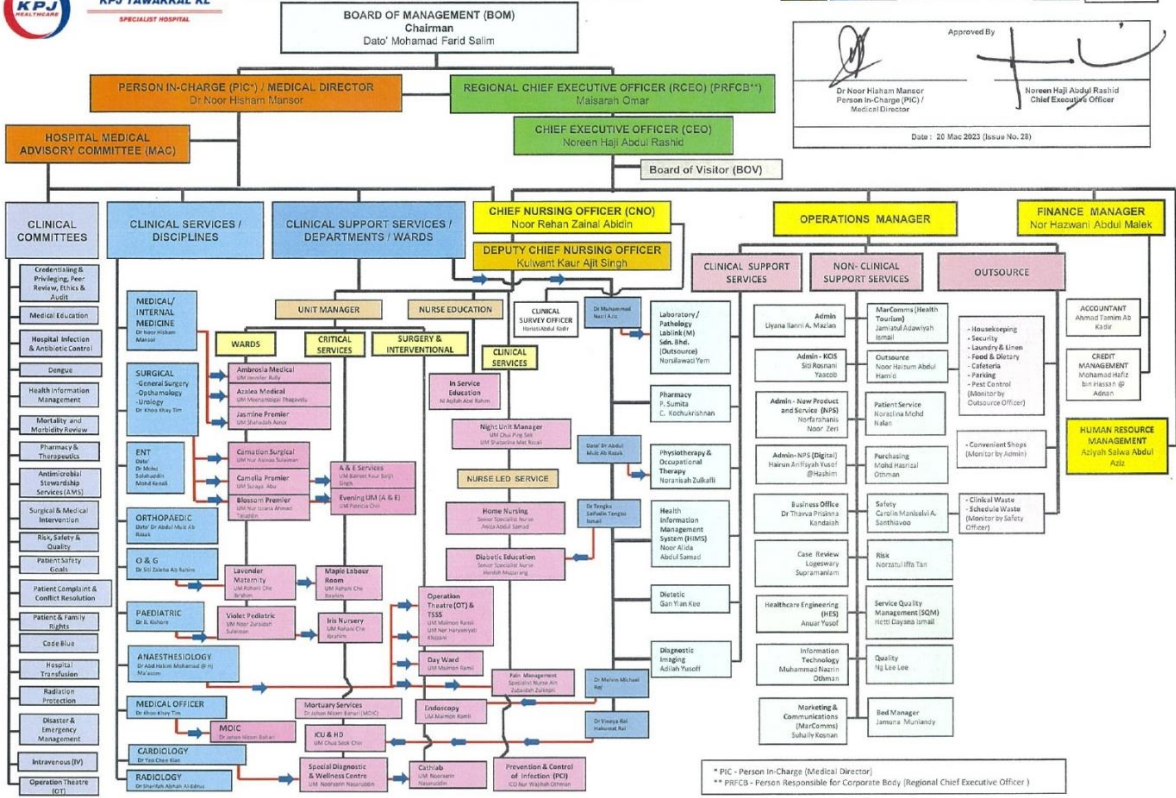


Figure 5: KPJ Tawakkal KL Specialist Hospital Organizational Chart



KPJ TAWAKKAL KL
SPECIALIST HOSPITAL

NON CLINICAL SUPPORT – HUMAN RESOURCES MANAGEMENT SERVICES ORGANIZATION CHART

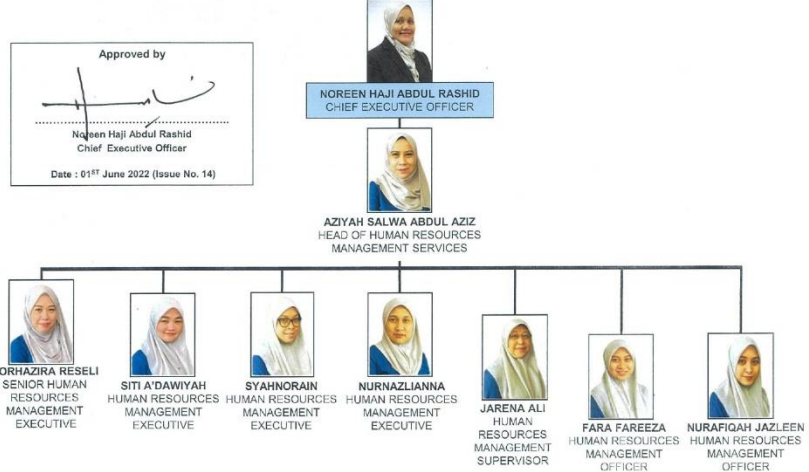


Figure 6: Talent Management Services Chart

2.9 SERVICES OFFERED

Kpj Tawakkal Specialist Hospital mainly offers medical services. It used to be in one entity with Tawakkal Health Centre, however it is currently has separated management. The hospital offered in-patient and out-patient treatment, in-ward rehabilitation physiotherapy, wellness, medical check-up, and radiotherapy.

3.0 TRAINING'S REFLECTION

3.1 DURATION TRAINING

As an undergraduate student, it is compulsory for us to through an industrial internship training for the duration of six month or 24 weeks, starting from 1 March 2023 until 15 August 2023. I started my internship on 1 March 2023. As a practical student, I worked from 8:30am – 5:00pm (Monday to Friday) and 8:30am – 12:30pm (Saturday) which totally six days per week.

3.2 SPECIFIC DEPARTMENT

I managed to secure a placement in Talent Management Service (Human Resources) with Puan Aziyah Salwa Abdul Aziz, the Talent Management Service's manager as my supervisor. The department has total of 7 officers and all of them had a different roles and responsibilities.

3.3 ROLES, RESPONSIBILITIES, TASK AND ASSESSMENT

Each of the person in the talent management service has their own tasks and responsibilities. While being a practical student in the team, I was able to assist each of the person in-charge in some of their daily tasks. The opportunity given by all the person in-charge expose me of the working environment to some extent. Although I was not put in-charge of any of the roles exist, I believe that by being able to assist them while completing their tasks have given me a 'sneak peek' of what I supposed to do later.

3.3.1 Training

In KPJ Tawakkal KL Specialist Hospital, the person in-charge of training is Madam NurNazlianna Mohd Nasir. Under her supervision, I was taught to keep track of the staff training hours. The company has their policies where every staff required to completed 30 hours of training hour per year so that their KPI is above the average. Hence, there is a list consists of KPJ Tawakkal KL staffs with their attended training lists alongside with the hours to keep in tracked. I usually will be observing whether the training recorded inside the lists aligned with the copy in our hands. While in KPJ Tawakkal KL too I also learn how to handle HRD Corp system to claim the grants for each training claimable.

3.3.2 Payroll

While being in the team I realized that the payroll team is one of the crucial responsibilities of HR teams need to bear. This is because they are working under strictly time and need to keep track with staff addition tasks payment. This is said because the payroll team has to work in a tight time frame and needs to ensure that all the claims given by the employees are accurate according to the set schedule. Since there are more than 600 employees working at the hospital, it can be claimed that this is a job that should not be taken lightly each month. Moreover, since the KPJ group practicing centralized payroll system, I usually helped the person in-charge to prepare documents and do a little math to my knowledge extents so that the documents could be submitted by the person in-charge on time.

I gained some knowledge about how to determine each staff member's payment under Ms. Fara and Ms. Jazleen, which is based on cases, overtime claims, shifts, and employee levels.

3.3.3 Recruitment

One of the duties that HR is required to perform is hiring. This is because they will assess whether the business will hire excellent staff members who will benefit the company's brand. I have learnt a lot about hiring through resumes, interviews, and credentials needed in staff while working under the direction of Ms. Hazira and Ms. Syahnorain, especially when it comes to medical-related skills given that this organization concentrates on providing medical services.

While assisting the recruitment person in-charge, I also get to experience the new staff briefing process when they first to report duty. I prepared temporary staff cards, distributed vision and mission cards, and helped in the interview process. Under the recruiters, I was in-charge of make a phone calls towards the interview candidates and updating them the details regarding interviews.

3.3.4 Industrial relation

Although industrial relations cases rarely happen in the company during my internship here, I have helped Puan Aziyah who is also my supervisor in a related case.

Under her supervision, I am responsible for preparing related documents, compiling, and photocopying all original documents for the purpose of discussion and evidence to be taken to the headquarters and also the labour office.

3.3.4 Administration job

While in the office, I also help the officers by doing some of the administration jobs involving with staff engagement, doing photocopy, delivering documents to the finance department, key in employees medical certificates data, and filing documentations.

3.4 BENEFITS

3.4.1 Allowance and claim hour

KPJ Tawakkal KL Specialist Hospital has granted me an allowance of RM500 per month while I complete my practical training there. Fortunately, since overtime will not be compensated, the talent management solution prevents me from having to work beyond my scheduled hours. They do, however, enable me to claim hour if I had to stay in the office over my working hour on a day when it was necessary.

3.4.2 Knowledge and technical skills related work

Following the 6-month period of my internship, I have learned several new skills especially regarding machinery. Since I am not religiously using big photocopier machine previously, I got to know the function more such as the function of inbuilt button and scanning features. While assisting the officers, I was exposed more about Microsoft features such as excel function. Through that I could apply the knowledge I learned during studies in the tasks given to me at work.

3.4.3 Personal Development

While working at Talent Management Services, I had the chance to interact with and meet people from a variety of backgrounds who had a range of objectives. I was able to improve my interpersonal and communication abilities, particularly with those in the corporate world, by engaging them. Therefore, it is possible to say that people that works in Human Resources need to be extrovert or sociable since human resource officers were mainly engaging around people.

4.0 SWOT ANALYSIS

According to Jasiulewicz-Kaczmarek, M. (2016), the SWOT is the abbreviation of strength, weakness, opportunities, and threat. While most of the strength and weakness could be found internally, the opportunities and threat were mainly are the external factors that can be causing the successful strategy for the organisation. They also stated that strength is a resource or capacity the organisation can use effectively to achieve its objectives, weakness is the limitation, fault or defect in the organisation that will keep it from achieving objectives, opportunity is the any favourable situation in the organisation's environment. Meanwhile, threat is an unfavourable situation in the organisation's environment that is potentially damaging to its strategy. According to the marketing strategy in 1998, the role of SWOT analysis is to take the information from the environmental analysis and separate them into internal issues and external issues. The analysis could help the company to overcome or minimize any factors to achieve their ultimate goals.

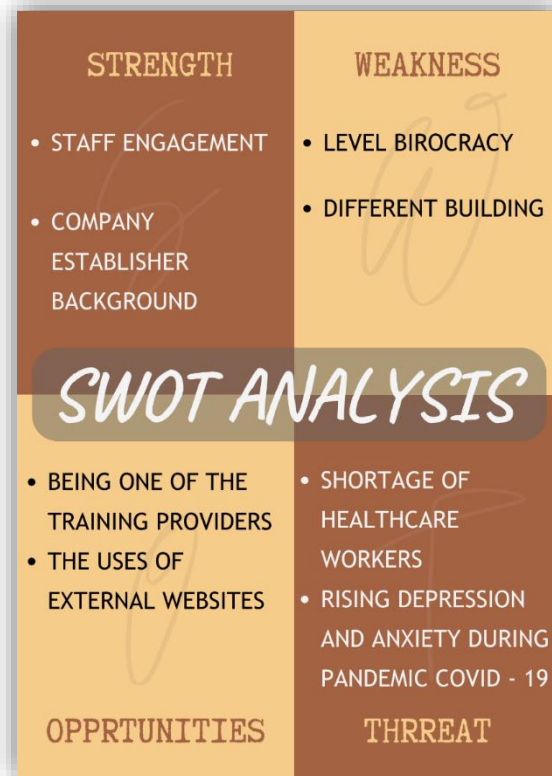


Figure 7: Swot Analysis of Kpj Tawakkal KL Specialist Hospital

The image above illustrates the SWOT analysis of KPJ Tawakkal KL Specialist Hospital. It has been divided into four section that suits with the abbreviation, which are S as for strength, W as for weakness, O as for opportunities and T as for threat.

4.1 Strengths

According to Professor Claire Capon (2013), strength is an internal enhancer of competence, valuable resources, or attribute. The strengths inside the organization usually will be the main focus in order to improve its reputation and further draw clients to its services.

4.1.1 Company established background

KPJ is a well-established organization where it was supported by the Johor royal which suit with their own name, Kumpulan Perubatan Johor Berhad under JCorp management. Kpj Tawakkal were built with stable base. Although KPJ Tawakkal was not directly under Johor royal, they stills supported by the organization brand since the name KPJ itself has value.

4.1.2 Staff engagement

The management as in talent management services as in human resources management create a welcoming event for the staff and encourage participant in any services including executives and non-executives. For example, the talent management usually will serve food for free for every staff if there are increasement in the total number of patients in the hospital or during celebration. Since the staffs consists with several race, the management also take this for a favor and prepare a separate vegan food if the menu is not suitable for non-muslim or vegan staffs.

4.2 Weakness

Weakness is an internal inhibitor of the competence, resources, or attributes necessary for success. The weakness is the flaws in the management strategy that needs to be overcome so that it can maximize the company's benefit.

4.2.1 Report Policy

While I undergo my internship in here, I realize that the company policy on reporting is a little bit strict and complicated. This is due to the existed several levels on reporting

and the requirement of several executives' signature that would cause of delay and pending of much paperwork. This kind of action eventually cause pressure and stress towards the other staff since they need to wait for a long time and cause issue towards the other party that urgent approval. Moreover, since the talent management services offices were separated from the main building of hospital, it takes time to travel and difficulty to the staffs to communicate with each other.

4.2.2 High turnover rate

There are various stages that new hires in this organization must go through which consists of contract, probation, and confirmation. Every stage has a gap of several months, and the new staffs need to do examination or presentation before finally they were absorbed to be the staffs of KPJ Tawakkal. In between those durations, a lot of newcomers decided to resign due to another high offers from another company and also working hours. Since KPJ Tawakkal is a hospital, the staffs need to work in triple shift hour. Hence, unwilling to work in shift hour is one of the reasons of high turnover among non-executive employees inside this organizations.

4.3 Opportunity

Opportunity is an external enhancer of performance that can be pursued or exploited to gain benefit. This implies that any aspect of company can serve as a key to unlock the door to success. However, there are risks associated with every chance to succeed.

4.3.1 Being one of the training providers

While I am assisting the executive officers inside the talent management, I realize that KPJ Tawakkal KL is the only KPJ's branch company that has the license of HRDC which allowed that company to provide training. This opens the opportunity for the company to make connections with other companies through the provision of training for employees from other companies. At the same time, each company shall pay the hospital as a fee for participation in the training provided. This opens another opportunity for KPJ Tawakkal KL.

4.3.2 The uses of external websites

The organization has used an external base website named TTM Clicks, which allow the employees to request a general letter from talent management. The use of this website has simplified the request process for medical purposes, employer verification and others. This is said to be so because the traditional way takes a long time for processing and requires the use of paper. Hence, the presence of this site will reduce costs, thus saving the time of officials and staff.

4.4 Threat

Threat is an external inhibitor of performance that has the potential to reduce accomplishments. If it does not be addressed from the start, is most often will be the factor that will negatively affect an enterprise in the future.

4.4.1 Shortage of healthcare workers

I have learned from my time at the company that many healthcare workers are working in a strict schedule because of their lack of manpower. This is due to many workers choose to work abroad due to the high rate of payment also job guarantee compared to Malaysia. This issue is clear in cases where a public hospital with large bed capacity cannot be managed on the grounds that due to less nurses and doctors overcrowding in some hospitals (Astro Awani, 2023). Following the Gerakan Hartal Doktor Kontrak started from the pandemic has slowly put pressure of the private hospital employees since they now need to work more hour by the increasing patients in the hospital. This is due to most of the doctors in government hospital are refusing to treat patients following the fact they are just working as contract workers with no clear future (New Straits Times, 2023). The online news also stated that most of the nurses from government hospital has migrated to the Saudi Arabia. Therefore, the burden of healthcare workers especially doctors and nurses were increased based on the news.

4.4.2 Rising depression, burnout, and anxiety among healthcare workers during pandemic covid -19

The pandemic covid – 19 that hits the entire world back in 2019 unfortunately leaving huge impact on health workers until today. The Corona Virus or Covid-19 has become a global world threat which has put a huge responsibility on the healthcare workers. The effects of the pandemic that hit the world a few years ago have left trauma, anxiety and severe burnout causing quite a few health workers to suffer from stress and depression. A study made by Marzo R. R. et al, stating that there is a high number of 50.5% of 394 healthcare workers in Malaysia that participated in the survey, experiencing moderate degree burnout. The caused could be seen as the withdrawal of many health professionals from their jobs in this sector is due to factors such as the high number of patients, anxieties about illness, insufficient rest, and absence of a working life balance (Roslan, N.S., et al, 2021). The study also stated a lot of healthcare workers has developed anxiety while treating patients due to the high transmissibility of the virus. While they were working with under full pressure and restless self, they were finally to developed burnout which cause them to breakdown before finally left the service. The effect too until today still can be seen by the low number of healthcare workers' supply.

5.0 DISCUSSION AND RECOMMENDATION

Swot Matrix is a way to use the results of each analysis to come up with new ideas to tackle any potential issues in the future. In SWOT Matrix, the individual swot characteristics will be associated with each other as follows: SO, ST, WO and WT. This SWOT matrix will be used to explore strategies and concepts to reinstate and further enhance the organization's strengths and weaknesses, which were identified in the preceding SWOT analysis, for the purpose of improving the organization's performance.

Under this section, I will also discuss the recommendation point under SWOT matrix strategies.



Figure 8: SWOT MATRIX

The figures above show the SWOT Matrix from the SWOT analysis component. The figures have summarized two ideas from each component. Therefore, I will be stating the discussion below regarding the SWOT Matrix strategies.

5.1 Strength Opportunity (SO)

5.1.1 Increase training programs as training provider

As the only branch of the KPJ hospital located in Tawakkal KI that is registered with the HRDC organization, this provides an excellent opportunity to establish further links with other stakeholders. The training is closely linked to the fact that it plays an essential role in motivating executives and other non-executive personnel to enhance their performance (Hansson B., 2007). For example, the KPJ Tawakkal KL management under their unit managers and head of departments encourage every staff to go to training when they see a potential for growth. Those action were actually one of the traits looked by many employees when they are working in an organization.

As previously mentioned, the company also provides external training. Therefore, if the management enhances the training of external stakeholders, I am confident that the trustworthiness of the company will not be compromised. Furthermore, this will also encourage other companies to collaborate with the company in the future.

5.1.2 Enhance the use of external websites widely

The KPJ Tawakkal KL Specialist Hospital management has introduced the external base websites to facilitate the general letter (GL) working on progress. As a health care worker, it is undeniable that we are more susceptible to all kinds of diseases than other people. I also believe that we can not predict where and when would we fall sick. Hence, by easy access of TTM Click websites it can reduces the waiting time and costs.

However, this website has a weakness where it is an attempt made by the management of KPJ Tawakkal KL without being extensively empowered by other hospital branches. Yet, the management of KPJ Tawakkal KL has succeed to shows the success of the system with full use by staffs. Since the existence of this system brings many benefits to management, this system needs to be implemented more widely.

5.2 Strength Threat (ST)

5.2.1 Promote stress free activity frequently

According to the China reports, there are numerous cases detailing high number of front liners that experience severe burn out due to unstop working hours, lack of personal protective equipment, lack of specific drugs and protocols, and getting away from family for a long time. As a result, a lot of healthcare were facing post-traumatic stress disorder (PTSD) and considering resignation, facing stigmatization, and had overly feared (Wilson, W., et al., 2020).

While the healthcare workers or front liners are facing their daily work gravely, it will be great if the management Increasing the stress-free day by incorporating light activities, such as traditional game activities, and not being burdened by work so as to provide them with the opportunity to relax and clear their minds of the current hectic environment.

5.2.2 Improving the public relations program to attract more people

While I undergo my internship in KPJ Tawakkal Hospital, I realised that the talent management services on behalf of the management have been doing great of their staff engagement. The management has seen with their attempting to try to create more positive environment for their employees. However, there are rarely programs that includes with the outer audience. Therefore, to attract more people to join the company, the public relations and marketing department need to promote and organize more programs that allow outsiders to participate. For example, the entrepreneurship day where the people could involve as buyers.

5.3 Weakness Opportunity (WO)

5.3.1 Increase training man powers

The human resources department encompasses a variety of tasks, of which training is one of the most prominent. During my interning experience at the company, I observed that only one officer was responsible for the training portion of the company. Given that

the total number of employees employed by the company is 600, it does not seem fitting to me during my observation that this portion of the training should be managed by a single individual. Hence, it is appropriate to recommend towards them to increase the training part's manpower so that they can organize more training programs as training provider.

5.3.2 The uses of virtual signature under strict supervision of head of department

The KPJ Tawakkal KL has one policy where the officers need to report to several executives above to demand any decision or finished a paperwork. The results of these are it takes a long time to actually completed release the work done. Since the talent management service usually associated with finance department, the human resources usually required the signatures from the head of department, the Chief Executives Officer's (CEO) and finally the Chief Managing Director's before they finally can proceed any payment for certain engagement or programs. However, the process does not stop there and continues between the finance department and resume with the same process.

While the policy itself has been practiced for years previously, I believe it is not easy to change the tradition in one night. Hence, for my opinion it is better if there is a virtual signature of the CEOs for any engagement with strict supervision of head of departments.

5.4 Weakness Threat (WT)

5.4.1 Recruiting more healthcare workers

Following the decreasing number of the supply of local healthcare workers, most companies that provide medical services are in a tight situation due to the increase in the rate of patients in hospitals but are experiencing shortages in manpower. Minister of Health Malaysia, Dr. Zaliha Mustafa during the APHM International Healthcare

Conference and Exhibition 2023 with her speech will focus on considering the recruitment of health workers mainly nurses from overseas to support the health sector in Malaysia, particularly for private hospitals (New Straits Times, 2023). On the basis of this statement, the management of TAWAKKAL also during the meeting and discussions between the headquarters of KPJ and the HR department of the hospital, talked about to address this issue and to report the number of foreign staff, particularly nurses, to fill the gap in the workforce of the hospital.

5.4.2 Create new staff welfare

The employee satisfaction on their job eventually influences their performance in work. According to Spector 1997, job satisfaction is a consequence of having a positive working environment and given workload that suits with their wages. However, giving high wages towards the employees alone could not retain a person to work for a long period of time in one organization. Therefore, to increase the job satisfaction among healthcare workers I believe is by increasing the staff's welfare. For example, creating a place to rest after work for health workers to rest before going home. Moreover, during my tenure as an internship student of this hospital, I became aware that the hospital does not provide any form of dining facility, such as a canteen or cafe, which will necessitate all staff members to travel to other locations to purchase food during mealtimes. This may appear to be a minor issue; however, it will undoubtedly have a significant impact on the staff, both in terms of the expense of locating a restaurant and the cost of costly sustenance. This can have a detrimental effect on the workers' concentration and morale, particularly when they are forced to work in a state of hunger.

6.0 CONCLUSION

Overall, the foundation of this internship program is very helpful for undergraduate students like me to prepare themselves to face the world of work in the future. Although there are several issues rising then and currently regarding the internship's programme, it is undeniable that having internship programme has help a lot of people especially the new graduates in building their own characteristics. As for me, by undergo internship programme, not only that I gain working experience but also the opportunity to work on my communication skills, job skills and able to push myself to see my capacities and ability to the higher extend.

Under the duration of 6-months, I got to admit that I received a lot of exposure about working process and the systems working in the company. KPJ Tawakkal KL Specialist Hospital is a great place to undergo internship placement especially in the Talent Management Services. I was provided with personal computer, office mobile phones and personal space in order to let me do my tasks in comfort.

I am truly grateful towards the KPJ Tawakkal KL Specialist Hospital for their willingness to accept me as an intern student and took care of me with patience in teaching me all the process in human resources management. All the officers are more than motivated, passion in their assigned job and give a constructive advice to me.

I hope that the KPJ Tawakkal KL Specialist Hospital will continue to thrive for success and continue to accept the intern student so that the others could through the same experiences that I have had.

APPENDICES



Appendix 1: Staff Engagement 1 – Food distribution 1



Appendix 2: Staff Engagement 2 - Charity Sale by Ehsan



Appendix 3: Staff Engagement 3 – Jungle Trekking



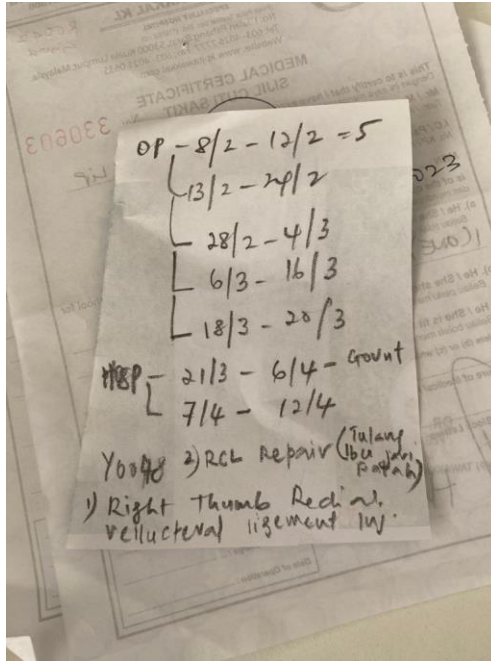
Appendix 4: Staff Engagement 4 – Eidul Fitri celebration 1



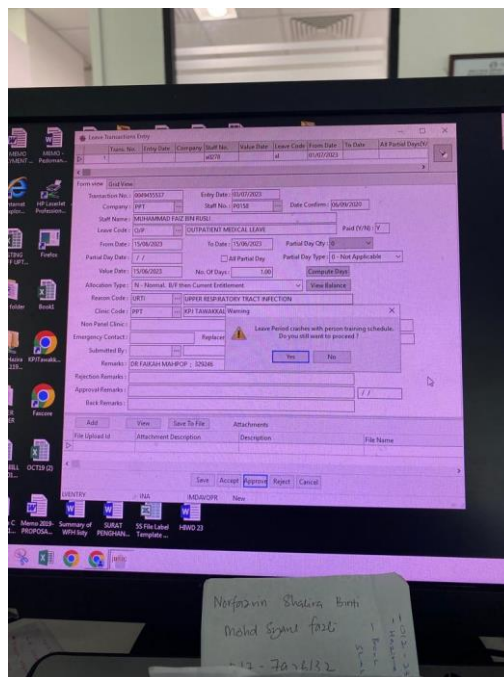
Appendix 5: Staff Engagement 5 – Eidul Fitri celebration 2



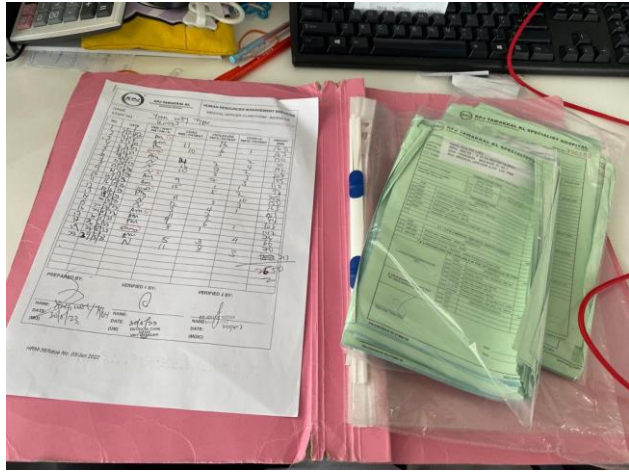
Appendix 6: Staff Engagement 6 – Eidul Fitri celebration 3



Appendix 7: Staff relation – Administration tasks 1



Appendix 8: Staff relation – Administration tasks 2



Appendix 9: Payroll task

LAMPIRAN A

BORANG K

BORANG PERMOHONAN PERWAKILAN

Kefua Pengarah,
Jabatan Perhubungan Perusahaan

Nombor Kes: B520/2923/.....
Cheritra

Dari
(Nama Perayu)

Dan
(Nama Majikan)

Saya/Kami (kes berkumpulan rujuk Lampiran A) dengan ini memberi kuasa perwakilan kepada
.....
(Nama Perwakilkan)

(Nombor Kad Pengenalan / Pasport)

untuk mewakili Saya/Kami/Majikan di dalam menyuarat rundingan damai di Jabatan ini.

Tarikh:
(Tandatangan Perayu/Majikan)

Nama
Jawatan
No. Kad Pengenalan
Cap Syarikat/Majikan

Perakuan oleh Perwakilkan:

Saya dengan ini mengakui bahawa saya bukan seorang Peguambela dan Peguamcara.

Tandatangan	Kegunaan Pejabat
Nama	Tarikh Terima/Cap Jabatan:
No. Kad Pengenalan/Pasport	Catatan:
Pekerjaan		
Tarikh		

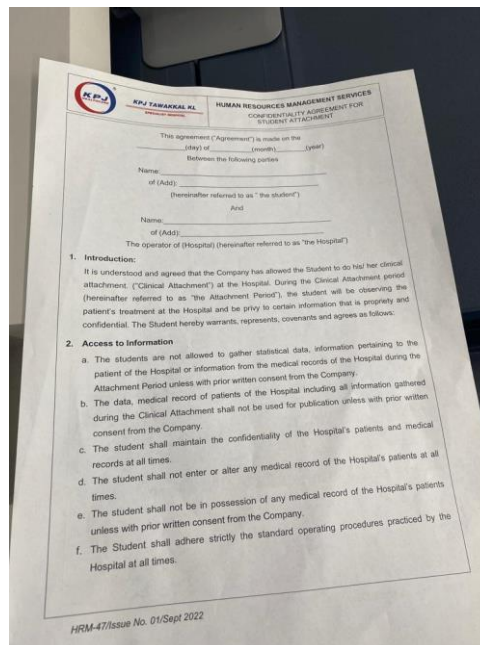
Nota:

- i. Mengikut subseksyen 20(6)(a)(iv) atau 20(6)(b)(iv) Akta Perhubungan Perusahaan 1967, majikan dan perayu tidak boleh diwakili oleh Peguambela dan Peguamcara.
- ii. Seorang (1) wakil sahaja dibenarkan mewakili perayumajikan di dalam rundingan damai.
- iii. Perayumajikan hendaklah hadir bersama-sama dengan wakil yang ditunjuk (jika ada) di dalam semua sesi rundingan damai.

Appendix 10: Industrial Relation task



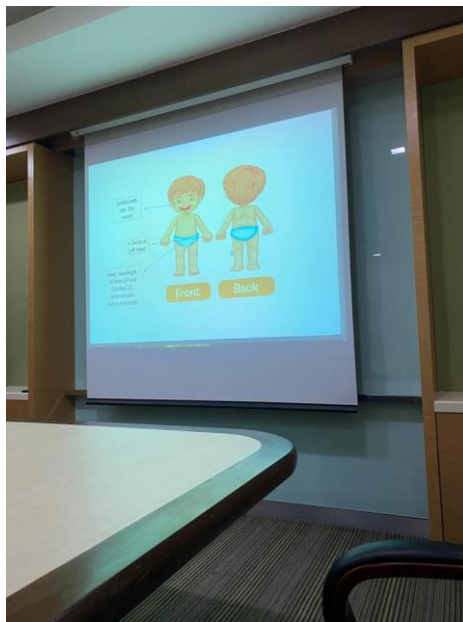
Appendix 11: Training task – student posting 1



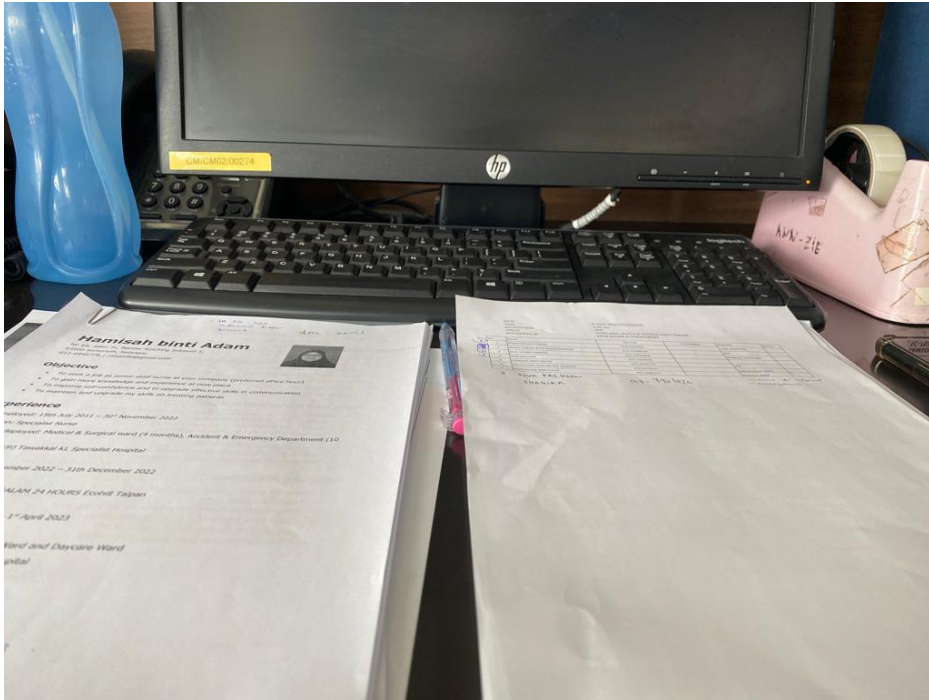
Appendix 12: Training task – student posting 2



Appendix 13: Recruitment task: Staff Presentation 1



Appendix 14: Recruitment task: Staff Presentation 2



Appendix 15: Working Station

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