

INTRODUCTION

The On-the-Job Training (OJT) program in the Philippines is designed to be a transformative experience for IT students. It's not just about learning new technical skills, but also about understanding the dynamics of a professional workspace. Students learn to communicate effectively, work in teams, meet deadlines, and handle pressure, all of which are essential skills in the IT industry. It's a journey of growth, discovery, and self-improvement that prepares students for the exciting challenges that lie ahead in the world of Information Technology.

City of General Trias Doctor Medical Center (CGTDMC) is a private hospital located at Brgy. Manggahan General Trias Cavite. CGTDMC is composed of more than 40 medical doctors as founding members and distinguished medical staff of more than 100 physicians, all of whom are experienced and recognized experts in their various fields of specialization and administration. All of these physicians, some of whom are internationally trained, have passed a strict credentialing process. The medical staff is supported by an organization composed of allied medical and administrative staff, many of whom have honed their expertise.

At CGTDMC, students are given the opportunity to work on real-life projects under the guidance of experienced professionals. This exposure to the practical aspects of IT helps students understand the industry better and gives them a clearer picture of their career path. They get to explore different areas of IT, discover their interests, and identify where their strengths lie.

Objective of the Student Internship

The main goal of On-The-Job Training (OJT) is to help students get ready for the job. It's a hands-on way to learn new skills and knowledge that are needed for work. Enhancing confidence is the first goal of on-the-job training. Increase confidence in abilities by completing the activities and receiving feedback. Being more productive at work can be helped by this. OJT is a practical approach to acquiring new competencies and skills needed for a job in a real, or close to real, working environment. The hands-on approach equips individuals with technical competencies and instills responsibility and professionalism. OJT encourages proactive learning, adaptability, and prepares participants to navigate challenges and seize opportunities in their chosen fields. The goal is to empower individuals to contribute effectively from day one, ensuring a smoother transition into the workforce and enhancing overall employability.

Significance of the Student Internship

Student internships hold great significance in a student's career. They give students hands-on experience in companies related to their academic discipline. In training students how to apply their academic knowledge in practical situations, this hands-on experience not only improves their understanding of the subject matter but also prepares them for working life. Additionally, internships give students a chance to develop soft skills—like problem-solving, collaboration, and communication—which are highly appreciated in the workplace. Internships can sometimes lead to full-time job offers. Employers often use internships as a way to test out potential employees. If students perform well during their internship, they may be offered a permanent position.

Time and Place of the Student Internship

The student internship commenced on March 25, 2024 and concluded June 14, 2024. The training was conducted at the City of General Trias Doctor Medical Center (CGTDMC), located in Brgy. Manggahan General Trias, Cavite. The student intern's onsite set-up. The training starts at 8 AM until 5 PM, Weekdays, and Saturday. We must achieve 486 total hours of OJT training.

THE HOST TRAINING ESTABLISHMENT

Location of the Establishment

The establishment is conveniently located in the City of General Trias Doctor Medical Center (CGTDMC), at Brgy. Manggahan General Trias, Cavite.

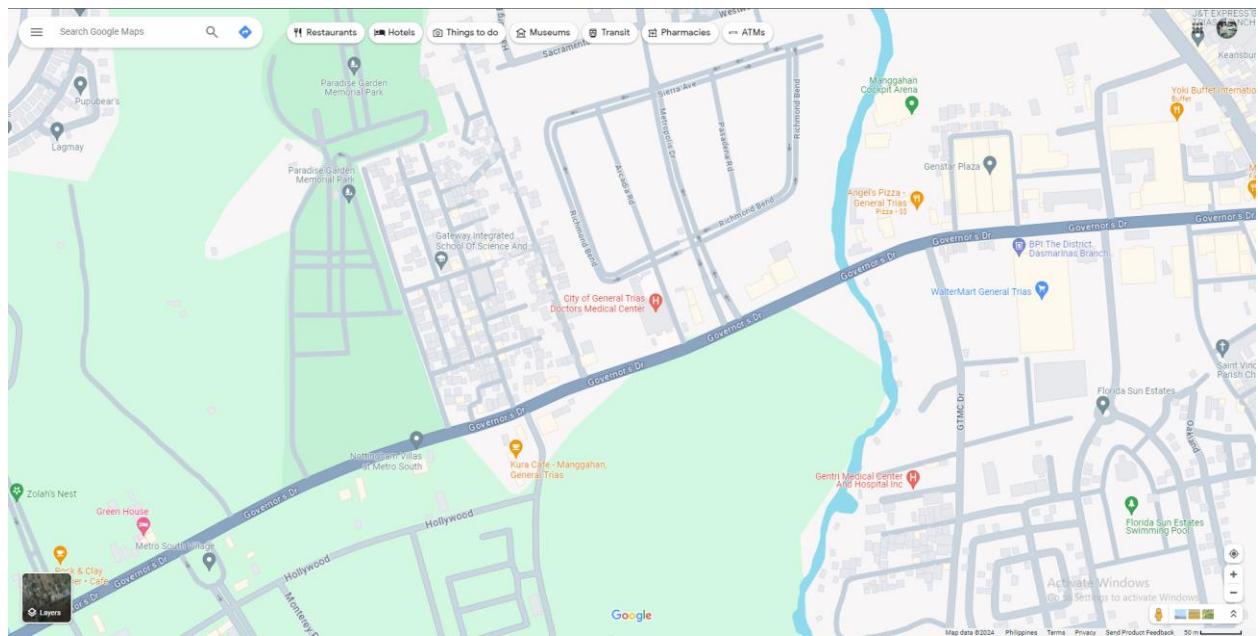


Figure 1. Maps in City of General Trias Doctor Medical Center (CGTDMC), at Brgy.

Manggahan General Trias, Cavite.

Profile of the Host Training Establishment

In 2010, Dr. Ireneo G. Lumubos, Jr., together with Dr. Ricardo M. Beroncal and Engr. Angelito S. Angeles Initiated the organization of Gentrif Doctors Medical Center. The main objective was to establish and operate a tertiary hospital as "A Healthy Investment for the Future". This is a concrete manifestation of their desire to serve and give back to

the community they vowed to serve. The local government of General Trias, Cavite headed by Honorable Mayor Luis "Jon-Jon" A. Ferrer, IV approved and supported the project. Forty five distinguished doctors and professionals were chosen and invited to be founding members of the institution. The first fifteen-Board of Directors was elected to govern and implement the project. Through the manifold blessings and guidance of the Great Architect of the Universe, success and realization of the project was achieved.

The hospital was formally opened and inaugurated on August 11, 2013. Currently, the institution offers a lot of services such as medical consultations, diagnostic procedures, surgeries, and specialized treatments. It also provides emergency care, intensive care, and outpatient services. The hospital is equipped with state-of-the-art facilities and technology to ensure the delivery of high-quality healthcare services. The medical staff consists of highly trained and experienced doctors, nurses, and healthcare professionals dedicated to providing compassionate and comprehensive care to patients. The hospital also conducts community outreach programs and health education campaigns to promote wellness and disease prevention.

Vision and Mission Statements of the HTE

City of General Trias Doctor Medical Center Vision

By 2030, the City of General Trias Doctor Medical Center envisions itself as a level-3 medical center providing innovative and highly specialized diagnostic and therapeutic services in Cavite.

City of General Trias Doctor Medical Center Mission

To provide a safe and integrated medical care attuned to the highest clinical and

ethical standards by a team of dedicated and dynamic care specialists.

Organizational Structure of the HTE

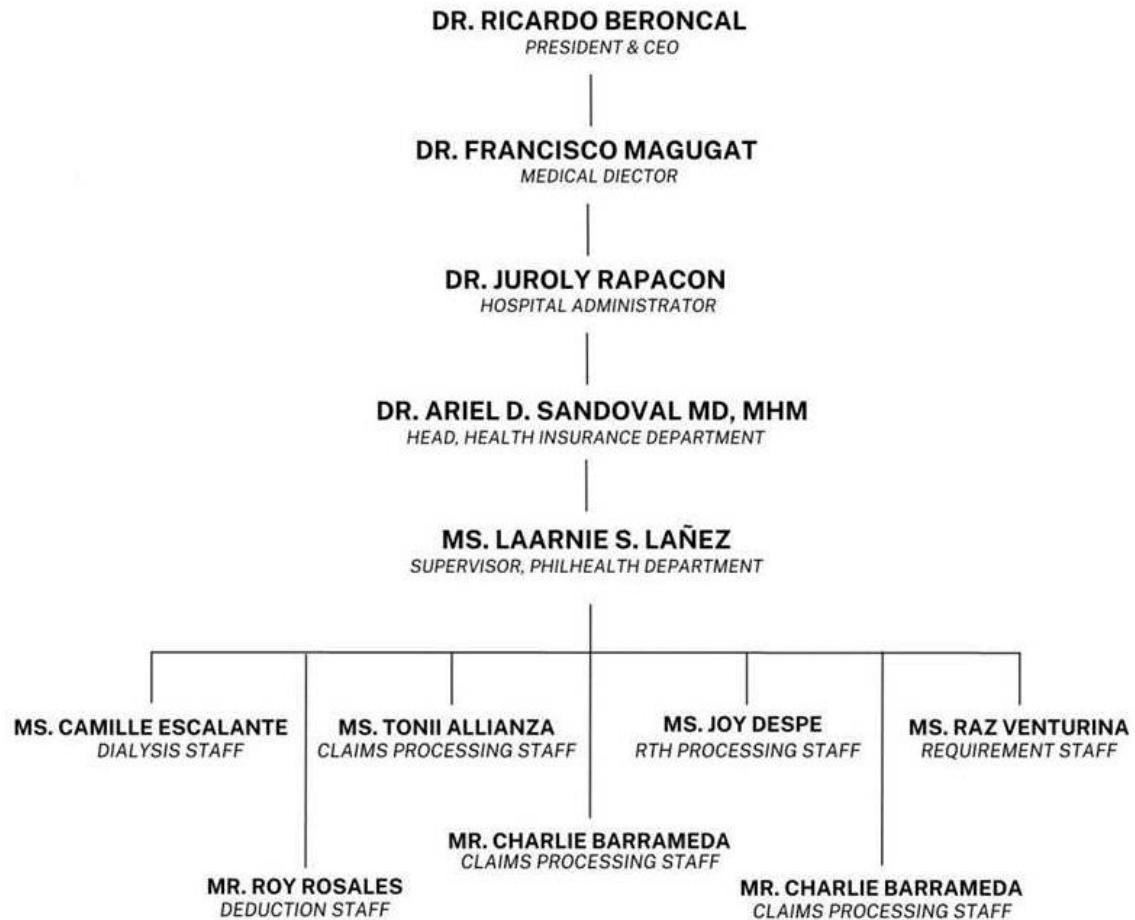


Figure 2. Organizational Chart

THE TRAINING AREA

Department Functions

IT Department Head. Responsible for overseeing the technological infrastructure and operations within an organization, the IT Department Head plays a critical role in driving innovation, efficiency, and security

IT Supervisor. Responsible for leading a team of IT professionals and ensuring the efficient functioning of IT systems, the IT Supervisor plays a crucial role in maintaining technological operations within the organization.

IT Staff. The person who supports various aspects of the organization's IT infrastructure and assists users with technical issues is the IT Staff, responsible for ensuring smooth operation of technology resources

Organizational Structure of the Department, Functions, and Responsibilities



Figure 3. IT Department Organizational Chart

Facilities

The facilities in the department are well-organized, including the computers, cctv and computer network. The environment is clean and peaceful, and there is an internet connection available.



Figure 4. IT Department facilities

Equipment

Our equipment inside the company includes a toolbox for network cabling maintenance, spare computer peripherals such as mouse and keyboards for setting up computers, and for troubleshooting and Wi-Fi.



Figure 5. Hardware tools for Troubleshooting

This is the intern's toolkit for network troubleshooting, including a crimping tool, network cable tester, RJ45 connectors, and spare CAT 5 or CAT 6 cables.



Figure 6. Computer

This computer is used for editing with software like Adobe Photoshop CC, coding, and encoding data. It supports creative design, multimedia production, software development, and data management activities.

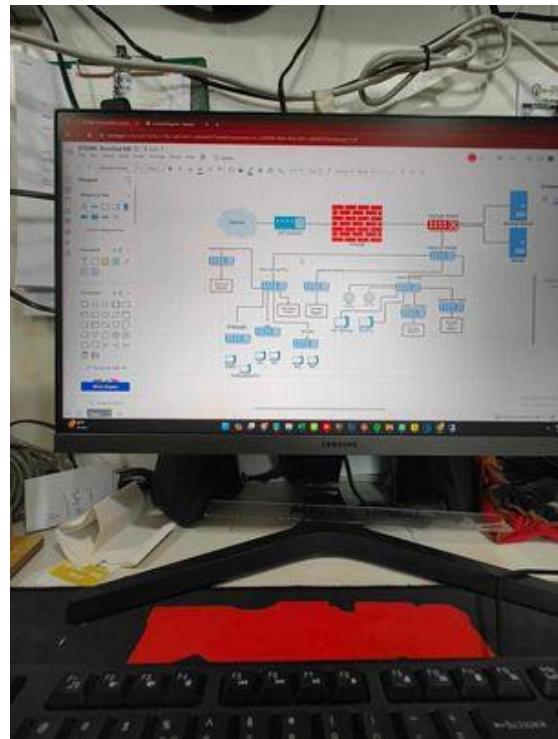


Figure 7. Software ISP connection

This software streamlines the creation of ISP connections by automating tasks typically assigned to interns. It enhances efficiency, reduces errors, and ensures seamless integration of all components for strong internet service provider connections.

THE TRAINING EXPERIENCE

The Training area includes the tasks performed or activities assigned, also the observed strength, and the problem encountered by the trainee.

Task Performed/Specific Task Assigned

The main tasks of the trainee are to support the IT infrastructure of the City Of General Trias Doctors Medical Center, like maintaining hardware and software systems, providing technical support to staff, ensuring the security of data and networks, and layout or editing the publication materials for advertisement. Additionally, a task related to printing troubleshooting and networking, cabling the internet could be diagnosing and resolving connectivity issues, managing network resources.



Figure 8. Editing picture

Observed Strengths of the Training Area

The City of General Trias Doctors Medical Center embodies a culture of approachability, offering clear guidance to On-the-Job Training Students, empowering them to excel in their assigned tasks. The host training establishment has a positive and diligent faculty staff with a friendly and approachable demeanor. They adhere strictly to company rules and regulations. However, there are occasional communication lapses, particularly in transmitting urgent information or updates. Implementing clearer communication protocols or regular team briefings could address this issue. To enhance efficiency and improve communication, General Trias Doctors Medical Center should implement clearer communication protocols or hold regular team briefings. This will empower On-the-Job Training Students, providing them with clear guidance and a supportive atmosphere.

Daily Journal

Day 01: 25, March 2024

On our first day at the General Trias Doctors Medical Center, we met our guide and the staff. We all took turns introducing ourselves and got the overview on how the training works, along with the rules and guidelines we need to follow while we're here. It was a straightforward start, just getting to know the place and what's expected of us at the company.



Figure 9. Starting Trainee seminar in General Trias Doctors

Day 02: 26 March 2024

The senior IT Staff guide as to how to manage the cctv and how to secure it. It ensures that the CCTV will be used by the IT also and not to show it or not take a photo or video without the permission of the Human resources.

Day 03: 27 March 2024

This is my third day. The senior IT staff in our company told me to go to the billing office and fix the printer. My first step is to check why the printer is not working and is not connected to the PC. That's why I connected the IP configuration of the printer to the computer, and it was also connected to another PC.

Day 04: 28 March 2024

Our day was marked by a comprehensive departmental tour aimed at managing the brand of switches and documenting deployment dates. And to editing again the layout of publication materials for advertisement

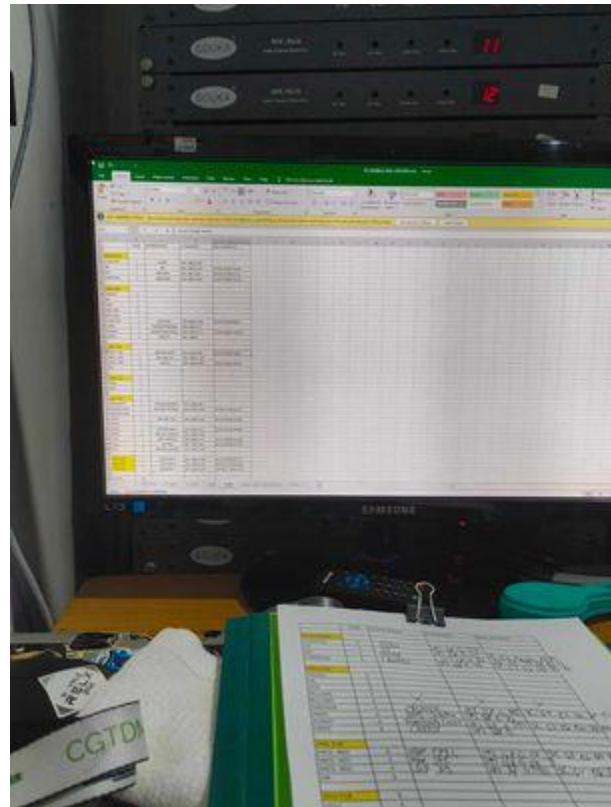


Figure 10.Documenting the IP address for the other department

Day 05: 29 March 2024

Today, my task is to display the video from the four TVs on one large screen at the entrance of the first floor of the company. I need to connect the screens of the four TVs and troubleshoot why there is no sound. We solved the sound problem and also fixed the printer.



Figure 11. Fixing the problem

Day 06: 30 March 2024

Today, we took care to clean a server rack, making sure not to disturb any of the sensitive components. I have to admit, I was a bit nervous because of how important the equipment is, but it was really important to make sure everything was properly cleaned.

Day 07: 01 April 2024

It has been almost a week since I started my OJT. My main responsibility is to create identification cards for hospital employees. I use Adobe Photoshop to design the cards, incorporating their signatures and photos. Once I'm finished, I submit the IDs to the Human Resources Office. (Figure 8.

Day 08: 02 April 2024

Today, I had an exchange with a connectivity issue on one of the computers. I started by troubleshooting the problem and found that it was not connecting to the network. After identifying the issue, I replaced the faulty RJ45 connector with a new one. After replacing the connector, I tested the computer's connection to the network to confirm that the issue was resolved.

Day 09: 03 April 2024

Today, I have the task of setting up a new printer for each department, deploying each one individually, and installing the required application for the printing process.



Figure 12. Installing application

Day 10: 04 April 2024

The Nursing Service Office called to report a printer error, so we went to fix it. We found that the printer was not connected to a computer, which was causing the problem. We are currently connecting the computer to resolve the issue with the printer's IP address placement.

Day 11: 05 April 2024

Currently, my top priority is to meticulously maintain and thoroughly clean a miniature computer system and the accompanying system units used by our esteemed client teams. This is essential to ensure their operational efficiency and reliability, which play a crucial role in facilitating seamless productivity.

Day 12: 06 April 2024

Today, my task is to check the stock at the IT office and determine if the keyboards, printers, computers, and mouse are still operational. I will mark them as "working" or "not working" accordingly. Any items that are not working will be taken to the purchasing office.

Day 13: 08 April 2024

We installed a new mini computer for the marketing department, set up internet cabling, fixed a wire connection, and checked for loose connections using a LAN network cable tracker.

Day 14: 11 April 2024

We encountered a blue screen problem with our system unit. To resolve it, we first backed up the HDD to ensure we didn't lose any data. We then replaced the problematic

HDD with a new one using a docking station. After this, we proceeded to install a fresh operating system on the new HDD. This process successfully resolved the issue, and the system unit is now functioning properly.

Day 15: 12 April 2024

Today, we upgraded the system unit in the president's office, installing Windows 11. Additionally, we performed internet cable management and configured an IP for internet connectivity. Alongside this upgrade, we meticulously managed the internet cables, ensuring optimal organization and functionality. Furthermore, we configured a dedicated IP address to establish seamless internet connectivity for the office.

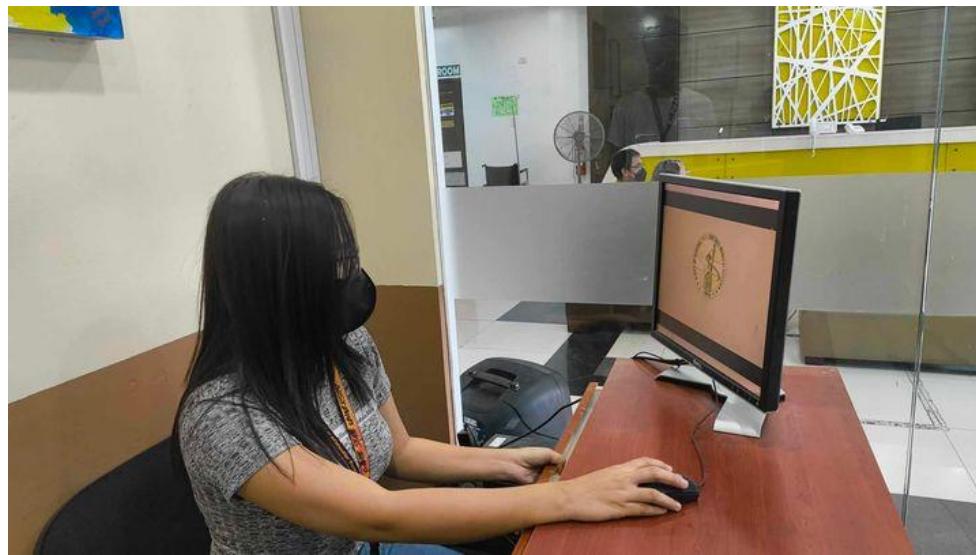


Figure 13. Installing Windows

Day 16: 13 April 2024

At General Doctors Hospital, I use Photoshop to refine and enhance images and Additionally, I create personalized ID cards, fostering a sense of belonging and facilitating seamless integration into our healthcare community. signatures, ensuring precise documentation and reflecting our commitment to excellence.

Day 17: 15 April 2024

We set up a new mini computer for the marketing department and did cabling on the internet and fixing a wire connection and checking for loose connections using a LAN network cable tracker.

Day 18: 16 April 2024

Today, our department is embarking on a thorough cleaning mission, with a special focus on the stockrooms. Our primary objective is to inspect all items and ensure they are in proper working condition.



Figure 14. Cleaning our stockroom

Day 19: 17 April 2024

Today, we organized an event for General Trias Doctors Hospital. We set up laptops, a projector, checked the system application, and ensured the WiFi was working smoothly. Our goal was to create an environment conducive to effective communication and presentation, ultimately contributing to the success of the event.

Day 20: 18 April 2024

Today, we resolved a Wi-Fi issue on our switch by carefully crimping and reconnecting RJ45 cables. After ensuring secure connections, we restarted the system and installed updates to enhance performance, underscoring the importance of proactive maintenance for a dependable network infrastructure.

Day 21: 19 April 2024

Today, I fixed a printing issue in the Billing department. The problem was that the printer wasn't shared on the main host. I used the command prompt to check the host's IP address and then connected to the printer from another Windows PC using the host's IP address.

Day 22: 22 April 2024

At General Doctors Hospital, I utilize Photoshop to enhance images of new staff, ensuring a professional presentation. Additionally, I create personalized ID cards, fostering a sense of belonging and facilitating seamless integration into our healthcare community.

Day 23: 23 April 2024

Today we are configuring the internet switch hub because there is no internet connection in the other department. We will restart the main router and check for any loose internet connections.

Day 24: 24 April 2024

Today, we organized again an event for General Trias Doctors Hospital. We set up laptops, a projector, checked the system application, and ensured the WiFi was working smoothly. Our goal was to create an environment conducive to effective communication and presentation, ultimately contributing to the success of the event.

Day 25: 25 April 2024

Today, I worked on using Photoshop to enhance pictures for the ID of a new nurse. I adjusted the lighting and contrast to make the images clear and professional. I also retouched any imperfections to ensure the photos looked natural. This task helped me improve my Photoshop skills and contributed to creating high-quality IDs for our new staff members.

Day 26: 26 April 2024

Today, I worked on enhancing a photograph using Adobe Photoshop for a new staff nurse. This involved paying close attention to detail, starting with adjusting the lighting and contrast to bring out the best features of the image. I also carefully retouched any imperfections while making sure the photo still looked natural and professional.

Day 27: 27 April 2024

We had a system unit with a blue screen problem. We fixed it by backing up the HDD, replacing it with another HDD using a docking station, and then installing a new operating system

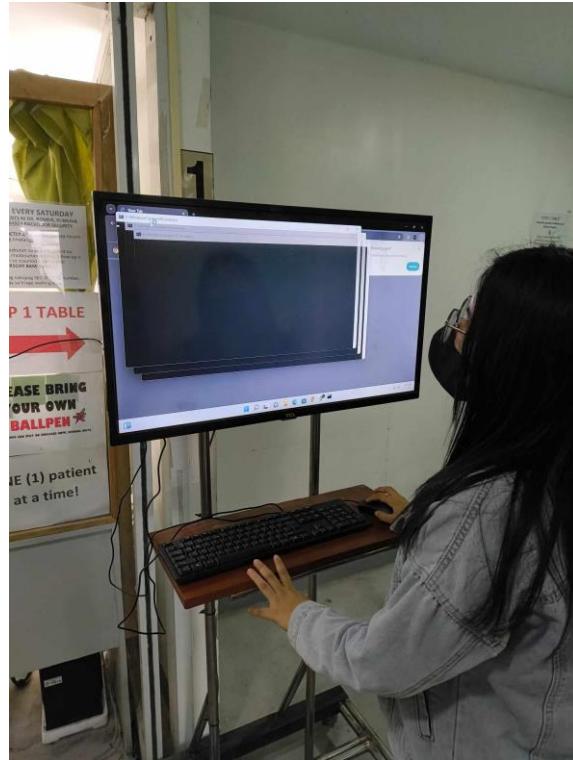


Figure 15. Fixing bluescreen

Day 28: 29 April 2024

Our supervisor has assigned us the task of developing a hospital information website. For this project, we are required to use HTML, CSS, and JavaScript. The goal is to create a comprehensive and user-friendly website that effectively presents all necessary information about the hospital, including its services, departments, and contact details. We will focus on designing a clean and intuitive layout using HTML for the structure, CSS for styling, and JavaScript for interactive elements and dynamic content.

Day 29: 30 April 2024

Today, I was tasked with designing jerseys for the General Trias Doctors for an upcoming intern basketball event. I specifically designed the jersey using their color palette and logo to ensure it would be both unique and representative of their team.

Day 30: 2 May 2024

Today, we cleaned a server rack, being careful not to touch any of the sensitive components. This task made me nervous because of the importance of the equipment, but it was crucial to ensure everything was cleaned properly.



Figure 16. Cleaning the server

Day 31: 3 May 2024

My task today is setting up the computers on the first floor of my company. This is part of my daily routine, which includes checking if there is a need for configuration, maintenance, or repair.

Day 32: 4 May 2024

Today we deployed the system unit working for every department in the building and set up the computer and also connected to the internet. We also do cable configuration and we do crimping for rj45 we use cat6 also in internet cable.

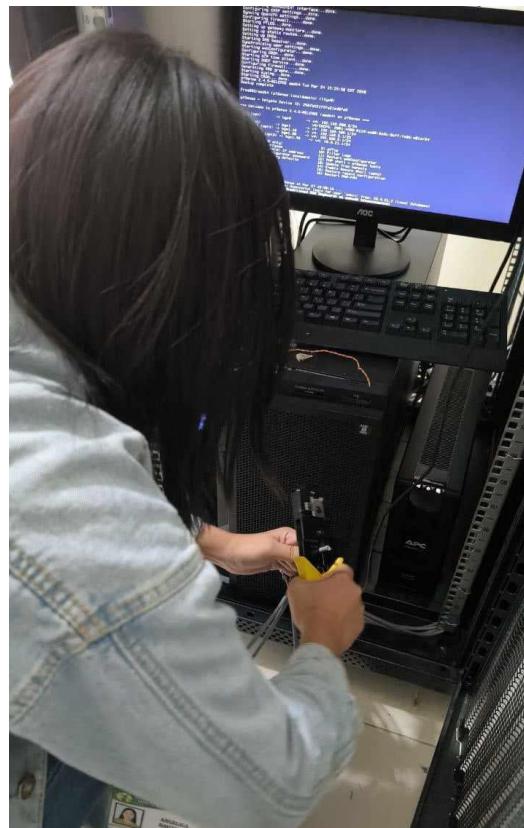


Figure 17. Crimping for RJ45

Day 33: 5 May 2024

Today, our focus was on diagnosing a mini computer glitch. We methodically scrutinized its components, conducting diagnostic tests to isolate the issue. This experience refined our problem-solving skills, emphasizing the value of thorough investigation in overcoming technical hurdles efficiently.

Day 34: 6 May 2024

I set up laptops and ensured internet connectivity for an event on our company's rooftop. This involved careful planning and coordination to ensure all technical aspects were in place for a successful event. I made sure each laptop was fully charged and properly configured with the necessary software and applications.

Day 35: 7 May 2024

Today, I successfully prepared the laptops for a presentation in the president's office. I ensured that everything was in order by checking all connections, testing the software, and verifying that the equipment was functioning perfectly, ready for a seamless presentation.

Day 36: 8 May 2024

Today in the NSO department, we troubleshooted a non-responsive printer by checking connections, updating drivers, and resetting the printer. After that, I addressed a network connection issue by examining router settings and ensuring proper cable connections to restore stability.

Day 37: 9 May 2024

Today, I started with connecting the CAT 5 cable, a crucial step in maintaining the hospital's network infrastructure. This involved careful attention to detail to ensure the cable was securely connected and functioning optimally. Following this, I checked the new system units to ensure they were working correctly, which included powering them on, checking for any error messages, and verifying their connectivity to the network.

Day 38: 10 May 2024

Today, our supervisor instructed us to create an ISP connection diagram to ensure reliable internet access within the company. This is crucial for maintaining seamless communication, supporting online operations, and enabling efficient workflow, ultimately enhancing productivity and improving the overall experience for employees and clients.



Figure 18. ISP Diagram

Day 39: 11 May 2024

Today, I did hardware troubleshooting. We pulled out the system unit and tested it in our department to identify potential issues. After thorough testing, we resolved the problem with the system unit.

Day 40: 13 May 2024

Today, I need to use Adobe Photoshop to edit a picture and signature, creating an ID for a new employee. I'll adjust the photo for sizing, clarity, and background consistency, and position the signature correctly. Using Photoshop's advanced tools, I'll refine the image and signature for a professional look. The final ID will meet all necessary standards for print and digital use.

Day 41: 14 May 2024

Today, I fixed a network configuration issue due to an internet outage affecting all departments. I adjusted the network settings to restore connectivity. Additionally, I resolved a malfunctioning printer by using a resetter for the printing software, ensuring smooth operations across departments.

Day 42: 16 May 2024

Today, I need to set up the laptop, speaker, microphone, and TV for a rooftop presentation celebrating Nursing Day. I'll ensure all equipment is properly connected and configured for a seamless and professional presentation, with clear audio and visual content to enhance the overall experience.

Day 43: 17 May 2024

Today, my task was to enhance a picture using Photoshop. I quickly learned how to improve the picture's quality and precisely remove the background. By utilizing various tools and techniques within Photoshop, I was able to enhance the image's clarity, adjust the colors, and ensure that the subject stood out prominently.

Day 44: 18 May 2024

Today, I worked on troubleshooting printing issues and configuring the network. I handled paper jams, printer connectivity problems, and print quality issues. I used diagnostic tools and troubleshooting guides to resolve the issues. In network configuration, I set up and optimized network settings for efficient data transfer and connectivity, including configuring IP addresses, DNS settings, and firewall configurations.



Figure 19. Fixing a printer

Day 45: 19 May 2024

Today, I worked on using Photoshop to enhance pictures for the ID of a new nurse. I adjusted the lighting and contrast to make the images clear and professional. I also retouched any imperfections to ensure the photos looked natural. This task helped me improve my Photoshop skills and contributed to creating high-quality IDs for our new staff members.

Day 46: 20 May 2024

Today, I continued with hardware troubleshooting of PCs in the electrical maintenance department. I diagnosed and resolved several hardware issues, including faulty RAM modules and malfunctioning power supplies. By systematically identifying the root causes of these problems, I was able to implement effective solutions, ensuring the smooth operation of the department's computer systems. My efforts contributed to minimizing downtime and enhancing the overall efficiency of our electrical maintenance team.

Day 47: 21 May 2024

Today, we focused on installing and configuring the Starlink Wi-Fi system on the 6th floor. This task required careful attention to detail as we set up the equipment and ensured a strong and reliable connection for the entire floor. We meticulously followed the installation instructions provided, troubleshooting any issues that arose along the way. Once the system was up and running, we conducted thorough testing to confirm that it met our performance standards.

Day 48: 22 May 2024

Today, I began by connecting the CAT 5 cable, a crucial step in maintaining the hospital's network infrastructure. This task required careful attention to detail to ensure the cable was securely connected and functioning optimally. By meticulously following the necessary procedures, I ensured that the network connections were stable and efficient, contributing to the reliable performance of the hospital's communication systems.



Day 49: 23 May 2024

Today, my task is to edit the welcoming poster for the basketball player Kai Sotto's visit to Gentri Doctors Hospital using Adobe Photoshop. This involves enhancing the design, adjusting the layout, and ensuring the visuals are vibrant and eye-catching. By using Photoshop's advanced editing tools, I aim to create a professional and visually appealing poster that warmly welcomes Kai Sotto and reflects the excitement of his visit.

Day 50: 24 May 2024

Providing technical support to hospital staff was a key focus, as I addressed various IT-related queries and issues. This involved troubleshooting software problems, assisting with hardware issues, and providing guidance on IT best practices. Clear communication and patience were essential in effectively resolving these issues and ensuring that staff could continue their work without interruption.

Day 51: 25 May 2024

Today, I installed an operating system on a new system unit and set up Windows 10. The process involved verifying that all hardware components were functioning properly before proceeding with a clean installation. After successfully installing Windows 10, I proceeded to install Microsoft Office 2012 applications, ensuring each program was configured for optimal performance. This comprehensive setup ensures the system is ready for efficient and effective use.

Day 52: 27 May 2024

At General Doctors Hospital, I utilize Photoshop to enhance images of new staff, ensuring a professional presentation. Additionally, I create personalized ID cards, fostering a sense of belonging and facilitating seamless integration into our healthcare community.

Day 53: 28 May 2024

At General Doctors Hospital, I utilize Photoshop to enhance images of new staff, ensuring a professional presentation. Additionally, I create personalized ID cards,

fostering a sense of belonging and facilitating seamless integration into our healthcare community.

Day 54: 29 May 2024

Today, our focus was on diagnosing a mini computer glitch. We methodically scrutinized its components, conducting diagnostic tests to isolate the issue. This experience refined our problem-solving skills, emphasizing the value of thorough investigation in overcoming technical hurdles efficiently.

Day 55: 31 May 2024

Our IT supervisor gave us a task to install the new rack server for the company's data. And to crimp RJ45 connectors for the rack server, we also use the T568B pattern for the internet cables.

Day 56: 01 June 2024

Today, I continued with hardware troubleshooting of PCs in the electrical maintenance department. I diagnosed and resolved various hardware issues, such as faulty RAM modules and malfunctioning power supplies.

Day 57: 03 June 2024

Today, I cleaned the CPU to ensure optimal performance and longevity. This involved carefully removing dust and debris from the internal components, which can accumulate over time and hinder functionality. Using appropriate tools, I meticulously

cleaned the CPU fan, heat sink, and other vital parts to maintain efficient cooling and prevent overheating. This routine maintenance is essential for keeping the system running smoothly and prolonging its lifespan.

Figure 21. Cleaning a CPU

Day 57: 04 June 2024

Today, again we organized an event for General Trias Doctors Hospital. We set up laptops, a projector, checked the system application, and ensured the WiFi was working smoothly. Our goal was to create an environment conducive to effective communication and presentation, ultimately contributing to the success of the event.

Day 58: 06 June 2024

Today, I spent time encoding patient data in BizBox to check their current statuses. Additionally, I was responsible for setting up a speaker, laptop, and microphone for a

meeting that will take place in the president's office. Following this, I checked the new system units to ensure they were working correctly, which included powering them on, checking for any error messages, and verifying their connectivity to the network.

Day 59: 07 June 2024

Today was a productive day as our supervisor assigned me the task of being a graphic designer for a system we are developing. I spent time editing videos for each department of the hospital using Adobe software, and then I created layouts in Figma to plan the design of the hospital system.

Day 60: 08 June 2024

I continued my task yesterday to begin a graphic design for a system we are developing. Following this, I checked the new system units to ensure they were working correctly, which included powering them on, checking for any error messages, and verifying their connectivity to the network.

Day 61: 09 June 2024

Today, I spent the day doing graphic design and designing jerseys. I completed the first design for option one, and now I need to create three variants for option two to present to my supervisor for feedback. It feels good to have a tangible sample ready, and I'm eager to see how the designs will be received.

Day 62: 10 June 2024

Today was a productive day as I successfully completed the jersey designs from options one through three. It was a meticulous process, but seeing the finished products gave me a sense of accomplishment. I took great care in ensuring that each design met the standards set by my supervisor.

Day 63: 11 June 2024

Today, I have to utilize Adobe Photoshop to edit an image and signature, crafting an ID for a newly hired employee. I'll resize and enhance the photo for clarity and ensure the background is uniform. Additionally, I'll accurately place and adjust the signature. I'll polish both elements to achieve a professional appearance. The resulting ID will comply with all required specifications for both print and digital formats.

Day 64: 12 June 2024

Today, I dedicated time to completing the design for our website by editing photos of doctors using Adobe Photoshop. Each doctor's picture was personalized with their name and department details. Additionally, I was tasked with editing photos for each department at General Trias Doctors.

Day 65: 13 June 2024

Today, my primary responsibility is ensuring the smooth operation of computers located on the first floor of my company. This routine task involves not only setting up new computers but also meticulously checking existing ones for any configuration issues, performing necessary maintenance tasks, and promptly addressing any repairs that may be required. This daily routine is essential for maintaining productivity and efficiency.

across our workspace. By proactively managing the computers, I help ensure that all employees have reliable access to the tools they need to perform their roles effectively.

Day 66: 14 June 2024

Today marks my final day as an intern at Genti Docs. As I reflect while editing, I realize how much I'll miss this workplace and the memories with the IT staff and fellow interns. Finding comfort in knowing that the IT team will continue the projects we started together, I leave with mixed emotions. Although there's more work to do, I'm thankful for the valuable experience and the chance to make a meaningful contribution to the team.



Figure 22. Supervisor, IT Staff and IT intern

Problem Encountered

The trainee faced several challenges while supporting the IT infrastructure of the City Of General Trias Doctors Medical Center. One major issue was network connectivity problems, ranging from intermittent internet access to complete network outages. These disruptions hindered the smooth flow of important information needed for patient care and administrative functions. Effectively addressing these issues required a systematic

approach, including identifying potential sources of disruption such as faulty cables, misconfigured network settings, or hardware failures. Additionally, printing issues caused delays in producing essential documents like patient records and medical reports. Resolving these issues involved diagnosing printer malfunctions, addressing software conflicts, and ensuring optimal network connectivity for efficient printing operations. By promptly tackling these challenges, the trainee helped maintain the hospital's commitment to delivering quality healthcare services while preserving the integrity and efficiency of its digital infrastructure.

Solutions

The solutions to the challenges faced by the trainee while supporting the IT infrastructure of the City Of General Trias Doctors Medical Center can be approached as follows:

- To resolve network connectivity issues, the IT staff should implement a strong network monitoring system. This system will continuously monitor the network for any disruptions and automatically alert the IT team.
- To resolve the printing issues, the IT staff could conduct regular maintenance of the printers, including cleaning and replacing parts as necessary. They could also update the printer drivers and software regularly to prevent software conflicts. A dedicated print server could be set up to manage print jobs efficiently and ensure optimal network connectivity for the printers.

Over-all Reflections

During my time as an IT intern, I was exposed to a variety of experiences that significantly enhanced my understanding of the IT industry. I was given the opportunity to work on real-world projects, which allowed me to apply the theoretical knowledge I had

gained in my studies. I was fortunate to work with a team of experienced professionals who were always willing to guide and mentor me. This experience has not only improved my technical skills but also helped me develop essential soft skills such as teamwork, problem-solving, and effective communication. The challenges I faced during this internship have taught me the importance of adaptability and continuous learning in the ever-evolving field of IT. Overall, this internship has been an invaluable part of my career journey, providing me with a clearer vision of my future in the IT industry. I am grateful for this experience and look forward to applying the lessons I've learned in my future endeavors.

SUMMARY

The On-the-Job Training (OJT) program in the Philippines aims to provide IT students with a transformative experience, encompassing not only the acquisition of new technical skills but also fostering a deep understanding of professional workplace dynamics. Throughout this program, students engage in learning effective communication, teamwork, deadline management, and stress handling all competencies in the IT industry.

This journey of growth, discovery, and self-improvement prepares participants to confidently tackle the dynamic challenges awaiting them in the evolving realm of Information Technology.

The On-the-Job Training (OJT) program at City of General Trias Doctor Medical Center (CGTDMC) in Cavite, Philippines offers IT students practical experience in a professional healthcare setting. Under the guidance of experienced professionals, students engage in real-world IT projects, enhancing technical skills and workplace competencies. The program aims to prepare students for careers in IT by fostering confidence, productivity, and professionalism. It emphasizes hands-on learning, adaptability, and the development of soft skills crucial for success in the industry. Internships like these not only enrich academic knowledge but also potentially lead to future employment opportunities within the organization.

The student interns at the City of General Trias Doctor Medical Center (CGTDMC) had an incredibly impactful experience over the course of three months. They witnessed the dedication and compassion of healthcare professionals, inspiring them to pursue excellence in their own careers. They not only learned invaluable lessons and made new friends but also gained substantial job experience, providing them with a significant advantage. Despite the challenges they faced, there's no denying that the internship program offered an unparalleled opportunity for the students.

REFERENCES

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<https://maps.app.goo.gl/>

Steve M. (2018) Objectives of an Internship retrieved from

<https://work.chron.com/objectives-internship-1521.html>

On-the-job training (OJT): What, Why and How [Best Practices]. (n.d.). Valamis.

<https://www.valamis.com/hub/on-the-job-training>

APPENDICES



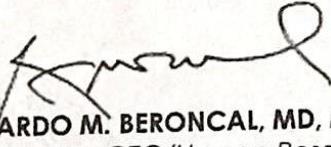
CITY OF GENERAL TRIAS DOCTORS MEDICAL CENTER

HR-COC-2024-14

CERTIFICATE OF COMPLETION

This is to certify that **Ms. Angelica S. Bautista**, has completed the On-the-Job Training (OJT) at the Information Technology Department of **City of General Trias Doctors Medical Center, Inc.** from March 25, 2024 to June 14, 2024 equivalent to 486 hours of training in compliance with the requirements of her course, Bachelor of Science in Information Technology, Cavite State University- Indang Campus.

This certification is issued on the 25th day of June 2024, upon the request of above-mentioned trainee for whatever legal purpose this may serve.


RICARDO M. BERONCAL, MD, MBA, MHA
President & CEO/Human Resources Department Head
Not valid without dry seal

Great Team of Doctors Meant to Care
Governors Drive, Brgy. Manggahan, City of General Trias, Cavite
Contact #: (046) 416-2222 loc. 145 / 0927 614 0605
E-mail: gentridoctors@yahoo.com



SIGNED RECOMMENDATION LETTER

Note: Recommendation letter not found in the HR department.

CITY OF GENERAL TRIAS
DOCTORS MEDICAL CENTER

Governor's Drive, Brgy. Manggahan, City of General Trias Cavite
 Telephone Number: (046) 416-2222

DAILY TIME RECORD

BAUTISTA, ANGELICA S.

BS INFORMATION TECHNOLOGY - CAVITE STATE UNIVERSITY- INDANG, CAVITE

Date	Day	Schedule	Time In	Time Out	Total Time (In hrs & mins.)	Total # of Hours
3/25/2024	Monday	8A-5P	8:00 AM	5:11 PM	9.18	8.00
3/26/2024	Tuesday	8A-5P	7:53 AM	5:25 PM	9.53	8.00
3/27/2024	Wednesday	8A-5P	7:53 AM	5:08 PM	9.25	8.00
3/28/2024	Thursday	8A-5P	8:00 AM	5:00 PM	9.00	8.00
3/29/2024	Friday	8A-5P	8:00 AM	5:00 PM	9.00	8.00
3/30/2024	Saturday	8A-5P	8:00 AM	5:00 PM	9.00	8.00
4/1/2024	Monday	8A-5P	7:57 AM	5:02 PM	9.08	8.00
4/2/2024	Tuesday	8A-5P	8:04 AM	5:02 PM	8.97	8.00
4/3/2024	Wednesday	8A-5P	8:04 AM	5:02 PM	8.97	8.00
4/4/2024	Thursday	8A-5P	7:47 AM	5:07 PM	9.33	8.00
4/5/2024	Friday	8A-5P	7:50 AM	5:05 PM	9.25	8.00
4/6/2024	Saturday	8A-5P	7:58 AM	12:31 PM	4.55	4.00
4/8/2024	Monday	8A-5P	12:45 PM	5:00 PM	4.25	4.00
4/11/2024	Thursday	8A-5P	7:59 AM	5:00 PM	9.02	8.00
4/12/2024	Friday	8A-5P	8:00 AM	5:00 PM	9.00	8.00
4/13/2024	Saturday	8A-5P	8:00 AM	5:20 PM	9.33	8.00
4/15/2024	Monday	8A-5P	8:00 AM	5:01 PM	9.02	8.00
4/16/2024	Tuesday	8A-5P	8:17 AM	5:01 PM	8.73	8.00
4/17/2024	Wednesday	8A-5P	7:57 AM	5:01 PM	9.07	8.00
4/18/2024	Thursday	8A-5P	7:54 AM	5:02 PM	9.13	8.00
4/19/2024	Friday	8A-5P	7:54 AM	5:03 PM	9.15	8.00
4/22/2024	Monday	8A-5P	8:03 AM	5:05 PM	9.03	8.00
4/23/2024	Tuesday	8A-5P	7:59 AM	5:00 PM	9.02	8.00
4/24/2024	Wednesday	8A-5P	8:02 AM	5:06 PM	9.07	8.00
4/25/2024	Thursday	8A-5P	9:02 AM	5:03 PM	8.02	8.00
4/26/2024	Friday	8A-5P	8:00 AM	12:00 PM	4.00	4.00
4/27/2024	Saturday	8A-5P	8:00 AM	5:04 PM	9.07	8.00
4/29/2024	Monday	8A-5P	8:00 AM	5:00 PM	9.00	8.00
4/30/2024	Tuesday	8A-5P	8:00 AM	12:05 PM	4.08	4.00
5/2/2024	Thursday	8A-5P	7:58 AM	5:00 PM	9.03	8.00
5/3/2024	Friday	8A-5P	8:00 AM	5:26 PM	9.43	8.00
5/4/2024	Saturday	8A-5P	8:15 AM	6:00 PM	9.75	9.00
5/6/2024	Monday	8A-5P	7:58 AM	5:02 PM	9.07	16.00
5/7/2024	Tuesday	8A-5P	11:52 AM	5:01 PM	5.15	4.00
5/8/2024	Wednesday	8A-5P	12:40 PM	5:04 PM	4.40	4.00
5/9/2024	Thursday	8A-5P	8:15 AM	5:02 PM	8.78	8.00

Appendix 3. Daily time record

0/2024							
11/2024	Friday	8A-5P	8:05 AM	5:06 PM	9.02	8.00	
5/13/2024	Saturday	8A-5P	8:04 AM	5:15 PM	9.18	8.00	
5/14/2024	Monday	8A-5P	8:00 AM	5:03 PM	9.05	8.00	
5/16/2024	Tuesday	8A-5P	8:13 AM	5:02 PM	8.82	8.00	
5/17/2024	Thursday	8A-5P	8:28 AM	5:03 PM	8.58	8.00	
5/18/2024	Friday	8A-5P	8:08 AM	5:00 PM	8.87	8.00	
5/20/2024	Saturday	8A-5P	8:15 AM	5:00 PM	8.75	8.00	
5/21/2024	Monday	8A-5P	8:04 AM	8:00 PM	11.93	10.00	
5/22/2024	Tuesday	8A-5P	8:40 AM	12:50 PM	4.17	4.00	
5/23/2024	Wednesday	8A-5P	8:21 AM	5:05 PM	8.73	8.00	
5/24/2024	Thursday	8A-5P	8:15 AM	5:02 PM	8.78	8.00	
5/25/2024	Friday	8A-5P	8:10 AM	6:06 PM	9.93	9.00	
5/27/2024	Saturday	8A-5P	7:59 AM	12:25 PM	4.43	4.00	
5/28/2024	Monday	8A-5P	8:00 AM	7:02 PM	11.03	10.00	
5/29/2024	Tuesday	8A-5P	8:26 AM	12:58 PM	4.53	4.00	
5/31/2024	Wednesday	8A-5P	7:59 AM	7:15 PM	11.27	10.00	
6/1/2024	Friday	8A-5P	8:19 AM	5:00 PM	8.68	8.00	
6/3/2024	Saturday	8A-5P	8:00 AM	5:04 PM	9.07	8.00	
6/4/2024	Monday	8A-5P	12:38 PM	5:05 PM	4.45	4.00	
6/6/2024	Tuesday	8A-5P	8:16 AM	5:04 PM	8.80	8.00	
6/7/2024	Thursday	8A-5P	8:10 AM	5:03 PM	8.88	8.00	
6/8/2024	Friday	8A-5P	8:40 AM	5:01 PM	8.35	8.00	
6/9/2024	Saturday	8A-5P	8:17 AM	5:00 PM	8.72	8.00	
6/10/2024	Sunday	8A-5P	8:00 AM	4:30 PM	8.50	8.00	
6/10/2024	Monday	8A-5P	8:00 AM	5:00 PM	9.00	8.00	
6/11/2024	Tuesday	8A-5P	8:00 AM	5:00 PM	9.00	9.00	
6/12/2024	Wednesday	8A-5P	8:00 AM	5:00 PM	9.00	8.00	
6/13/2024	Thursday	8A-5P	8:00 AM	5:02 PM	9.03	8.00	
6/14/2024	Friday	8A-5P	8:00 AM	5:00 PM	9.00	8.00	
TOTAL					546.28	497.00	

**** Confidential****

Prepared by:

Roy P. Rosales
HR Staff

Checked by:

Kevin L. Camingay
HR OIC

Noted by:

Dr. Ricardo M. Beroncal
President & CEO / HR Head



**Republic of the Philippines
CAVITE STATE UNIVERSITY
Don Severino de las Alas Campus
Indang, Cavite**

STUDENT INTERNSHIP PLEDGE

I, ANGELICA S. BAUTISTA, presently residing at Phs 3 Pambahay
Brgy. Lotu Secdo Bautista Indang Cavite, a student of the
 Department of Information Technology, College of Engineering and Information Technology,
 Cavite State University, Brgy. Bancod, Indang, Cavite, do hereby pledge and promise to abide by
 the student rules and policies of the University while undergoing the Internship Program of the
 Bachelor of Science in Information Technology.

That I understand that my internship shall be conducted on a **face-to-face setup**.

That during the course of my training, I commit to exercise my duties with utmost professionalism,
 apply critical thinking, exhibit initiative, positive attitude, respect, integrity, and effort towards
 learning.

Confidentiality and Non-Disclosure Agreement

That in the course of the training, I may have access to information that may be of confidential in
 nature and proprietary to my training host organization, for which I may be required to execute a
 confidentiality and non-disclosure agreement as a prerequisite to the Internship Program.

That upon company's request, I shall immediately return all equipment, software and original
 materials provided by my training host organization, and any copies, notes, or other documents
 in my possession pertaining to proprietary information relating to the company's business.

Data Privacy Policy

That I understand that all information given to the University shall be used by CvSU for legitimate
 purposes specifically in relation to my participation in the Internship Program and shall be
 processed only by authorized personnel of CvSU in accordance with the Data Privacy Policy of
 the University.

Notice of Limited Liability

That I shall be personally responsible for any and all liabilities, including injury to myself or
 property or persons attributable to my own fault or negligence while in the course of the training. I
 shall hold the company and/or CvSU free and harmless from any demand, claim or complaint,
 whatsoever arising from this training agreement, except in cases of gross negligence, malicious
 acts, and criminal acts by any of the officers, employees, or agents of the company and/or CvSU.

Offenses and Sanctions

That I understand that sanctions may be imposed for the following offenses:

1. Verbal Warning.
2. Rectify the situation through a written apology. Written warning will be issued.
3. Termination from OJT.

OFFENSES	SANCTION
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Appendix 4. Notarized student internship pledge

OFFENSES	SANCTION		
	1	2	3
Transfer to another host establishment without permission or approval from coordinator.	1	2	3
Absences without prior notice to the immediate supervisor.	1	2	3
Accumulated. Unjustified absences, or habitual tardiness.	1	2	3
Acts of disrespect in words, gestures, signs, or deeds which ridicule any coordinator, company personnel and/or fellow OJT.	1	2	3
Playing computer games or watching movies while on duty.	1	2	3
Provoking violence.	2	3	
Making personal arrangements/favors with the company or its representative.	2	3	
Refusal to cooperate with persons in authority.	2	3	
Posting defamatory comments or statements directed against the University, any of its units, and /or any member of the academic community as well as the host training establishment and its personnel.	2	3	
Direct assault or attempt to inflict bodily injury to coordinator and/or any personnel of the host training establishment.	3		
Romantic or sexual involvement with any office personnel or fellow OJT students.	3		
Misuse of evaluation form or tampering official record or documents.	3		
Vandalism, destruction, and/or stealing property or equipment.	3		
Accessing a record or file without consent of authority.	3		
Disclosure of confidential information.	3		

That I have been oriented on the internship procedures, policies, and regulations and I accept full responsibility for the knowledge and observance of all procedures, policies, and regulations.

CONFORME:

al.

ANGELICA S. BAUTISTA
Signature of Student over Printed Name
Student Number: 20201147
Date: Feb. 28, 2024

Joh

JOVANNA S. BAUTISTA
Parent's/ Guardian's Signature over Printed Name
Valid ID / number:
Date: Feb 28, 2024

SUBSCRIBED AND SWORN to me this 28 day of FEB 2024 in
PROVINCE OF CAVITE, after (name of student and parent) exhibited to me their competent
evidence of identity namely CvSU ID and passport (or any valid ID), respectively.

DOC. NO. 197
PAGE NO. 40
BOOK NO. 11
SERIES OF 2nd

ATTY JOSE R. BAWALAN
Notary Public for the Province of Cavite
Until December 31, 2024
PTR No. 8301202 Trece Martires City, Cavite 13070
IBP No. 992228, Cavite Chapter 1/3/2024
MCLE No. VI-0028770 Valid Until 4/14/2024
Roll No. 33754
Brgy Luciana, Trece Martires City



Appendix. Student Intern ID