

**UNIVERSITY OF EDUCATION, WINNEBA**

**SCHOOL OF BUSINESS**

**DEPARTMENT OF PROCUREMENT AND SUPPLY CHAIN MANAGEMENT**

**REPORT ON INTERNSHIP**

**AT**

**WA MUNICIPAL HOSPITAL, WA, UPPER WEST REGION OF GHANA**

**FROM**

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**BY**

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**UNDER THE MENTORSHIP OF**

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# **INTRODUCTION**

I started my internship on the 13th of January, 2025 at Wa Municipal Hospital. The University under its current educational policy seeks not to only train professional and skilled teachers, but also train and educate students in the business sector to contribute to its improvement and development.

The policy makers and educational stakeholders of the University in line with this have included a four months compulsory internship into the curriculum of the degree programme. The student is required to select an organization of his or her choice. The student is assigned to a department at the place of internship where he or she works under a professional mentor who will provide the intern with the requisite support in the course of the internship. The student is required to be assessed at the end of the programme by the student’s supervisor. The internship programme was organized by the University to bridge the theoretical aspect of education with its practicality.

This report constitutes the practical exposure I received under my site mentor and his team, challenges during the programme, recommendations, and conclusion with regards to my internship experience with the Wa Municipal Hospital.

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# **NATURE AND BACKGROUND OF THE ORGANIZATION**

The Wa Municipal Hospital is a public owned organization which has come into existence to provide health care services to the people of the municipality, the region and beyond. They also cater for referral cases from parts of the region.

The hospital performs the functions of a district hospital. The hospital has a bed complement of 197 stretching over nine wards ranging from medicals and accidents to emergency to surgical. Some services provided by the hospital includes; internal medicine(diabetic/hypertension clinics) physiotherapy, dental, eye care surgical, ear-nose and throat (ENT)counselling and testing/anti- retroviral therapy (CT/art), psychiatric, public health, diagnostic services(x-ray and laboratory service), catering and mortuary services.

The hospital caters for referrals cases from other parts of the region and has a human resource capacity of 534 as at the year 2011

# **VISION AND MISSION STATEMENT OF THE ORGANIZATION**

## VISION

To ensure excellence in secondary health care service delivery through the efforts of skillful and well-motivated staff. Some staff values include; client-centeredness, staff centeredness, professionalism, quality among others

## MISSION

To provide a comprehensive quality, accessible and client oriented health care services, through the effort of well-motivated staff, in order to contribute effectively to the socio-economic development of the region and beyond.

## CORE VALUES

Client centeredness, staff centeredness, professionalism, discipline, quality, transparency, honesty, integrity, efficiency and mutual respect.

## CORE FUNCTIONS

As a Municipal Hospital, the core functions include:

1. Serve as a primary referral center for all polyclinic in the municipal and beyond.
2. Ensure adequate provision of medical supplies and consumable.
3. Provide In- Service and continuing education for health staff.
4. Mobilize funding for maintenance of equipment, estates and vehicles.
5. Undertake quality assurance activities.
6. Conduct operational research to improve upon service delivery.
7. Provide Public Health Services.

## RANGE OF SERVICE DELIVERY

As a Municipal Hospital in the Wa Central, the hospital has all the essential services in line with its mandate as a primary center. Broadly, the Wa Municipal Hospital provides the following services: Surgery, Medicine, Obstetrics and Gynaecology, New-born and Paediatrics, Accident and Emergency, Radiology and Pharmacy. The Hospital also provide provision for trainee nurses clinical.

Some of the specific services provided by hospital includes:

1. Out-Patient Services

2. Emergency services

3. Orthopaedic and Trauma Services

4. General Dental Services

5. Ear, Nose and Throat( ENT) Services

6. Obstetric and Gynaecological Services

7. Family Planning and Cervicare Services

8. Anaesthesia and Pain Services

9. General Surgical Services

10. Burns Services

11. Neonatal Intensive Care Service

PUBLIC HEALTH SERVICES

The Wa Municipal Hospital also provides the following Public Health Services:

1. Laboratory Services

- Parasitology

- Bacteriology

- Haematology

- Clinical Pathology

2. Blood Transfusion Services

3. Radiological Services

- X-ray

- Ultrasound

4. Physiotherapy Services

5. Mental Health Services

6. Clinical Psychology Services

7. Pharmaceutical Services

8. Mortuary Services

# **DUTIES AND RESPONSIBILITIES AS AN INTERN**

❖ Preparation of Tender Document.

❖ Facilitated in Tendering process.

❖ Facilitated in Tender opening.

❖ Took part in Evaluation process.

* Writing minutes of Tender Evaluation Process.
* Preparation of award notification.
* Preparation of Contract form.
* Writing of internal memo’s /request.
* Preparation of LPO/PO.
* Filing of procurement documents.

❖ Making of photocopies of documents and filing them as and when necessary.

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# **NATURE OF WORK OF THE DEPARTMENT**

The department (Procurement Unit), just like any other office is open to all (both internal and external stakeholders) who wish to seek information, get clarification, and make any enquires with regards to procurement related issues. The procurement unit is the main office with the mandate to initiate processes to acquire goods, services and works, and also initiate processes for the disposal of non-serviceable items of Wa Municipal Hospital.

# **INTERNSHIP EXPERIENCE/ACHIEVEMENTS**

The internship programme has given me the opportunity to learn a lot of things which will be of immense help to me now and in the future as far as the field of procurement is concerned. Below are some of the practical things I have had the privilege to learn:

* Through this industrial attachment programme, I now have an indebt knowledge of the practical aspect of procurement.
* I was also privileged to witness how procurement plan is being prepared.
* I witnessed the Tendering process.
* I was able to witness the Tender Evaluation process.
* I was able to write minutes of procurement process.
* I was able to write award notification and contract form.
* I was able to write memos.
* Through this industrial internship programme, I was able to work with diverse of people.
* I can now operate a photocopier machine.

**WHAT THE ORGANIZATION WILL REMEMBER ME FOR**

If there is anything that I will be remembered for, then it is basically for the fact that I gave out my best in every capacity I was privileged to serve. I was punctual at the workplace, respectful to my bosses and everyone I came across. I was also observant of the dos and don’ts of the procurement unit as well as the entire Wa Municipal Hospital. I was always ready to learn at any given opportunity and at the service of all who cared for my assistance. In a nutshell, I was a serviceable servant to all.

# **BENEFITS DERIVED FROM THE INTERNSHIP PROGRAMME**

As a procurement student who has got the opportunity to do my internship in the procurement unit of a reputable institution under the leadership and guidance of an experienced procurement practitioner and his able team, I have got so many useful benefits among which are written below:

• **Team Work**

During the period of the industrial internship programme, I have learnt the importance of team work and being part of a team. It helped me appreciate the importance of being a party of a team and playing a role to contribute to the achievements of a collective outcome. I have learnt to adapt and cope with different people with different behavioral traits and put the objectives of the entire group above any other personal sentiments. I have also learnt that work becomes easier and even effective if done in groups and with maximum efforts from all group members.

•​**Practical Skills**

The Internship programme has given me chance to link theory with practical on the field, and have exposure to the latest technologies, opportunities to interact with a large pool of experienced professionals on the field, and has also given me a deeper insight to the overall operation, as well as provide a valuable assistance in the completion of my internship program. This internship program was exactly what I needed to nurture practical skills.

* **Preparation of procurement plan.**

This attachment has helped me to get the practical and better understanding of how procurement plan is drafted, accepted and approved by entity tender committee (ETC). Because procurement plan is drafted by the procurement unit. This is possible when need assessment, market survey, budgeting and performance compliance is done.  
**• Self-Management**

The industrial internship programme has given me insight to my own personal life and my daily activities. I have been able to learn how to manage my time and schedule my daily activities so as not to interfere in my duties at the workplace. I have also learnt to be at the workplace on time, be punctual and also approach every task with the best of my ability and the standard of professionalism I emulate from my bosses.

# **CHALLENGES FACED**

# The main challenge I faced was the terminologies used in the facility. When writing memos, you have to title it based on the items, and I didn’t know where each item belonged to at the beginning of my internship, I struggled a bit before I got to know all that.

# **RECOMMENDATION AND CONCLUSION**

## RECOMMENDATION

To improve the services delivered by Wa Municipal Hospital, I recommend the following, to be critically observed by management;

1. Hospital bills should be made simple and easy to pay. A patient should not go through stress and difficulties before paying bills because of the cumbersome system of the hospital.

2. Management, Doctors/nurses and any other supporting staff dealing directly with patients and caretakers should treat them with respect and humility.

3. Management has to pay it’s suppliers on time, to avoid any legal issues or luck of trust.

## CONCLUSION

This report contains the multi-task I performed during my internship at Wa Municipal Hospital. It explains the company’s history down to their responsibility to the state. Wa Municipal Hospital is a state owned organization which provides primary health care to people in the Wa Municipal and beyond. During my internship period, I performed these tasks; Memo writing, making photocopies, writing of minutes, filing, LPO writing and writing award of contract(summary sheet) using excel.

All these activities impacted positively on my studies, attitude, skills and career plan. My goals of correlating the knowledge gain in the classroom to the working environment as well as gaining good working experience and skills at work field were achieved successfully.

**To the university**

The university should help students in selecting organizations for their internship and more efforts should be made for effective supervision of students during the internship.

The university should carry out constant supervision and monitoring of students during their internship program so as to encourage them to perform their duties fully and accurately. By so doing, the academic supervisor and field supervisor will foster an appropriate assessment of what the interns are doing in the field