

LAPORAN AKHIR LATIHAN INDUSTRI DI
BUKIT MERTAJAM SPECIALIST HOSPITAL

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Laporan Latihan Industri Diserahkan Kepada

JEBATAN PENGURUSAN DAN PEMASARAN

FAKULTI PENGURUSAN DAN EKONOMI

KOLEJ UNIVERSITI SAINS DAN TEKNOLOGI MALAYSIA

2006

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Final report for industrial training at Bukit Mertajam Specialist
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FINAL REPORT FOR INDUSTRIAL TRAINING AT
BUKIT MERTA JAM SPECIALIST HOSPITAL

BY

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INDUSTRIAL TRAINING REPORT SUBMITTED TO

DEPARTMENT OF MANAGEMENT AND MARKETING
FACULTY OF MANAGEMENT AND ECONOMICS
KOLEJ UNIVERSITI SAINS DAN TEKNOLOGI MALAYSIA
2006

APPROVAL SHEET

I'm Mohd Fadzly Bin Abu Bakar, UK9658, confess that, the Industrial Training report for the course of PGN4799 is done by myself. All forms of writing or information in this report is according to the theory and experienced that I have learn during my industrial training just for the purpose of industrial training only. Faculty of Management and Economics and Kolej Universiti Sains Dan Teknologi Malaysia have no relation at all in this report.

Signature


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On Behalf by Industrial Training Chairman

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Certified True Copy

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Lecturer

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ACKNOWLEDGEMENT

Assalamualaikum W.B.T.....

Trainee would like to thank all the people who have helped in one way or another in order to smoothen this industrial training without any hard obstacles beginning from 26 April 2006 until 07 July 2006.

First of all, trainee would like to thank to Allah with bless trainee can successful complete my industrial training and this final report. Besides, trainee would like to thank to the *Kolej Universiti Sains dan Teknologi Malaysia (KUSTEM)* and the Faculty of Management and Economics because include industrial training under the bachelor of marketing management program. This is because, trainee gain a lot of experience acknowledges during my industrial training

Secondly, trainee would like to thank my lecturer Cik Zuha Rosufila bte Abu Hasan who always assist trainee, encourage, teach, guide and also contribute a lot of great ideas in order to help trainee to be a succesful and quality graduate student according to the market needs.

Thirdly, trainee want to a extent special thanks to Pn. Shabina Shamim Kamarjalman as a supervisor and PR/Marketing Officer at Bukit Mertajam Specialist Hospital (BMSH) and PR/Marketing Assistant, Miss Sulosena a/p Virasamy in assist trainee and gave a such of this oppurtunity to learn, studies and participate in this industrial training. Not to forget to Sister Intan, Sister

Zarina, Sister Philo, Miss Bani, Sister Ezma, Santhi, uncle Subra, Zabidi and Sister Ani and trainee also want to thank to all the staff of Bukit Mertajam Specialist Hospital (BMSH), friend and family because teach and give trainee a support.

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EXECUTIVE SUMMARY

Industrial Training is compulsory to all student of Faculty of Management and Economic is one of the important component to ensure every students can finish their studies with an experience that have been learn and practice when this industrial training are done.

Besides that, student can learn more specific in industrial training that before this just more to theory only. Students are exposed to the environment or situation of the real workplace and also exposed to the aspect of basics skills of professionalism that related to the program that has being followed now.

During trainee industrial training in Bukit Mertajam Specialist Hospital (BMSH), trainee has been given trust and responsibility to do the daily task that also done by the other staffs. This company involved in services which is the healthcare provider.

Trainee also given task by lecturer to find out three systems that occurs at industrial training place and the three systems that found are Management of Feedbacks System, Management of Corporate Clients System, Treatment and Admission System. Trainee also needs to detect the problem that occurs and also the solution at the problem. Apart from that, trainee should give their own opinion and suggestion to solve the problem that happened at the industrial training place. In this opportunity, trainee wants to tell that the problems not fully come from company but there are also perceptions that come from the trainee itself.

Lastly, trainee would like to say thank to Bukit Mertajam Specialist Hospital (BMSH) because give a chance to be as a trainee here in order to complete my industrial training subject.