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**ADVANCED SCHOOL OF SCIENCE (ADS)**

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**Performed at**

**MOHAMED ALHASSAN GANA EXPERT LTD**

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**In partial fulfillment of the requirements of the Bachelor of Science (BSc) in Computer**

**Science**

**Report of internship**

**11th of April 2022…26th july, 2022**

**Date submitted: 11th August, 2022**

**ACKNOWLEDGEMENT**

This dissertation would not have been possible without the guidance and the help of several individuals who in one way or another contributed and extended their valuable assistance in the preparation and completion of this study. I would like to express my gratitude to Accra Institute of Technology, AIT for including internship program as a part of the prerequisite for graduation which has provided an opportunity for students to gain practical working experience in organizations. My first and foremost appreciation goes to God Almighty by whose grace this internship has been completed. I wish to express my greatest gratitude to my family and entire staff and management of M.A GANA EXPERT LTD (IT department) for their support and encouragement. I also wish to acknowledge with thanks my supervisor, MOHAMED ALHASSAN for his time, patience, guidance and brilliant contribution to the successful completion of my internship work at M.A GANA EXPERT LTD (IT department).

ENDORSEMENT

I hereby declare that this report is written by me and I claim it to be my own work towards the IT Internship under Computer Science and that, to the best of my knowledge, it contains no material Previously published by another person nor material which has been accepted for the Award of any other degree of the University, except where due acknowledgement has been made in the text.

Felicienne Ahlonsou Yeyinou ............................. .....................................

Signature Date

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**EXECUTIVE SUMMARY**

During the internship at MOHAMED ALHASSAN GANA EXPERT LTD, the IT division had provided an enriching experience at both the personal and academic level. The project title for the internship report is **Installing network infrastructure, support and maintenance** at M.A GANA EXPERT LTD. During my internship I gained practical knowledge on how the IT division of an organization as little as M.A GANA EXPERT LTD operates and coordinates its activities to ensure smooth functioning of the organization at all levels by ensuring the right number of people which are available at the right time to do the right job. I have also gained insight into the working culture of the organization and observed how the company handles its employees with value and empowerment to ensure they are motivated to give their best to the organization.

This report contains a brief background of the company, mission and vision statement of the organization, the department I worked for during my IT program, my preferred responsibilities or duties, the challenges I faced while working in the company, and the impact of the internship program to my life and to my area of specialization. This report examines the use of training and development as a means to increase employee performance in an organization. In this report you will find some recommendations of where the hospital should improve on to create a better working IT environment.

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**CHAPTER ONE**

**GENERAL INTRODUCTION AND BACKGROUND OF THE ORGANIZATION**

**1.1 INTRODUCTION**

Internship is similar to apprenticeship through which college and university undergraduates in their free time increase their knowledge and expose themselves to the world of work. The interns’ during their internship program have the chance to expand familiarity in their chosen profession, develop professional network links and build interpersonal skills that would help them to standout during and after school.

Industrial attachment/internship is a scheme for practical training which is aimed at exposing students to the practical aspect of the theory they have been taught in class. The program is designed to give students exposure to the professional world. Internship program is a very significant stage in the journey towards a attaining a bachelor’s degree. The length of internship program could be three or six months. The experience that an intern gets during the internship period will make them more relevant and professional in their future job.

The AIT mandatory internship program is designed to ensure that students are exposed to the happenings of the industry they are hoping to one day enter into and also to ensure that they meet the industry demand in terms of professionalism and experience in their various fields of study.

I began my internship at M.A GANA EXPERT LTD., from 11th April, 2022 and finished on the 26th of July 2022.

**1.2** **Background of the Company**

The company was founded in the 2010 and was established also in 12th July, 2010 by MOHAMED ALHASSAN. It is mainly focused in constructions of goods and supply of goods but also provides cleaning services. It has been a successful company running for more than 5years. Its headquarters is at Tamale with only one branch in Tema.

**1.3 Mission Statement:**

To improve continuously the quality of goods and enhance customers satisfaction in a cost-effective manner

**1.4 Vision Statement**

* To improve the technical and managerial skills, knowledge, competences and capabilities of all staff.
* To boost staff morale, commitment and satisfaction through motivation.
* To enhance the company’s ability to attract and retain adequate and competent staff.
* To make efficient supply of unique competencies of the goods and other allied products.
* To ensure positive and mutually beneficial relations with external collaborators other organizations and individuals.
* To improve relations with the general public and immediate community and capacity for Monitoring and Evaluation.

**1.5 Objectives of the internship**

The following are the purposes of an industrial internship as stated below;

* To give students exposure to practical aspect of theory taught.
* To give students the chance to test their theoretical knowledge.
* To provide smooth transition from the school to the professional scene.
* To give students the chance to understand the various Human Resource practices.
* To be able to determine which area or sector of employment you can best be put in.
* Helps student identify their strengths and weaknesses so they can work on them.
* Helps improve one’s confidence level at work.

**1.6 Services of the Organization**

**For our valued Clients / Patients, we will**

* Do the right thing, the right way at the right time.
* Use the right person, with the right skill and right attitude.
* Provide services that meet the patients’ expectation.
* Provide services using the right things.
* Provide services that are value for money, cost efficient and cost effective.
* We provide services that are supported by evidence.
* Partner with others in the interest of improving patient care outcomes.
* Support the community to better manage their health.
* Continuously study and find ways to improve on the care we provide.

**To our dedicated and committed employees, we will**

* Provide opportunities for employees to function as human beings rather than as ‘just’ resources to be used.
* Provide opportunities for each employee, to develop their full potential.
* Provide opportunities for employees to influence the way they relate to their work and the hospital.
* Create an environment in which it is possible, for employees to find exciting and challenging work.
* Treat each employee in such a way that their individual set of needs, important to their work and life, are recognized and met.

**1.7 Structure of the organization**

To ensure the smooth execution and operationalization of its functions, Departments and Units have been created within the Service to ensure efficiency and effectiveness in the discharge of these duties.

The company has been conferred with the powers to operate as a semi-autonomous organization. The company draws direction from a Management Board charged with the responsibility of giving broad guidance for its smooth administration.

Running the daily affairs of the company is vested in the Chief Executive, who is assisted in his duties by the Directors are of Finance, Administration, Human Resources and General Services for the goods.

Administrative power is headed by the Chief Executive to ensure the smooth and effective operation of the company.

**1.8 Objective of the Study**

* This study helped me as an intern to have a full knowledge of my duties and responsibilities as a Computer Science student.
* It served as a guideline in my field of profession.
* This study helped me know the practical aspect of computer science and how to learn valuable work skills and gain useful experience in an IT organization.
* This study has helped me to develop some valued skills such as teamwork, effective communication skills and attention to details.

**CHAPTER TWO**

**THE DEPARTMENT I WORKED AND MY SPECIFIC DUTIES**

1. **The IT Department**

The IT department I worked for in the company keeps the computer systems up and running on a daily basis. They provide training to all company personnel so they avoid falling victim to hacking or other spam detection scams that could cause the organization to collapse. They purchase any and all of the equipment needed: computers, printers, phones, iPads or Surfaces, meeting room equipment, conferencing systems, etc. They interface with the owner’s, design teams, subcontractor’s and other various vendor’s systems for the smooth conveyance of critical project information. They also interface with external infrastructure providers such as the local cable companies, data storage, and other service providers. When I first started my intern at the company I was asked by my supervisor to just watch and see how things are done and for one week I did nothing, just watching and learning. To be honest it was interesting but difficult task to do. But due to my program (computer science) and all I have learned so far in School, the intern had to put in all his best and to prove to the department how good he can be.

* 1. **It’s vision, objectives and Mission**:

The vision of the IT department is to become the hub of IT services for the in Ghana which is why they provide the best services to the organization. The main services they provide include;

* Provides the departments with IT necessary services in assisting the company staff to manage and care for customers.
* They provide services in Teaching/Supervising students and assistants’ Students and Interns.
* The IT Department are also responsible for desktop support and running the help desk like take phone calls when users have issues and help to work through a solution or escalate to elsewhere as the first port of call.
  1. **Objectives**:
* Using information communication technology and other emerging technology to support, improve and transform construction/supply of goods in the company and beyond.
  1. **Mission:**
* Ensuring the IT departments run smoothly in the company.
  1. **My Duties and responsibility**
* Network Troubleshooting
* Responding in a timely manner to service issues and requests
* Providing technical support across the company (this may be in person or over the phone)
* Monitoring and maintaining computer systems and networks
* Testing new devices.

**CHAPTER THREE**

**THE OVERALL INTERNSHIP EXPERIENCE AND THE IMPACT OF THE INTERNSHIP PROGRAM**

* 1. **Relevance of Internship to the intern’s program of study**

As a Computer Science student, the internship was really helpful to me in my choice of study. Computer Science as we all know is the study of computers and computational systems. Unlike electrical and computer engineers, computer scientists deal mostly with software and software systems; this includes their theory, design, development, and application. The most important aspect of computer science is problem solving, an essential skill for life. Students study the design, development and analysis of software and hardware used to solve problems in a variety of business, scientific and social contexts.This whole duty of the Computer Scientist in an organization boils down to the whole organization in the sense that the department controls the entire organization. The internship helped me to understand my duties as a Computer Science student and how I can apply these duties in any organization. To me I will say all the courses I have learned so far helped me but the following are the major courses that helped me during my internship:

**C210 (DATA COMMUNICATIONS & COMPUTER NETWORKS II):** Data communications refers to the transmission of this digital data between two or more computers and a computer network or data network is a telecommunications network that allows computers to exchange data. The physical connection between networked computing devices is established using either cable media or wireless media. The best-known computer network is the Internet. With the help of this course thought in school, it was easy for me to understand the practical aspects of data transmission (used in computers in computer buses and for communication with peripheral equipment via parallel ports and serial ports) and how computer networks work (exchange of data. The nodes of a computer network may include personal computers, servers, networking hardware, or other specialized or general-purpose hosts. They are identified by hostnames and network addresses. Hostnames serve as memorable labels for the nodes, rarely changed after initial assignment. Network addresses serve for locating and identifying the nodes by communication protocols such as the Internet Protocol).

**CS304 (Operating system):** An Operating System (OS) is an interface between a computer user and computer hardware. Regardless of what device an operating system runs, what exactly can it do? That is the question I mostly ask myself. But with the help of this course, I was able to understand that an operating system is a software which performs all the basic tasks like file management, memory management, process management, handling input and output, and controlling peripheral devices such as disk drives and printers. So, during my internship with the help of my supervisor, I was able to fix issues related to operating system and also some systems require you to install/update new OS also.

**CDES (Career development):** Another course is Career Development Studies. Critical thinking which is a key area had to do with me thinking on my feet when am faced with some particular situation. Critical thinking also enabled me understand how others think as well as how my own thinking process works. Career Development Studies also helped me in the area of Time management, for the purpose of meeting the demands of the officer-in-charge at the account main office, the intern learnt how to manage time and to complete her duties on schedule.

The internship program helped to develop some necessary skills which are needed in my program of study and which is the interpersonal communication skills. And also, I learnt how to work under pressure and still achieve the desired result.

With these 3 months internship program I enrolled in, I have been able to understand and know what my program of study is all about and how effective I can be.

* 1. **Challenges Faced During My Internship**

I encountered some challenges during my IT program. Transportation was one of the biggest challenges I faced in the course of my industrial training. The distance from where I lived to where the company is located was really far and discouraging that I almost quit the training. The internship program was stressful, because I had to resume work by 7:30am in the morning and close by 5pm in the evening, coupled with the traffic during the morning hours and when returning in the evening which prompted me to live home a little bit earlier in order to avoid being stuck in traffic.

* 1. **Uses of training and development as a means to improve employee’s performance in and organization.**

Training and development in an organization is very necessary in order for the employees to improve their performance. Training helps old employees to have better knowledge on new technologies brought into the organization and how to use them and also it helps new employees to have a solid idea of what the organization stands to achieve and to know their purpose and task within the organization.

In M.A GANA EXPERT LTD, I was so happy to know that during my internship the management spend money on training programs for workers. They believe that in order for them to maintain quality services, its workers must undergo several categories of training to increase the knowledge and skills of the workers so as to help them achieve efficiency and effectiveness which would lead to greater service delivery.

Training and development help to ensure that organizational members possess the knowledge and skill they need to perform their jobs effectively, take on new responsibilities, and adapt to changing conditions.

Training is indispensable to employee efficiency especially with the growth and modernization of technology in the world today. Training is essential for better labor utilization and planning of organizational goals.

**3.4 Impact of the Internship Program**

Despite the challenges the author encountered, the industrial training program impacted my life and also enabled me to gain experience in my area of specialization. I can bodily say I have an experience of working in a company.

During my internship program at the above-mentioned organization, the intern learnt lots of things among which was how effective training and development is to an organization and its importance.

The author learnt the duties and responsibilities of the HR department in an organization and how to go about its duties; the intern was able to learn the act of being disciplined and articulate while working. The intern also learnt how to deal with workers in an organization. In an organization you have different employees with different background and life experiences so you have to know how to go along with them and not interrupt the flow.

**CHAPTER 4**

**DISCUSSION, CONCLUSION AND RECOMMENDATIONS**

**4.1 Discussion**

My primary observation at M.A GANA EXPERT LTD was the level of seriousness and professionalism displayed by both staff and management of the company. Both staff and management are always on time and ready to serve patients.

According to my observation, the company has great strength in the area of customer’s service. Customers are treated with utmost priority. Management has made it a point to ensure that all employees have some level of customer’s service regardless of their position in the customers.

Employee well-being is also a matter of great concern to management. Employees of the company are well paid and they also enjoy a range of other benefits in the form of health care and other benefits.

Other areas I observed are summarized below;

Idea Generation: Since two heads are better than one. Team work enhanced the presentation of more ideas because the student had a different perspective about a given assignment.

Training and Development: At M.A GANA EXPERT LTD l believes in the career development of all the employees of the organization and puts paramount importance on training and development. The training exercises are job specific; that is an employee who is in IT department is given training on that area of expertise and one anyone who wants training in any department is given training on that provision. They use different kinds of training such as on-the-job training and off-the-job training. The purpose of the training is to increase capabilities, skill and knowledge of employees to make them more efficient. From this both the employee and employer can reap benefits as employees can further develop themselves and this in turn will help the organization reach its goal.

High level of co-operation: Working as a team increased the degree of cooperation among the interns since there was idea sharing.

Timely accomplishment of tasks: once the work was done, there was assurance that the task will be completed at the right time since everyone participates in a given task.

**4.2. CONCLUSION**

It was an absolute and worthwhile experience working at M.A GANA EXPERT LTD. The friendly and welcoming staff and the space they have created for a trainee/intern allowed me with ample opportunities to learn and be more aware of myself as a worker. This experience brought out my strength and also the areas I needed to improve on. It added more confidence to my professional approach, built a stronger positive attitude and taught me how to work as a team player.

The primary objective of an internship is to gather a real-life working experience and put their theoretical knowledge in practice. I am grateful to the entire team of the IT department in M.A GANA EXPERT LTD for their unprecedented support to make my working experience truly rewarding. Especially working in this department made me realize my competencies and level of understanding regarding the study computer science. On completion of this internship period, I came to know about the importance of a computer scientist and the role of the IT manager, Training Executive, IT Senior Supervisor and IT Senior Assistant in an organization.

As an intern, though I had a limited time to work, I was able to managed grab plenty of experiences within a short period of time. I made the best of every opportunity I was given and made the utmost use of my abilities and knowledge to fulfill all my responsibilities. I could implement my academic skills into practice and my efforts were highly acknowledged. I noticed some gap between my theoretical knowledge and real-life practice and the managerial level staff members were quite open towards upgrading current approach, which was extremely motivating.

Hence, I can sum up by saying that my internship experience was a milestone to my academic and professional experience. I thoroughly enjoyed the challenges that came along every single day. The lessons that I have learned will be a valuable one for my future endeavors as well.

**4.2. RECOMMENDATIONS**

Working at GANA EXPERT LTD was a great experience for me. I have learnt many things throughout my internship period. Based on my little knowledge and experience in the company, below are the few recommendations I have;

I hereby recommend that the management of M.A GANA EXPERT LTD should provide the IT department with necessary facilities like more monitors and also necessary devices to carry out their task.

I would also recommend that the closing time should be moved to 4pm instead of 5pm to enable workers go home on time and rest so as to come to work early the next day.

To increase the rate of work efficiency they need faster monitors with user friendly operating systems. Training of employees will also be a good idea considering the continuous advancement in the technology the company uses.

Finally, I’ll also recommend that Accra Institute of Technology and in particular the department in charge of industrial attachments, to come up with ideas that will make the internship program more attractive and less of a burden for students. This is because many students go through a lot of trouble finding places to undergo their internship especially the foreign students but if the school can come up with an agreement with some of these organizations it will go a long way to help.

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