**UNIVERSITY OF EDUCATION, WINNEBA**

**SCHOLL OF BUSINESS\**

**BACHELOR OF BUSINESS ADMINISTRATION (HRM)**

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**INDEX NUMBER: 202100326**

**REPORT ON MY INTERNSHIP PROGRAM AT THE AGONA SWEDRU FIRE STATION**

**ACKNOWLEDGEMENT**

I EXPRESS my greatest appreciation and gratitude to my heavenly father for granting me the privilege and inspiration throughout the internship.

I use this chance to express my deepest gratitude and special thanks to the Municipal Commander (DO II Iddriss Is-haq Kambari), Second in-command (DOII Abdul Wasui Hudu), Ag. Administrator / Mentor (ADOI Evans Titus Donkoh), Training Officer (ADOI Stephenson Ohene Sarfo and the Human Resource Officer (ADOI Ebenezer Enchill) of the Agona Swedru Fire Station, who in spite of being extraordinary busy with their duties took time out to hear, guide, support, assist and keep me on the correct path and allowed me to carry my project in their noble institution.

I sincerely appreciate my mum, aunty and family for the support and prayers. To my dear sustainability and compliance team and safety, health, environment and quality officers. I thank you all for your guidance, advice and encouragement throughout my internship.

I thank my supervisor, Madam Judy Bernadine Ackon for coming around to supervise me at my place of internship program.

Last but not the least, I wish to thank myself for coming this far in my academia journey.

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1. **INTRODUCTION**

An internship is an opportunity offered by an employer to potential employees, called interns, to work at a firm or an organization for a fixed period of time. An internship enables undergraduates or student to gain firsthand exposure of working in the real world, in specific business disciplines; such as human resources management, marketing, accounting, economics, finance, and many more. Internship allows students to harness the skills, knowledge and theoretical practice they learn in university.

As part of my four (4) years Bachelor's Degree studies in the Bachelor of Business Administration Management Science (option), per the requirement of the University of Education, Winneba, it is mandatory for all level 400 to undertake an internship course in their final year in order to be awarded the Bachelor's Degree certificate. It is therefore undertaken during the first semester of the fourth academic year; this helps provide on-the-job experience to students.

The main objective of an internship is to expose students to a particular job and a profession or industry. Internship therefore provides a platform to develop and improve skills in communication, technology, quantitative reasoning, and teamwork. Above all expose interns to real-life work and build professional network. As part of Bachelor's Degree certificate, this internship program is conducted for four months.

My four (4) months internship program was held at the Agona Swedru Fire Station from the period of 1st January, 2025 to 30th April, 2025.

1. **BACKGROUND OF THE ORGANIZATION (EXECUTIVE SUMMARY)**

Agona Swedru Fire Station where I did my internship was incorporated in 1994 to serve as one of the branches of the Ghana National Fire Service in the Agona West Municipality of Central Region of Ghana, Agona Swedru. The establishment of Agona Swedru Fire Station became primitive in the 1990’s to ensure swift responds to emergencies such as fire outbreaks, vehicular accidents and fire, floods, and other related incidents that demands the assistance of the service since Winneba Fire Station was the only fire station that was serving as respondent to emergencies in Winneba, Agona Swedru and its environs.

1. **VISION OF GNFS – AGONA SWEDRU FIRE STATION**

To prevent and manage undesired fires, thereby reducing loss of lives and properties by enforcement of Fire Safety measure in national strategic installations and responding promptly to fire disasters.

1. **MISSION STATEMENT**

To provide an efficient and valued fire and rescue service to meet statutory required in Act 537 and public expectation. This will be achieved through appropriate resourcing in terms of equipment,

1. **PROFILE OF THE ORGANIZATION**

The Agona Swedru Fire Station is located in Agona Swedru in the Central Region of Ghana, precisely in the Agona West Municipality. The office is adjacent the Ghana Revenue Authority (GRA) Office on the Agona Swedru – Winneba High way which is about 23 km west to Winneba, and about 18km east to Nsaba. Even though it is situated in Agona West Municipality, it services covers not only the Agona West but also the Gomoa Central and serves as second respondent to Nsaba Fire Station and Winneba when there is an emergency. The institution currently has a total workforce of ninety-two (92) comprising of both senior and junior officers of which all are full-time employees.

1. **CORE VALUES**
2. Gallantry
3. Observation
4. Loyalty
5. Dexterity
6. Sympathy
7. Tactfulness
8. Explicitness
9. Perseverance
10. **FUNCTIONS OF AGONA SWEDRU FIRE STATION**
    * + 1. Organize public fire education programs.
11. To create and sustain awareness of the hazards of fire.
12. To heightens the role of the individual in the prevention of fire
    * + 1. Provide technical advice for building plans with regard to machinery and structural layouts to facilitate escape from fire, rescue operations, and fire management
        2. Inspect and offer technical advice on fire extinguishers
        3. Co-ordinate and advise on training of personnel in firefighting departments of other institutions in the country
        4. Train and organize Fire Volunteer Squads at the community level
        5. Offer rescue and evacuation services to those trapped by fire, or in other emergencies
        6. Undertake any other function incidental to the objectives of the Service
13. **STRUCTURE OF THE GHANA NATIONAL FIRE SERVICE**

The Chief Fire Officer (CFO) is the chief executive officer of the Ghana National Fire Service, appointed by the President. The day-to-day administration and running of the service is done by the Fire Service Council and it is recognized by Article 190 of the Constitution of Ghana.

The ownership structure of the Agona Swedru Fire Command is represented by four (4) Divisional Fire Officers. Namely, DOII Iddriss Is-haq Kambari, DOII Abdul Wasui Hudu, DOIII Elizabeth Naana Gaisie and DOIII Abdallah Awumbe Ibrahim.

1. **DEPARTMENTS**
2. Administration
3. Stores
4. Training
5. Operations
6. Accounting
7. Safety
8. **OBJECTIVES SET FOR THE INTERNSHIP**
9. To develop and improve on interpersonal skills and time management skills..
10. To develop the human asset continuously and myself through the training and development programs.
11. To gain practical work experience and develop human resource management skills.
12. To be able to apply academic knowledge and theories learnt in my academic studies to real-life situations.
13. **POSITION, CORE DUTIES AND RESPONSIBILITIES**

Assistant Administration Officer:

Duties

1. Assisted in the personnel data management by updating personnel files with new records within required period.
2. Collation of data and departmental reports for the end of month report and onward submission.
3. Assisted the HR Officer in preparing performance appraisal forms.
4. Receiving and dispatch of letters to the appropriate quarters.
5. Assisted in checking of the personnel attendance register for report for the month,
6. Assisted in filling leave application forms and leave advice or notice.
7. Assisted in developing a well-organized database system for all the personnel of Agona Swedru Fire Station.
8. Assisted in sorting out all relevant files into their designated folders on the computer for easy identification and access.

Assistant Training Officer

Duties

1. Assisted in the update of the company's training policies by designing the Training Action Plan for the second quarter of 2025 (April 2025 to June 2025).
2. Helped in implementing the training action plan by assisting the Training Officer to;
3. Train personnel in operational communication
4. Train personnel in handling of hose, hydrant drills and stand practice (thus, the dos and don’ts).
5. Train personnel on ladders.
6. Collecting feedback on the training organized for the personnel.
7. **CHALLENGES AND HOW THEY WERE DEALT WITH**

**Organization:**

Below are some challenges faced by the organization during my internship.

1. Unavailability of resources or materials such as papers (A4 sheets) to work with sometimes was a challenge which affected the efficiency and effectiveness of administrative work. However, due to the guidance of my mento I was able to prepare a memorandum to request for working materials and this challenge was solved.
2. Practicing proper data management of personnel was another issue due to the inadequate storage shelves or lockers to keep them. This challenge was also solved through the assistance of my mentor; we created a database system which contained all collated information of personnel and also sorted out all soft copies of relevant files on the computer.
3. Collecting the reports from the various department for the preparation of the monthly report was a very big challenge to me in the administration department. Through the assistance of my mentor, He took me through all the processes and methodologies that they use to collect their departmental reports and the challenge was addressed through a timely requisition of departmental report.
4. The station currently faces another challenge, including a broken-down fire engine that hinders prompt response to emergencies. The Municipal Fire Commander has appealed for assistance to repair the engine or acquire a new one to ensure efficient service delivery

**Student (Intern):**

During my internship at the Agona Swedru Fire Station I encountered the following challenges.

1. During my first month of internship at The Agona Swedru Fire Station was the time of appraising personnel. However, me not having practical experience on how performance appraisal was done was challenging so I got the chance to assist the HR Officer in preparing the performance appraisal form for appraisal purposes but didn’t take part in how performance appraisal was done. However, with the help of my mentor, he took me through the performance appraisal process during the second quarter of my appraisal.
2. Unfortunately, clear expectations were not set and a formal introduction of interns to the various departments was not conducted during my internship period, which would have facilitated better recognition and understanding of each my role within the organization.
3. The unavailability of resources or materials or tools such as papers (A4 sheets) to work with sometimes was a challenge as it affected my ability to getting work done effectively.
4. **CHIEVEMENTS**

During my internship at the Agona Swedru Fire Station, I was able to achieve the following underlisted.

1. Successfully completed all task or duties that were assigned to me efficiently.
2. I was able to acquire professional skills and knowledge through the learning opportunities offered to me. These include data management, preparation of letters on appointments and internal postings, or job rotation, leave application letters and situational report, and etc.
3. Successfully developed and improved on my interpersonal and communication skills through the training program organized by the Training officer during my internship.
4. Developed skills of how to implement training procedures from the old and new employees in the company.
5. I also developed greater understanding of HR policies, procedures and practices such as work schedules or shift within the organization.
6. **LESSON LEARNED OR BENEFITS DERIVED FROM THE INTERNSHIP PROGRAM**
7. The internship program has helped me in developing improving in interpersonal and communication skills as well as time management.
8. It has also helped me in developing or building a strong relationships and connections with the head of departments, and other employees in the organization.
9. The internship program has helped me to acquire real-world experience and also build my professional career.
10. **HOW THE ORGANIZATION WILL REMEMBER ME**

My unique personality and dedication to work as an intern, I was punctual, decent, dedicated, proactive and time conscious to the work place at all times. I also helped reduced some amount of work load that was within the human resource department.

Hardworking and dedication to my job was my priority. I completed all work assigned to me on time without hesitation and delay. I demonstrated a good interpersonal relationship between the staff and everyone I got contact with during my internship. I will be remembered for all of the above.

1. **RECOMMENDATION**

To the School

1. The university should increase the number of the practical meetings for the students on campus before embarking on the industrial internship.
2. The university, precisely the school of business, should develop a system which supervisors can regularly check on interns and also provide them with feedback.
3. They university must let their students do more presentations on campus before leaving for the industrial internship.

To the company (**Agona Swedru Fire Station**)

1. There must be a job rotation for every intern in the company to help them gain skills, knowledge and experience from other departments within the company.
2. There must be a proper introduction of the interns to the various departments in the company for each and everyone to know him or her and the reason why he or she is in that noble company.
3. Management of the Agona Swedru Fire Station should set clear expectations by defining the roles, responsibilities and goals of the intern to provide the intern with clear understanding to what is expected of them
4. **CONCLUSION**

In a nutshell, this internship has been an excellent and rewarding experience. I can conclude that, there have been a lot I have learned from my work in Agona Swedru Fire Station.

I gained a lot of understanding in the area of interpersonal skills, listening skills, typing skills, and recording skills, to mention but a few. I learnt different ideas from different people (employees) within the organization, and this contributed a lot on the knowledge, skills and experience I acquired from the internship program.

Overall, my internship at the Agona Swedru Fire Station was a success. I made connections that will last a lifetime. I am more thankful to the university and the Institution.