

UNIVERSITY OF EDUCATION, WINNEBA

SCHOOL OF BUSINESS

DEPARTMENT OF MANAGEMENT SCIENCES

BBA HUMAN RESOURCE MANAGEMENT

LEVEL 400



INDUSTRIAL INTERNSHIP REPORT

**TAMALE TEACHING HOSPITAL
(HUMAN RESOURCES DEPARTMENT)**

NAME : ABDUL KARIM MOHAMMED HAMDAN

INDEX NUMBER : 5231560055

LEVEL/SEMESTER : 400 FIRST SEMESTER

INTERNSHIP COMPANY : TAMALE TEACHING HOSPITAL

DURATION : 6th JANUARY - 30th APRIL, 2025

TABLE OF CONTENTS

TABLE OF CONTENTS	2
ACKNOWLEDGEMENT	4
EXECUTIVE SUMMARY	5
INTRODUCTION	6
PROFILE OF THE INSTITUTION	7
Training Institutions	7
Legal Status of the Hospital	8
Vision of Tamale Teaching Hospital	8
Mission statement of Tamale Teaching Hospital	8
Mandate of the Hospital	8
Policy Objectives of Tamale Teaching Hospital	9
Core Values of Tamale Teaching Hospital	9
GOALS AND OBJECTIVES	10
Practical Application of Theoretical Knowledge	10
Skill Development	10
Understanding HR Operations	10
Networking and Professional Growth	10
CORE DUTIES AND RESPONSIBILITIES	10
About the Human Resources Department	10
Training and Development Unit	11
Roles and Responsibilities Performed;	11
Library	11
Roles and Responsibilities Performed;	12
HR Planning and Evaluation Unit	12
Roles and Responsibilities Performed;	12
Human Resources Management Unit	13
Key Responsibilities of an HRM Unit:	13
Key responsibilities and Duties Performed	13
ORGANIZATIONAL CHALLENGES IDENTIFIED	14
SUGGESTIONS	14
CHALLENGES ENCOUNTERED	15
ACHIEVEMENTS	16
RECOMMENDATIONS	17

Recommendation for Tamale Teaching Hoisptal	17
Recommendation for University Of Education,Winneba	17
CONCLUSION	18
REFERENCES	18

ACKNOWLEDGEMENT

I would like to express my sincere gratitude to the Tamale Teaching Hospital (TTH) for the opportunity to undertake my internship program at your prestigious institution.

Throughout my internship, I gained invaluable hands-on experience and knowledge in the health sector, particularly the Human Resources sector. Your team's guidance, support, and Mentorship were instrumental in my growth and development.

I appreciate the trust you placed in me and the opportunities I had to contribute to the team. I am confident that the skills and insights I acquired during my internship will be beneficial to my future career.

My appreciation also goes to my mentors, Mrs Sulemana Ruhaina (Senior Human Resources Manager, training unit), Mr. Abdul Kadir Yakubu (Training unit) and Mr. Billy Kombian (Human Resources Planing and Organizational Development unit) and the entire staff of the Human Resources Department of the Tamale Teaching Hospital for their guidance, support, and willingness to share their knowledge with me. I am also grateful to my supervisor, Dr. B.B.B Bingab, and to my university and lecturers for providing me with the necessary academic foundation to make the most of this experience.

Finally, I thank my family and friends for their encouragement and support throughout my internship.

EXECUTIVE SUMMARY

This report presents the findings and experiences acquired during a four-month internship at the Human Resources (HR) Department of the Tamale Teaching Hospital, undertaken from January 6th to April 30th, 2025. As a final year student at the University of Education, Winneba, this internship provided a valuable opportunity to apply theoretical knowledge in a practical setting and gain insights into the operations of a key healthcare institution in Ghana.

During the internship, I was involved in various HR functions, including training and development, employee record keeping, and administrative duties. I assisted in the development of training materials and participated in workshops aimed at enhancing employee skills and competencies. Additionally, I contributed to the management of employee records and supported the team in their daily task and activities.

This internship not only honed my professional skills but also deepened my understanding of the vital role HR plays in promoting a positive workplace culture and supporting the strategic goals of the Tamale Teaching Hospital. The experience has equipped me with practical skills and insights that will be invaluable as I transition into my professional career.

In conclusion, my internship at the Tamale Teaching Hospital was a significant step in my educational journey, providing me with hands-on experience and a clearer vision of my career path in human resources and healthcare management.

INTRODUCTION

This report will detail my specific responsibilities, the skills I developed, and the knowledge I gained throughout this internship, as well as the challenges faced and lessons learned. Ultimately, the experience has significantly enriched my understanding of human resource practices within the healthcare sector and prepared me for a successful career in this field.

The Student industrial and Attachment Programme (SIAP) is a student's industrial work experience programme that serves to impact valuable practical experiences that prepare students for the labour market upon graduation. It is one of requirement for students pursuing industry-based programmes in the University of Education, Winneba. It ensures that the individual is career oriented, motivated and ready to work in a chosen industry and academia to enrich the experiences of the student. Having a practical work experience is vital because most vacancies require graduates with some level of industrial or work experience.

PROFILE OF TAMALE TEACHING HOSPITAL

The Tamale Teaching Hospital formerly known as the Tamale Regional Hospital was officially commissioned on February 2, 1974, by Ghana's then-head of state, Lt. Col. I. K. Acheampong. This healthcare facility encompasses 290 acres of land and can be sited in the eastern portion of the Tamale Metropolis. It is situated in a catchment region that is home to more than 2.3 million people. The hospital was constructed to serve as a medical referral facility for the nearby countries of Togo, Burkina Faso, and Ivory Coast as well as the then-Northern, Upper East, and Upper West Regions. In 2008, this noble hospital was accredited to operate as a Teaching Hospital after thirty-four (34) years of serving the region as a Regional Hospital.

The Hospital has a bed capacity of eight hundred and twelve (812) and a total workforce or staff strength of more than three thousand excluding casual employees and interns.

The hospitals' daily operations are superintended at the Sub-BMC level. Currently, the facility is run by eleven sub-BMCs where sub-administrative organizations that align with particular service delivery specialties are pinpointed. In November 2023, the facility launched its 50th-anniversary celebration. In this regard, several activities have been outlined to commemorate and refer to its achievements and challenges.

Training Institutions

TTH serves as a training institution for:

- The School of Medicine and Health Sciences, University for Development Studies, Tamale
- The School of Allied Health Sciences, University for Development Studies, Tamale
- The Nursing and Midwifery Training Colleges

- The Ghana College of Nurses and Midwives
- The Ghana College of Physicians and Surgeons
- The Ghana College of Pharmacists
- The Faculty of Pharmacy and Pharmaceutical Sciences, KNUST
- International Exchange Programmes
- Clinical Rotations for Foreign Students

Legal Status of the Hospital

The Ghana Health Service and Teaching Hospitals Act, 1996 (Act 525) established the Tamale Teaching Hospital as an independent organization whilst its operations are still under the Ministry of Health's policy and strategic direction.

Vision of Tamale Teaching Hospital

The vision of the Hospital is to become the centre of excellence for quality tertiary healthcare, medical education and research.

Mission statement of Tamale Teaching Hospital

The mission of the Hospital is to provide evidence-based quality and affordable healthcare, delivered by well-trained, highly motivated and client-focused professional health staff.

Mandate of the Hospital

The mandate of the Tamale Teaching Hospital as per Act 525 is to:

- Serve as a training ground for undergraduate and postgraduate training in the medical profession.

- Provide advanced clinical health services to support the services provided by the Service.
- Undertake research into health issues to improve the condition of health of people in the country.

Policy Objectives of Tamale Teaching Hospital

- Strengthen governance structures and improve efficiency of management systems.
- Ensure provision of quality tertiary healthcare and training, and intensify prevention and control of communicable and non-communicable diseases.
- Promote a conducive work environment for enhanced productivity and quality service delivery for staff and clients.
- Pursue expansion and maintenance of infrastructure and equipment base to support a wider range of specialty and sub-specialties.
- Strengthen research capacity and build stronger collaborations and partnerships.

Core Values of Tamale Teaching Hospital

Fundamental Core Values identified are:

- People-centeredness
- Integrity
- Professionalism
- Teamwork
- Innovation

GOALS AND OBJECTIVES

Practical Application of Theoretical Knowledge

To apply academic learning in real-world HR scenarios, enhancing understanding of HR functions and practices

Skill Development

To develop essential skills in communication, teamwork, and problem-solving within a professional HR environment.

Understanding HR Operations

To gain insights into the daily operations of the HR department, including recruitment, employee relations, and policy implementation.

Networking and Professional Growth

To build professional relationships with HR practitioners and other staff, fostering connections for future career opportunities

By achieving these goals and objectives, the internship will provide a comprehensive learning experience, preparing me for a successful career in human resources.

CORE DUTIES AND RESPONSIBILITIES

During my internship at the Human Resources department of the Tamale Teaching Hospital, I was involved in several activities that required me to follow specific procedures.

About the Human Resources Department

The Human Resource Directorate of the Tamale Teaching Hospital has the mandate of ensuring that health personnel and support staff are available in the right numbers; "with the right skills, knowledge and attitudes and doing the right things at the right time and right place".

The Tamale Teaching Hospital Human Resources Department has four Units, I was scheduled to run one month each in the various units, which I commenced from January to April, 2025. The units are:

Training and Development Unit

In the hospital, the training and development unit has a critical HR mandate. They ensure staff have the necessary skills to provide quality patient care, comply with regulations, and stay up-to-date with advancements in medical technology and practices. This is achieved through various training programs, including mandatory courses on safety, infection control, and basic life support, as well as ongoing professional development to enhance specific skills.

Roles and Responsibilities Performed;

- Assisted in creating PowerPoint presentation on in-service training policy
- Typed and delivered Memos to other units within the hospital
- Received and registered staff study leave forms
- Organized the conference room in preparation for in-service training and orientation program of newly recruited Nurses

Library

The Hospital Library also known as the medical library or health sciences library, provide vital information resources and services to support patient care, research and professional development within the healthcare institutions.

Roles and Responsibilities Performed;

- Helping Patrons find materials
- Shelving books
- Checking materials in and out
- Organizing files

HR Planning and Organizational Development Unit

Human resource planning and organizational development unit in the Tamale Teaching Hospital play indispensable roles as it enable effective healthcare service delivery through staff performance monitoring and evaluation, staff documentation as well as keeping personal files of employees.

Roles and Responsibilities Performed;

- Filing of staff documents
- Sorting of letters and memos
- Assisting staff in filling forms
- Organizing digitals files

Human Resources Management Unit

The Human Resource Management (HRM) unit is the main HR office in the Tamale Teaching Hospital responsible for managing all aspects of the organization's employees, from recruitment and hiring to training, compensation, and employee relations. They aim to ensure the Hospital has the right people with the right skills to achieve its goals while also creating a positive work environment.

Key Responsibilities of the HRM Unit:

Recruitment and Hiring: Finding, attracting, and hiring qualified employees.

Compensation and Benefits: Managing employee salaries, wages, and benefits packages.

Employee Relations: Addressing employee concerns, resolving disputes, and maintaining positive workplace relationships.

Performance Management: Evaluating employee performance, setting goals, and providing feedback.

Compliance: Ensuring the organization complies with labor laws and regulations.

Workplace Culture and Environment: Creating a positive and productive work environment.

Key responsibilities and Duties Performed

- Engaging staff on leave related issues and concerns
- Delivered documents to the HR Director for minuting
- Typed memos and dispatched to various units/Sub-BMCs
- Assisted newly recruited staff in filling IPPD forms.

ORGANIZATIONAL CHALLENGES IDENTIFIED

Limited Training Resources: There were insufficient materials and resources available for effective training sessions.

Lack of Structured Programs: Training programs were often informal and lacked clear objectives and evaluation metrics

Inadequate Access to Resources: The library's collection of HR-related materials was limited, hindering staff development and research.

Ineffective Workforce Planning: There was a lack of strategic planning for workforce needs, leading to mismatches between staffing levels and service demands.

SUGGESTIONS

Enhance Resource Allocation: Invest in quality training materials and resources to support diverse learning needs.

Develop Structured Training Programs: Implement formal training programs with defined objectives, timelines, and assessment methods to measure effectiveness

Expand Library Resources: Acquire a wider range of HR books, journals, and online databases to support continuous learning.

Implement a Digital Library System: Develop an online portal for easier access to library resources, enabling staff to utilize materials from anywhere.

Improve Interdepartmental Communication: Establish regular meetings and communication channels between HR and other departments to foster collaboration.

Implement Employee Engagement Initiatives: Develop programs focused on enhancing employee morale, such as recognition schemes and feedback mechanisms.

CHALLENGES ENCOUNTERED

During my internship at the HR department of the Tamale Teaching Hospital, I encountered several challenges that impacted my learning experience and professional development.

These challenges included:

1. Limited Practical Experience

As a student intern, I initially faced difficulties in applying theoretical knowledge to real-world situations. Many tasks required a level of experience and familiarity with HR practices that I had not yet developed.

2. Communication Barriers

There were instances of unclear communication regarding tasks and expectations. This often resulted in misunderstandings and confusion about my responsibilities.

3. Time Management

Balancing multiple responsibilities and deadlines was a challenge, as I had to manage my time effectively to meet the expectations of the internship while also preparing for academic commitments.

4. Limited Feedback

While I received some guidance, there were times when constructive feedback on my performance was minimal. This made it difficult to identify areas for improvement.

5. Adapting to Workplace Culture

Adjusting to the professional environment and workplace culture at the hospital took time. The formalities and protocols in a healthcare setting differed significantly from my academic experiences.

ACHIEVEMENTS

1. Contribution to Employee Training Initiatives

I participated in designing and facilitating training sessions focused on in-service training policy, particularly in areas such as study-leave, implementation of the IST policy and developing orientation materials to guide new hires.

2. Professional Skill Development

Throughout the internship, I developed essential professional skills, including time management, effective communication, and problem-solving

3. Strengthened Interdepartmental Relationships

I actively engaged with colleagues across various departments to promote HR initiatives, fostering better communication and collaboration.

RECOMMENDATIONS

During my internship at Tamale Teaching Hospital, I gained valuable practical experience in HR operations, including in-service training, staff documentation, and general HR management etc.

Recommendation for Tamale Teaching Hospital

I highly recommend Tamale Teaching Hospital to future interns and patients\clients alike. It is an excellent institution committed to healthcare excellence and patient satisfaction.

Recommendation for University Of Education, Winneba

Based on my observations, I recommend the following to enhance the internship experience future interns, I recommend:

1. More practical training sessions.
2. Workshops on customer service skills to help interns handle clients more effectively.
3. Structured Mentorship programs to guide interns through their learning process.
4. Increased opportunities for hands-on involvement in HR operations to improve practical knowledge.

CONCLUSION

My internship at Tamale Teaching Hospital has been an enriching experience, allowing me to apply my academic knowledge in a real-world HR environment. I have gained practical skills in training and development, library management, HR planning and evaluation, and administrative services. This experience has strengthened my understanding of the Human Resources sector and has provided me with the foundation needed for my future career in Human Resources management. I am grateful for the opportunity and look forward to furthering my knowledge and professional growth in the HR industry.

REFERENCES

Mr. Abdul Kadir Yakubu

Deputy Chief HR Manager, Training Unit

Email: abdulkadiyakubu84@gmail.com

Contact: 0206278007

Mr. Billy Kombian

Head, Human Resources Planning and Organizational Development Unit.

Email: billy.kombian@tth.gov.gh

Contact: 0206904972