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SCHOOL OF BUSINESS

DEPARTMENT OF MANAGEMENT SCIENCES

(BBA HUMAN RESOURCE MANAGEMENT)



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**PLACE OF INTERNSHIP: KOFORIDUA DIOCESAN HEALTH SERVICE TOPIC**

**REPORT ON INTERNSHIP AT KOFORIDUA DIOCESAN HEALTH SERVICE.**

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# ABBREVIATIONS

KDHS- Koforidua Diocesan Health Service

# ACKNOWLEDGEMENT

I am deeply grateful to God for being with me throughout my stay at the Koforidua Diocesan Health Service. I would also like to sincerely thank the University of Education, Winneba: School of Business, Department of Management Sciences (BBA Human Resource Management) for arranging this crucial intervention for the student body.

Many individuals contributed immeasurably to the success of the internship. I am especially thankful to the KDHS Director, my mentor, and all the staff of the Koforidua Diocesan Health Service. I cannot fully express my appreciation for their selfless service, support, and guidance during my internship. May God richly bless all their efforts.

I also wish to extend my profound gratitude to my site supervisor, Dr. Yaw Brew, for his dedication, care, and mentorship throughout the internship period. This experience would not have been successful without his support. May God bless him abundantly.

# EXECUTIVE SUMMARY

The aim of the internship was to introduce students to an industrial work experience program designed to provide valuable practical exposure that prepares us for the labour market upon graduation, while also contributing to the overall output of the host organization.

The internship spanned a period of nine (9) months, from October 2024 to May 2025. This report presents a comprehensive overview of the institution’s profile, goals and objectives, key tasks and responsibilities undertaken, organizational challenges and corresponding recommendations, obstacles encountered, achievements, lessons learned, and general observations during my internship at the Koforidua Diocesan Health Service.

# INTRODUCTION

One of the greatest achievements for every student is to succeed in all areas of life, especially in their career journey. As part of efforts to bridge the gap between theory and practice, students of the School of Business are given the opportunity to undergo a structured practical internship. This real-world experience enables students to apply the theoretical knowledge acquired in the classroom to professional settings.

During the internship period, students gain hands-on experience in various fields of study, helping them better understand the concepts taught in class. The internship aims to introduce students to Human Resource practices and the dynamics of organizational environments. It serves as a practical course on its own, used to assess students’ performance, skills, competencies, and knowledge acquired at the internship site.

I undertook my nine-month internship at the Koforidua Diocesan Health Service (KDHS) from October 8, 2024, to May 9, 2025. KDHS is an institution under the Koforidua Catholic Diocese, responsible for managing fifteen (15) health facilities across the Eastern Region. The administrative office is located at the Koforidua Catholic Pastoral Centre.

The directorate is headed by Rev. Fr. Ebenezer Kenneth Abban, Ph.D., who assumed office on April 1, 2025, following the retirement of Rev. Msgr. Paul Abankwah. The Human Resource and Office Manager, who also served as my site mentor, is Ms. Adelaide Konadu.

Being a faith-based institution, the Koforidua Diocesan Health Service operates under the Catholic Health Service Trust (CHST), which in turn reports to the Christian Health Association of Ghana (CHAG).

# PROFILE OF KOFORIDUA DIOCESAN HEALTH SERVICE(KDHS)

The KDHS is a part of the Catholic Diocese of Koforidua, dedicated to providing healthcare services within the region. It is one of the health institutions under the Catholic Health Service Trust, Ghana, which operates hospitals, clinics, and specialized institutions e.g. the Orthopaedic Training Centre and Nurses’ and Midwifery College.

There are fifteen (15) health facilities under the services of KDHS, all located within the Eastern Region.

The directorate ensures that activities across all facilities such as postings, transfers, study leave, promotions, annual leave, handing over of core staff, releases, auditing, are coordinated from a central point to ensure smooth and efficient administration.

The office is frequently visited by staff from the various facilities who seek support and access to these services.

Below are a list of facilities under the service.

1. St. Dominic Catholic Hospital, Akwatia
2. Holy Family Catholic Hospital, Nkawkaw
3. St. Joseph Catholic Hospital, Effiduase-K’dua
4. St. Martin de Porres Catholic Hospital, Agomanya
5. Notre Dame Catholic Clinic, Nsawam
6. Holy Family Nurses and Midwifery Training College, Nkawkaw
7. Holy Spirit Polyclinic, Kwasi Fante
8. St. John Polyclinic, Akim Ofoase
9. Catholic Clinic and Maternity, Akim Swedru
10. St. Joseph Clinic and Maternity, Kwahu-Tafo
11. Holy Rosary Health Centre, Amankwakrom
12. St. Michael Catholic Clinic/Maternity, Akim Ntronang
13. St. Monica Clinic and Maternity, Akim Sekyere
14. Orthopaedic Training Centre, Adoagyiri
15. Brother Tarcisuis Prosthetics and Orthotic Training College, Nsawam

# MISSION AND VISION STATEMENT

KDHS provides a health care service that is best in meeting patient needs expectation and to provide high quality healthcare in the most effective/efficient and innovative manner, specific to the need of the communities we serve and at all times acknowledging the dignity of patients.

# GOALS AND OBJECTIVES

The main goals and objectives of this internship were to;

1. Use Knowledge Acquired or Gained: My goal was to apply the theoretical knowledge and concepts I had learned in my academic coursework in a practical setting. I wanted to be able to use what I had learned to solve problems, make informed decisions, and carry out tasks related to my field of study.
2. Gaining Practical Experience: My goal was to perform tasks and activities that would strengthen my competencies relevant to my future career, allowing me to acquire the technical skills and hands-on experience essential for my professional development.
3. Increasing my Knowledge of Group and Organizational Processes: My goal was to learn more about how teams collaborate and how organizations function by obtaining an understanding of decision-making processes, workflows, organizational structures, and communication routes.
4. Acquire Interpersonal Skills: I aimed to enhance my networking, communication, and teamwork abilities so I could relate effectively with coworkers, managers, clients, and other stakeholders.
5. Acquire Work Ethics: Another goal was to acquire professional attitudes and behaviors such as accountability, dependability, integrity, and a strong work ethic while also understanding the importance of professionalism and complying with workplace rules and regulations.

# CORE DUTIES AND RESPONSIBILITIES

1. Prepared memos and recorded accounts information
2. Filed documents and maintained organized records
3. Recorded minutes during meetings
4. Assisted in recruitment procedures
5. Helped organize meetings and training programmes
6. Issued receipts for DHS dues and Workman Compensation
7. Sent cheques to the bank for clearing
8. Dispatched and received letters and documents
9. Assisted in facility inspections
10. Assisted employees/visitors with filling the logbook
11. Assisted in counselling staff
12. Helped in purchasing office equipment

# ORGANIZATIONAL CHALLENGES IDENTIFIED AND SUGGESTIONS MADE

1. Inadequate Personnel in the HR Department

Observation: The department appeared understaffed, which placed pressure on existing staff and delayed some HR processes.

Suggestion: Recruit additional qualified HR staff or consider deploying interns/NSS personnel strategically to support routine tasks and reduce workload.

1. Lack of Digital Record-Keeping

Observation: Most records were paper based, leading to clutter and difficulty in retrieving older files.

Suggestion: Digitize HR records gradually and implement a document management system to enhance storage, security, and retrieval efficiency.

1. Limited Training Opportunities for Staff

Observation: Few internal training sessions or capacity-building programs were organized for staff during the period of my internship.

Suggestion: Introduce periodic in-house training and invite facilitators from the Ghana Health Service or external HR experts to build capacity.

# CHALLENEGES ENCOUNTERED BY THE STUDENT

The challenges experienced during my internship are;

1. Proximity to Work: One of the initial difficulties I faced was the distance between my place of residence and the office. The long commute was sometimes tiring and affected my punctuality, especially during peak traffic hours.
2. Inadequate Skills for the Job Field: Though I had acquired theoretical knowledge through academic coursework, I realized that some tasks required practical skills I had not yet developed. However, with guidance from my supervisor, I gradually improved.
3. Networking and Building Relationships: Establishing professional relationships with other staff was challenging at the beginning. As a new intern, I found it difficult to approach others confidently or engage in workplace conversations. It took time to build trust and find the right balance between professionalism and friendliness.
4. Time Management: Balancing multiple tasks within tight deadlines proved to be a learning curve. There were times I underestimated how long a task would take, which led to rushing through tasks or missing out on learning opportunities. This experience taught me to prioritize tasks, plan my day effectively, and seek clarity on urgent deliverables.
5. Adapting to Company Culture: Initially, adjusting to the culture of the HR department such as chain of command was a challenge. However, by observing and asking questions, I was able to blend in and carry out my duties more confidently.
6. Unclear Expectations: At certain points, I was unsure of what was expected of me regarding the scope of my responsibilities. This occasionally led to confusion or a lack of initiative on my part. Over time, I learned to ask for clarification and request feedback, which improved my confidence and performance.
7. Limited Experience and Authority: As an intern, I had limited experience and no decision-making authority. This meant I could not independently carry out some tasks or make suggestions without supervision. While this was understandably part of my position, it sometimes felt limiting when I wanted to contribute more actively.

# STUDENT ACHIEVEMENTS

1. Developing an Exit Interview Template: One of my major contributions was designing a standardized exit interview template for the Human Resource Department. This tool was intended to help gather feedback from departing employees in a structured manner to enable the department to identify trends, address workplace concerns, and improve employee retention strategies.
2. Building Professional Relationships: Over the course of the internship, I developed strong professional relationships with staff across various departments. This was essential in building my confidence, improving collaboration, and gaining insights into real-world HR operations. These relationships have also expanded my professional network, which may benefit me in future career opportunities.
3. Improving Time Management and Communication Skills: The demands of the internship taught me how to manage my time effectively. I learned to prioritize tasks, meet deadlines, and communicate clearly with supervisors and colleagues. These skills significantly enhanced my productivity and efficiency in handling multiple responsibilities.
4. Improving My Writing Skills: Through consistent practice, I improved my ability to draft professional documents such as meeting minutes, memos, and general office correspondence. This not only refined my writing style but also increased my attention to detail and formal tone in workplace communication.
5. Strengthening My Resume: The entire internship experience, including the tasks I performed and the skills I acquired, has significantly strengthened my resume. I now have hands-on experience in a professional HR setting, which has enhanced my qualifications and improved my readiness for future employment opportunities.

# LESSONS LEARNT OR INSIGHTS GAINED

1. Time Management: The internship taught me how to manage my time effectively by meeting deadlines and balancing multiple responsibilities. I learned to prioritize tasks, plan my daily activities, and allocate time for each task. This improved my efficiency and reduced stress.
2. Importance of Communication: I discovered that clear and respectful communication is essential in the workplace. Whether it was writing memos, taking minutes, or interacting with colleagues and supervisors, I realized that effective communication fosters better understanding, collaboration, and productivity.
3. Work Ethics and Professionalism: Observing the conduct of professionals in the HR department helped me appreciate the importance of workplace ethics. I learned to be punctual, respectful, accountable, and to maintain confidentiality.
4. Flexibility and Adaptability: The dynamic nature of the workplace required me to adjust quickly to new tasks, unexpected changes, or shifting priorities. This experience helped me become more flexible, open to learning, and adaptable in handling different work situations.
5. Team Collaboration: Working with a team was a significant part of my internship. I learned how to contribute meaningfully to team efforts. I also learnt to value diverse perspectives.

# GENERAL RECOMMENDATIONS

1. Orientation should be organized to explain how the internship book should be filled out for students.
2. Supervision by site supervisors should be more than once.

# CONCLUSION

In conclusion, the internship period is an opportunity for students to bridge the gap between theoretical knowledge and practical skills, which enhances their chances in the corporate world. Therefore, it should be highly recommended.

# REFERENCES

Catholic Health Service Trust Human Resource Managers Handbook (2016)

Ms. Adelaide Konadu (0244722802)

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