UNIVERSITY OF BUEA

FACULTY OF LAWS AND POLITICAL SCIENCE

DEPARTMENT OF PUBLIC LAW AND PUBLIC ADMINISTRATION

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| **INTERNSHIP REPORT CARRIED OUT AT**  **BUEA COUNCIL** |

An Internship Report submitted to the Department of Public Law and Public Administration, Faculty of Laws and Political Science, of the University of Buea in Partial Fulfilment of the Requirements for the Award of a Bachelor of Science (B.Sc) Degree in Public Administration.

BY

**AGBOR DENIEL OBI**

**(LP21A585)**

Academic Supervisor: Professional Supervisor:

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University of Buea

November 2023

**DEDICATION**

This Internship Report is dedicated to God Almighty, for his unconditional love, guidance and protection throughout the period of internship.

**DECLARATION**

I, **Agbor** **Deniel** **Obi**, declare that I carried out my internship at Buea Council from Wednesday the 5 of July to Friday 18 of August 2023 under supervision. This Internship Report is therefore a record of my own personal effort and experience during my internship and was not copied from any other source or submitted to any other institution for an academic award.

Signature……………………….……………. Date………………………………………….…….

**Agbor** **Deniel** **Obi**

(Intern)

**CERTIFICATION**

This is to certify that this Internship Report was written by **Agbor** **Deniel** **Obi** (**LP21A585**), and meets the requirements and regulations both in content and form of the University of Buea for the award of a Bachelor of Science (B.Sc) Degree in Public Administration.

Sign:……………………………………………… Date…………………………………………………..……….

Dr. Etuge Fritz Nzoge

(Academic Supervisor)

Sign:.................................................. Date………………………………………….………………….

Mr. Monono Hans Manga

(Professional Supervisor)

Sign:……………………………………………….. Date……………………………………….………………….

Irene D. Nfokum Sama-Lang (AP)

(HoD/pub-Law & Pub-Admin)

**ACKNOWLEDGEMENTS**

My indepth gratitude goes to the Lord Mayor of Buea Council and his entire staff for creating a favourable environment for me to acquire practical knowledge, skills and experience in their institution. I also deeply appreciate the Head of Department of Public Law and Public Administration and her entire staff for molding me so far academically and offering me this opportunity to go and blend theory with practical.

The success of this internship is through the efforts of my professional supervisor, Mr Monono Hans Manga, the Human Resource Officer of Buea Council, who coordinated my internship activities and offered me additional assistance in terms of professional skills and advice. My academic supervisor Dr Etuge Fritz Nzoge, who offered me the necessary help needed to build up this report to Meet the requirements and standard in terms of form and content, l am very grateful Sir.

I thank the entire staff of Buea Council for the contributions and helps that they gave me towards the completion of this internship program, especially; Madam Doris Matta the head of Hygiene and Sanitation Service, Mr Eyole Mbella the Chief of Cabinet, Mr Mokake the head of Mail and Registration Bureau, Mr Mbella Ngomba the head of Store Accounting Unit, Mr John The head of Communication Bureau, Mr Wose John the head of Municipal Police, among others who have skillfully explained to me the functions and processes of their offices. My profound gratitude Sirs.

In addition, my profound gratitude goes to my spectaculous and gorgeous parents, who supported me morally and financially towards the completion of this internship program; Notleaving my friends too.

Finally and above all, I thank the Lord God Almighty, for always standing by me, protecting me, through out my difficult times.

**EXECUTIVE SUMMARY**

The primary aim of an internship is to blend theory with practical and to acquire new skill which can’t be learned in the classroom environment. This internship was carried out at Buea Council from Wednesday 5 of July to Friday 18 of August 2023 under supervision. The intern acquire a number of skills such as: administrative communication, work place conflict management, organizational structure and leadership. Even though, the institution has it challenges that affected the proper functioning or operation of internship, the internship was still a success. These challenges include : lack of Computers and WiFi, to facilitate research for interns, inadequate personnel, etc. To that effect, the interns recommends that WiFi and Computers should be installed in offices in the Council, increase number of personnel as well as funds for the council. Chapter one: Introduction; chapter Two: Organization and functions of the offices; Chapter Three; Internship Activities, Chapter four: Skills Acquired and Internship Challenges; Chapter Five: Conclusion and Recommendations.

**LIST OF ABBREVIATIONS**

B.C: Buea Council.

B.Sc: Bachelor of Science.

C.D.P: Council Development Plan.

C.P.D.M: Cameroon People Democratic Movement.

I.D.C: National Identity Card.

I.T.U : Information Technology Unit.

H.O.D: Head of Department.

N.I.C: National Identity Card

S.D.F: Social Democratic Fund.

S.G: Secretary General.

V.A.T: Value Added Tax.

V.I.P: Very Important Person.

Wi-Fi: Wireless Fidelity.

**CHAPTER ONE**

**INTRODUCTION**

* 1. **Background to the Internship**

This is an academic report submitted to the Department of Public Law and Public Administration in partial fulfilment of the requirements for the award of a Bachelor of Science (B.Sc) Degree in Public Administration. An internship is a period whereby an undergraduate student merge theory with practical. According to M. C. Mahon and Quinn, ( 1995) defined internship as a supervise work experience, whereby students leave their institution and get engaged in work related programs during which they are closely supervised by an experience job incumbents .

Carrying out an internship is a must for every student in the University of Buea; who intends to obtain a Bachelor of Science (B.Sc) Degree in Public Administration and other Departments. This internship is undertaken for a period of six(6) weeks, in a well-recognised institution, upon completing two years of classroom study.

The intern interest was centered on Public Administration at the Buea Council: starting on the 5 of July 2023 and ending on the 18 of August 2023. It is widely known that too much of theories, without corresponding, practical work to accompany it, doesn’t provide a complete learning process for students. The University of Buea thought it wise that for their students to carry out an internship before graduating, so that they can practicalised the knowledge they have acquired or taught in the classroom. This enhances their capabilities to be prolific in their field of study.

An Internship also creates a milieu where students can experiment the knowledge that they have gotten, acquire new skills, meet new people, and become open to more opportunities: that is to say, an internship is a form of experiential education exists to introduce practical realities and processes to students while reinforcing the lessons learned in the traditional classroom. This experience exposes students to office politics and organisational structures, wide variety of office standards and regional variability in development codes and most importantly a sense of independence, Barbarash,(2016:21). An internship program is very significant to: the student, the university and the company/institution (see 1.3).

* 1. **Meaning and Objectives of this Internship**
     1. **Definition**

An internship is a short-term professional learning experience that offers meaningful, practical work related experience, culture, skills, and tools to a student’s field of study.

* + 1. **Objectives**

The objectives of an internship can be classified into two objectives primary and secondary objectives.

* + - 1. **Primary Objectives**

The primary objectives of an internship are:

-To get familiar with the working environment of the institution,

- To fulfill the requirement of the school degree program in Public Administration.

**1.2.2.2 Secondary Objectives**

The secondary objectives of an internship are as follows:

-To analyse and understand the entire organization and activities perform of the organization/ institution.

- To relate the theoretical learning with the real life situation.

-To suggest ways and means for improvement in policy and techniques.

**1.3 Significance of an Internship**

The Significant of an internship can be grouped under the following headings: the student, the University and the institution or organization or company.

**1.3.1 Significance to the Student**

**First**, it enables the student to acquire a B.Sc degree in public Administration; in the university of Buea, every student pursuing a degree in public Administration, must carry out an internship. That is to say, no internship experience no degree for that student. This is the major reason for carrying out an internship.

**Second**, carrying out an internship aimed at helping the student acquires practical knowledge; A student needs to blend practical work with knowledge acquired in school in order to fully comprehend the working skills and capabilities.

**Third**, carrying out internship is also aimed at preparing the student for future job; when students carry out internship, they see the way an organization function and structure, this helps to prepare them to choice their areas of specialisation for better performance in their future.

**Fourth**, carrying out internship aims as helping the student to acquire adequate skills in team work, good management of customers, better handling of problems and others.

**1.3.2 Significance to the University**

**First**, an internship helps the university to better train and equip their students with adequate skill.

**Second**, Internship serves as a method of evaluation, whereby the school authorities evaluate their student capability, to apply( merge) all that he/ she had learned.

**Third**, internship provides the school with diverse informations about the activities of various organizations, in which the students carried out their internship and these informations can be used for teaching others, gaining knowledge, and even creating a relationship between the university and the institution, or the organization.

**Fourth**, lt also adds credibility to the image of the University: this true because internship reports students' bring, these reports are then used to evaluate the theories(lessons) taught to the student, in the classroom in a more professional way.

**1.3.3 Significance to the Institution /Company**

**First,** itprovidesanopportunityfor the institution or organization to identify new skills,improve theskills**,** andfurtherdevelophigher skills ofprofessionalism**.** This is facilitated by the undated version of theories that students bring into the institution during the internship period.

**Second,** it helps the institution to promote economic growth and facilitate vocational integration for young people through improve human capital training.

**Third,** it Provides real life experience and the opportunity to learn about the institution/company.

**Fourth,** it serves as a source of employment: competent workers are gotten during the internship program by the supervisor, when students perform their duties on the field. That’s to say, internship provides the employer with employees to fill in the existing vacant in the institution.

* 1. **Scope of an Internship**

**1.4.1 Location and Historical Background of the Buea Council**

Buea Council started in 1922 as the Bakweri Clan Council under the leadership of Chief Endeley, when the British local Government was practiced. It’s only begin in full fledge by Presidential Decree No 77/203/ of June 1977 to became Buea Rural Council. Buea council has grown into a Modern Council institution following the law of Decentralization in Public Administration with the following services:

* The Deputy Mayors
* The Legal Affairs and Mayor Cabinet,
* The Secretary General,
* The General Affairs,
* The Human Resource Office,
* The Hygiene and Sanitation,
* The Social and Cultural,
* The Stores Accounting,
* The Treasury Service,
* The Civil Status and Population Growth Bureau,
* The Information and Technology Unit,
* The Municipal Police Service,
* The Economic and Finance Service, and
* The Mails and Registration Bureau.

Following public Administration, the mayor has a mandate of five years renewable. The following have been mayor of Buea Council:

• FROM 1984-1987 HON. RAY LYONGA IKUNDI,

• FROM 1987-1995 BECKE SMITH MOLUA,

• FROM 1995-1996 GLADYS SilO ENDELEY,

• FROM 1996-2002 JOHN MOKAKE ENDELEY,

• FROM 2002-2013 MBELLA MOKI CHARLES,

• FROM 2013-2019 EKEMA PATRICK ESUNGE,

• FROM 2019- BARRISTER DAVID MAFANI NAMANGE.

Buea Council is made up of 82 villages with first, second and third class chiefdoms. Buea Municipality have a population of about 250,000 inhabitants and it covers a surface area of 4100, make up of Bakweri people, notwithstanding, also tribes like; Bayangi, Douala, Bangwa and others, which have blend the other parts of the Municipality. Buea Municipality is bordered as follows North, by the Tropical Forest of Mt Cameroon, Southwest by the Limbe City Council, East by Muyuka, Southeast by the Tiko City Council, and West Idenow Council. As a legal institution, Buea Council has so many legacies, with autonomy authority. The Council is been govern by private and public laws of the State.

**1.4.2 Time Scope**

This internship covered a period of six weeks as demanded by the University Administrators. The internship began on 05 of July and ended on the 18 of August 2023.

**1.4.3 Thematic Scope**

This internship falls within the field of Public Administration and particularly in the specialised field of Local Government Administration. It tresses on the acquisition of practical knowledge and skills related to services in the organization/ institution at the local level specifically Buea Council.

**1.4.4 Background to the University of Buea**

The University of Buea is a Higher Institution of learning situated in the South West Region of Cameroon. It was born in 1993 after a wide range university reforms. University of Buea is dedicated to continuous quest for excellence and promotion of human and moral values as a package for quality education through teaching and research, creativity and tolerance through critical independent thinking in a conducive environment.

The University of Buea has over 16000 students, including 50 students who are physically handicapped and whose adequate welfare is being provided for. University of Buea is equally made up of seven faculties which are:

* Faculty of Social and Management Sciences
* Faculty of Science,
* Faculty of Engineering and Technology,
* Faculty of Arts,
* Faculty of Medicine,
* Faculty of Agriculture and Veterinary,
* Faculty of Health Services.

The University of Buea is made up of about 300 highly qualified permanent staff and about 2000 part time, while over 40 universities in Africa , Europe and America provide teaching staff who undertake research in diverse fields. The outreaching activities of the university are increasing and are involving private sector in funding and training so as to ensure that graduates are relevant and are able to meet up the labour market.

The University of Buea equally provides and plays supervisory role and mentorship to several academic institutions all over Cameroon. This explains why it is view as a source of inspiration other State's universities, especially,it teaching methodologies which placed emphasis on sports, entertainment, entrepreneurship and civics in its programs, explain excellence as a priority to every student.

* 1. **Limitations of an Internship**

**Peculiary Aspect :** Most internship programs offered by the University are unpaid. This becomes a real issue especially when considering the role played by financial motivation in the performance of employees.

**Placement:** It is often difficult for an intern to get along with the activities taking place in specific departments. This may principally be due to the difference inherent between the theoretical and the practical part of a given task.

**Confidentiality:** This aspect is of utmost importance. This issue may arise when due to the internal policy of the institution, the mentors and other employers are not allowed to disclose certain information to intern. This may be considered a hindrance since one of the objectives of the internship is to understand functioning and different processes of the institution.

**CHAPTER TWO**

**ORGANIZATION AND FUNCTIONING OF THE INSTITUTION**

**2.1 Organization**

This section present the Organizational structure of Buea Council.

Figure 2.1 Buea Council Organizational structure/chart.

**2.2: Functions**

There are 13 offices in Buea council, that interns successfully carried out their internship and learned about the functions. The organization and functions of these offices will be explained below, according to the way it is in the placement form:

**2.2.1 Human Resource Office**

ThefirstofficethatinternsvisitedwastheHumanResourceOffice**,** a sessionwith theofficerMrMononoHansManga **,** whotaughtustheOrganization and functions of the office**,** whichare**:**

This unit is placed under the General Affairs Service and it is headed by the Chief of Bureau and assisted by two secretaries. The following units are under the Human Resources Service:

.Record and documentation office,

.Personnel office, and

.Questional training office.

**The functions of Human Resource Office:**

-he manages and follows up the administrative career of personnel.

- he also implements and follows up the respect of the law of the institution, that’s the rules and regulations.

- he ensures the respect of labor standards.

- he evaluates the performance of personnel after updating their files .

- he is in charge of organizing training action of staff.

- he implements and follows up decision relating to career and payment of workers.

- he also announces vacancy after studying job application.

- he prepares the flow of new recruits.

- he formulates seminars on the revolution.

- he advices the mayor on decision making organs.

- he is in charge of logistic of legal administrative role of the council and most have the knowledge in communication and information management.

**2.2.2 The functions of Hygiene and Sanitation Service**

Thisserviceis headed by Madam Doris Matta. She Supervises everything going on in the service. The Service of Hygiene and Sanitation is divided into four offices namely:

The Chief of Service,

The Chief of Bureau,

The Sanitation Agent and

The cleaners.

**2.2.2.1 The functions of the Chief of Bureau:**

She supervises all activities that have to do with the environment.

**2.2.2.2 The functions of the sanitary agent and the cleaners:**

**First**, they check the environment of all the settlers to caution them, to practice hygiene and sanitation in their homes and environments.

**Second**, they also check the toilets of the settlers as well as public toilets, restaurants and bars.

**Third**, they check the food sellers (food vendors) within the Municipality, to ensure that they have gone for medical check-up and have a good medical certificate results ( showing that he/she has no sickness).

**Fourth**, they also partner with HYSSACAM in keeping the municipality clean. The sanitary agent roam around the municipality and find out where garbages and dustbins are found and full, tell HYSSACAM, who on their own part come with a vehicle and carry the dirt away.

**Fifth**, they burry abandoned copse within the Municipality. Council has cemeteries in two places that is: at molyko and at street four.

**2.2.3 The Finance Service**

The finance service is headed by a finance officer, in the person of Madam Etonge Ngale, who works in close collaboration with the Chief of Bureau, that is the Chief of Bureau for salaries, expenditure, accounts and recept control. The service is divided into two sections, namely: Revenue and Expenditure

**. Revenue**

**Collection order:**

This document gives the treasurer order to collect money from a tax payer agent. The document is done in two copies and must be signed by the Chief of Bureau for recept control on behalf of the Mayor. The document must carry the name of the person paying the money , purpose of payment and the amount been paid in. It must also carries the council’s budgetary head in which the money is been paid in.

**. Expenditure**

**Payment voucher:**

This document gives order to the treasurer to pay out money either to a contractor or any person. This document must be signed by the Mayor . There are two types of voucher namely; direct and indirect vouchers. The direct voucher hasn’t taxes while the indirect voucher has taxes such as VAT.

**Salaries:**

Finance department is responsible to prepare salaries for workers of the Buea Council on before the 28 of each month. The Chief of Bureau for salaries is responsible for this section. He is also responsible for the following task listed below: C.N.P.S declarations, Allowances,Suspensions, Preparation of council budget, and Preparation of the administrative and management account.

**How the council generates revenue:**

We keep track of all the revenues that enters the the council, which is direction.

**Direct tax;** Thisisrevenuethatisgivenbygovernmentthroughgrantsandsubsidies.

**Indirect tax:** These are revenues that we collect by ourselves through council projects .

-market tools, building permit, rents and Other council taxes.

**2.2.4 The functions of Legall Affairs, and Chief of Cabinet**

**2.2.4.1 The Functions of Legal Affairs Office**

-He assists other services interm of logistics.

-He works out all materials solutions to improve working conditions.

-He assists in the needs of smooth functioning of service.

-He assists in the follow-up of files as needs arises.

-He supervises the various functioning of administrative activities.

-He assists the secretary general.

-He also represents the mayor at times in some internal and external meeting of the Council.

**2.2.4.2 The functions of chief of Cabinet**

AsessionwithMrEyoleMBELLA:

There are six staffs and offices in the Mayor Cabinet, that is:

* The private secretary of the mayor,
* The communication officer,
* The mail officer,
* The receptionist,
* The protocol officer, and
* The legal affair officer.

The chief of cabinet supervises all the activities such as mark sheet, a qurrel letters , the Clark, finance agent, and private sector.

**2.2.4.2.1 The Functions of Private Secretary of the Mayor**

-He is the closer person to the mayor.

-He runs personal errands for the mayor.

-He writes minutes for the mayor.

- He keeps schedules for the mayor.

-He serves as a gatekeeper for the mayor.

-He manages the private office of the mayor.

-He is secretive, and knows the password of the email for mayor.

**2.2.4.2.2 The Functions of the Mayor Secretary**

-He types all mails for the mayor.

-He also does filing of the mayor’s documents.

-He also types the mails for the chief of cabinet.

**2.2.4.2.3 The functions of the protocol Office**

This service has the following functions:

-He works with very strong collaboration with the chief of Cabinet and the receptionist to keep order in the meeting.

- He is answerable to the Chief of Cabinet.

-He organises the choirs , dance groups, for each occasion.

- He does important dispatches like those coming from the mail and any other assignments dedicated to him by the mayor or chief of Cabinet.

**2.2.4.2.4 The Functions of the receptionist**

**First**, he directs the people on where to go.

**Second**, he is a calmed person, updates the image of the council with politeness.

**Third**, he works in collaboration with the chief of cabinet.

**Fourth**, he updates the public about what the council activities are.

**Fifth**, he acts as a gateway between the visitor and the mayor’s cabinet.

**2.2.4.2.5 The Functions of the Legal Affairs Office**

A legal affair officer is a jurist that is some one who has studied law at the level of the university.

.he represents the council in court .

.he must able to give high quality advice to the mayor and other subordinates.

.he must be able to give quarter reports.

.he obtains the power of attorney form the mayor and takes it to the lawyer.

.he must assists his colleagues in drafting the the contract.

**2.2.5 The Civil Status and Population Growth Bureau**

Civil Status deals with the status of a person, that is it deals with institution or personal informations; being it marriage certificate, birth certificate and death certificate.

**Birth Certificate**

To establish a birth certificate, we need two different form of declaration. One from the hospital which is been issued or signed by the medical doctor. This form of declaration can only be used to establish a birth certificate within the period of three months.

And court declaration; this form of declaration is issued only when the person involves is more than three months of age to establish a courtesy declaration information of that individual is needed by the hospital report, identity card, school report card, pay slip, father and mother identity card,or marriage certificate.

**Important of birth, death and marriage certificate:**

**. Birth certificate**

It is a fundamental for every individual .

It enables your child to go to school and later , acquire a diploma, to find a good job.

It helps you to obtain a national identity, password and lisense.

It makes it easier to get medical attention from health service and make it possible to request court service.

It enables you to vote , even if you missed the ninety days time limit.

**.Marriage certificate**

-The marriage certificate is a document attesting to the union between a man and a woman. It is delivered by the registrar.

-lt strengthens the bond between the husband , wife and children before the law.

- it also guarantees the woman's safety within the family.

- it solves conflict on succession.

**.Death certificate**

Even though death is a sad occurrence in the family, but when it happens, we have alot to take care of as required by law. It is still important for you to go to the authorities to register the death of your loved one.

It makes it possible for you to settle inheritance issues between husband, wife and children.

It enables the state to be aware of death rate and so as to improve the health condition of citizens, and knowing the cause of early death.

**2.2.6 The Stores Accounting Service**

AsessionwithMrMBELLANgomba**:**

Stores accountant is appointed every year by the mayor. Formally, store accountant was appointed by the minister. The office deals with materials accounting, these materials are classified in to two.

Consumable and durable. Consumable means stationeries like rulers, pens, pencils and gum. Durable materials like computers, tables, cup board, we receive materials from the supplier and keep in the stores then we share the materials to various users of the council respectively, all this , is done under the authority of the vote holder . In the case of Buea council, the mayor is the vote holder .

-At the end of the every month, the store accountant is expected to produce each account called store management fund. This account is forwarded to the Ministry of Finance Department of Store Account for edit and control.

**Management account**

This account is synthesis document presented at the end of the fiscal year, by every chief accountant to the judge at the Audit Bench . It is accompanied by supporting documents with a number of formalities.

**Administrative account**

This account is a synthesis document which recapitulates in figures, the execution of revenue, and expenditure realized in the course of a given budgetary year.

The three main functions perform in this bureau are:

* Receive materials from the supplier,
* Safeguarde the materials and
* Distribute the materials to the various service within the council according to their needs.

• Store Accountant don’t buy directly from the market , but partner with the supplier who supply to them their needs when the standard, quality of the product is evaluated and approved.

**2.2.7 The Treasury Service**

**. Projects**

The Mayor has the ability to choose who to do the project. He announces the tender for the contractors.

**. Proformas**

This is a document that announces the expenditure, when the mayor accepts a proformas, it' s means the expenditure is okay.

**. Reciption note**

It states that the period in which the contract was done , the name of the contractor, and when the payment was done, when the reception note is signed confirming the contract.

-council has values that the sell such as: stamps, park fee, market tickets.

The boss of the Municipal Treasury is the treasurer , master general at the treasury .

Management account is prepared at the end of the year, that is December.

**2.2.8 The Communication Bureau**

The informations and communication service of the Council is closely related to the chief of cabinet and the Mayor. There are two basic types of communication.

**Verbal** **communication**: We have written and spoken, road signs are also verbal communication.

**Non**-**verbal** **communication**: It is a situation where by someone just start crying after seeing another person face with tears. It shows he/she is in pain.

**Forms of communication**

**. The effective communication;** it can be considered effective based on the languages used like English or French.

There are three personnel at the level of communication bureau.

. Local partnership officer, Cooperation officer and Communication officer.

**2.2.8.1 Public relations office**

Some one who serves and arranges press conference, the circulation of bikes that will give a new way.

He is the image of the council.

He elaborates and sends public relations image of the mayor.

He treats documents that come from the public to the mayor.

**2.2.8.2 Press office**

-He is editor of the council magazines and it is also the volcano.

-He is in charge of the press conferences .

-He plans the mayor external trip.

-He draft the mayor’s speech.

-the council traditional media will be on TV announcement.

**2.2.9 The Functions of Municipal Police**

ThemunicipalpoliceisheadedbyMrWoseJohn**.**

Municipal police acts as the mayor’s municipal power in maintaining peace in the Municipality.

The municipal police receive their power directly from the mayor. The main functions of the municipal police are:

They maintain public peace and order within the Municipality.

They maintain public tranquillity within the Municipality.

They secure the Council premises.

The Municipality Police works according to the National and Regional Laws , that dictate to them what to do and what not to do like Law No 2224/ 64/1974, section 84, Law No 2004/ 18 of July 2004, and the Presidential Decree No 77/203/21 of June 1977.

**2.2.10 The Functions of Mails and Registration Office**

A sessionwithMrMOKAKE**,** helectured us these:

He receives incoming mails from the general public to the Council.

Also, he is an intermediary between the Council and the people.

In addition, he receives letters from the general public before submitting them to General Secretariat.

**2.2.11 The Functions of the General Secretariat**

He collects handle, conserve and make information available. Record documents need of service and organize their collection, circulation and conservative .

He receives document and files in difference council services and put them at the disposal of applicants.

He Carries out filling inorder to facilitate investigation.

He has a sound knowledge in communication and information management.

**2.2.12 The functions of the Executive Secretary**

-Assists the boss in various tasks.

-prepare internal as well as external meeting.

- have a good administrative writing skills.

- good knowledge of administrative procedure.

- Type documents for the council for example annual leave, permission.

**2.2.13 The Functions of the Secretary General**

-the secretary general assists the mayor in his administrative duties.

-He assists the mayor in his policies.

-He coordinates and organizes the council services.

-He ensures management affair under the authority of the mayor.

-He represents the council authority as appropriate.

-He makes some recommendations on issues related to the council and the city management.

-He represents the mayor at some external and internal meeting of the council

**2.2.14 The Functions of Deputy Mayor**

The head of executive is the mayor. Article 176 we have 41 councillors, 4 deputy mayors , which are:

David MAFANI NAMANGE the Mayor,

Akawoh Minerva Epse 1 st Deputy Mayor,

Mosoko Edward Motuwe 2nd Deputy Mayor,

Marcus Motove Etonge 3rd Deputy may Mayoror, and

Enjema Mbonde magdaline Epse 4th Deputy Mayor.

They carry out the following functions:

The deputy mayors represent the mayor at some external and internal meetings of the Council.

They work to meet with the committee needs.

They are civil status registrar.

They preside over ceremonial matters.

They lead or head the council meetings.

They sign the birth, death, and marriage certificates.

TheyThey take pertinent decisions at the absence of the Mayor.

They make the final decision on council matters

They represent the concern of the people of Buea Municipality.

**CHAPTER THREE**

**WEEKLY ACTIVITIES OF THE INTERN**

**3.1 WEEK ONE**

On the first week of my internship program l was welcome by Human Resource Officer in the person of Mr Monono Hans Manga, who introduced me to some of his colleagues in the Council as an intern from the Department of Public Law and Public Administration, Faculty of Laws and Political Science, University of Buea. The Human Resource Officer gave me a general orientation of the Council and how it functions, l was given a placement form, which shows the various offices of the Council which I will have to work with, and the various days of work were specified.

After the general orientation, the Human Resource Officer lectured me on how his office operates, that is, the functions of Human Resource Office at Buea Council are: he manages and follows up the administrative career of personnel, he implements and follows up the respect of the Law of the Institution that is the roles and provisions, he ensures the respect of Labour Laws and Standard, he evaluated the performance of employees after updating the files, he is in charge of organizing, training action of employees or staff, he implements and follows up decisions relating to career and payment of workers, he also announces the existence of vacancy after studying job application, he formutes serminers on the revolution, he also advices the mayor on legal decision making organ, he is in charge of logistic of legal administrative role of the council and have the knowledge in communication and information management. This unit is place under the General Affairs Service and it’s head by Chief of Bureau and assisted by two Secretaries.

**3.2 WEEK TWO**

On the second week of my internship, l work with the Civil Status and Population Growth Bureau. Here, l got to learn how birth certificate, National Identity Cards are established. The first step to establish a birth certificate is through a delivery certificate given at the hospital by the physician, which shows the place and time a child is born.The time limit given for a child's birth certificate should be done is 90days, after these 90days if the birth certificate is not done, it can only be done through a court declaration, and for the I.D. card, it is established when the child get matured. The requirements of an I.D card are: nationality, birth certificate, court declaration, ( if your birth certificate was not made within 90 days of your birth), and these documents are carried to the police office and there, the person will be snapped and all the necessary information about individual are written clearly. After that, Laissez-passer is given to the individual to used for a period of three months and return and collect the I.D card after after months. This l.D card after it’s out, lasts for period of ten years, renewable.

**3.3 WEEK THREE**

On my second week of internship, that is on Friday the 21 of July 2023, at from 10: 40am to 11:50 am, interns witnessed a marriage ceremony, celebrated by the Third Deputy Mayor in the person of Madam Enjema Mbonde Magdalene Vevanjie. Interns were called upon to attend a Wedding Ceremony. The Third Deputy Mayor seriously cautioned both the couple and the guest including the interns about the decision making to marry. She asked the man severally, are you determined to take this woman as your wife no matter what? The man responded, ” yes I am ready”. She turned to the woman and asked the same question, and she responded, “yes I am ready”. After hearing their determination, she unveiled to them their respective responsibilities of being a good husband and good wife and she also unveiled to them the weaknesses of the influence of their families ( couple's external families) and themselves ( the couple) and strictly urged them to remain vigilant and faithful to one another, despite the challenges posed by these persons. The celebrant mentioned something that drew my intention that, “ It’s easier to get marriage certificate, than to get a divorce certificate, so know what you are going in for”. The man and the woman were called to take to the floor and they took to the floor, professed their love for each other, put the wedding rings in their hands, kissed themselves, signed the marriage certificates and the hands of applause were put together by the guests for them while the DJ played the music. The ceremony ended at this juncture, I was impressed for the first time to see for myself how marriages are celebrated at the council level.

**3.4 WEEK FOUR**

On the fourth week of my internship, l worked with the hygiene and sanitation service. The Chief of Officer of Hygiene and Sanitation is Madam Doris Matta. This service is divided into four: the chief of service, the chief of Bureau, the sanitary agent, and the cleaners. After receiving lectures from the madam Doris on how to check the public toilets, the dustbins, the bars, the markets the restaurants and also to check if the food vendors at these restaurants have medical certificates which proves that he or she is fit or qualify to sell food and has no sickness. At the bars we checked their fridges, where drinks are preserved, we checked the toilets and the surrounding environment to be sure that the toilets are clean as well as the environment and that drinkers don’t urinate any how and bottles throw any how. We learned that this checking is very essential to avoid contamination.

Still in this week we worked on the council vicinity. We weed all the grasses around the building facility, we gathered all the grasses in one place where HYSACAM will come and carry. In weeding the grasses, we were just like well dressed farmers, for all our dresses were muddy and morning dues from grasses wet our shoes, clothes and this experience reminded me on how my parents are suffering to send me to school and now I am More focus than before.

**3.5 WEEK FIVE**

On my fifth week of my internship, l worked with the communication bureau of the Buea Council. This bureau is headed by Mr Nwafise John. Here, we received lectures on how information and communication service operates. This service is closely related to the chief of cabinet and the mayor. There are two basic types of communication, which are: 1) Verbal communication and 2) Non-Verbal communication and we were taught also the various forms of communication ( effective, public relation and press forms of communication practice in the Buea Council). Here,we were taught how to reply customers, partners and the general public on social media or facebook( Buea Council Facebook Page), website( [www.Bueacouncil-com](http://www.Bueacouncil-com)). We were also asked to report the activities happenings in the council. We played the roles of journalist so well. Here I came to realize that what they teached me must not necessarily be what l will do in future, deviation can happen and one needs to be armed to overcome joblessness.

**3.6 WEEK SIX**

On the last week of my internship, l worked with the municipal police. The municipal police helps to direct the drivers where they could not pack around the OIC Market so as to avoid traffic. However, the municipal police often encountered challenges as some of the drivers won’t listen and still pack as the wrong places (prohibited Packing Area) which are frequented with traffic: this stubbornness has led to the imposition of fines to wrongly packed vehicles and to collect this fine is not easy because some drivers are notorious and ready to fight than to pay the money freely. The council has bought car Carrier vehicle to remedy the situation. Once you are fined and you refused to pay to pay, police will carry the car to the council’s facility and lucked it there. When this happened, the driver would municipal police for the cost of carrying to facility, pay the imposed fine, and then take his vehicle.

Still in the same week, I also worked with the mail and registration bureau, headed by Mr Mokake . This office deals with the dispatching of incoming mails from the mayor's to various sections of the Buea Council and outgoing from mails from the mayor’s and secretary general's office to the public. I was so impressed with the chance I got to see how mails registration Officer registers the incoming mails. This mails are been registered in a ledgers with the day of arrival, time and from whom it was received and to whom it’s sent.

**CHAPTER FOUR**

**SKILLS ACQUIRED AND INTERNSHIP CHALLENGES/ PROBLEMS**

**4.1 SKILLS ACQUIRED DURING THE INTERNSHIP**

An internships are useful for developing soft and interpersonal skills, such as professionalism, cultural sensitivity, time management and integrity that are not generally part of formal tertiary education curriculum ( Zenobia, 2018:3). The intern acquired the following skills during his internship program at the Buea Council:

**4.1.1 Administrative Communication skills**

My internship period at the Buea Council, provided me with the best platform to interact with staff of various departments and organizations across the Town of Buea. This experience has not only allowed me to understand acts of Administrative communication but has equally enhanced my interpersonal relations with other people. This has greatly contributed in helping me to relate with other employees/ workers effectively as well as avoid some communication barriers. During my internship period, l was also involved in information technology unit, there I learned how to reply customers, based on their worries sent to in Facebook , and the council website and I equally updated the public about the recent happenings at the Council.

**4.1.2 Information Management Skills**

In carrying out my internship at the Buea Council, I learned that information management is key for institutional development as any leakage of sensitive information can lead to the collapse of an organization. It is also important to take proper records of certain vital information for the future references and purposes. Therefore, as a Public Administrator, l learned how to be confidential with some official issues and keep them with utmost secrecy for effective work done.

**4.1.3 Organizational Leadership Skills.**

Working with the Buea Council, l experienced the application of the principle of respect for hierarchy advocated by Max Weber. I experienced the application of respect for hierarchy in the organization. I also experienced in the council that the Mayor and the Secretary General guide the subordinates towards the achievement of organization objectives. The Secretary General is always available for advice whenever the subordinate faces any problem.

**4.1.4 Work Place Conflict Management Skills**

Working with the Council, l learned the skill to understand and solve Conflict between the staff of the organization. The technique of verbal or written feedback is used by the Council administration whereby the opportunity is given for the perceptions and feelings of the subordinate staff to be heard and accepted. The ability of the hierarchy to share relevant information with the subordinate staff also reduces the possibility of international conflict.

**4.1.5 Work Place Team Spirit**

In carrying out my internship at the Council, I equally get involved the skill of team spirit which works together with others in a collectivism for the attainment of the goals of the organization. I understood that individual interest are subjected to organizational goals. This was emphasized by the mayor who encouraged the staff to effectively participate collectively in the organization's activities in order to achieve better results.

**4.2 Challenges Faced**

Research finding indicate that internship problems directly affect attitudes towards the profession. Henry et Al (2001), categorize internship problems as “ work place” , ' working hours”, “insufficient supervision”, “ ignorance about importance of working” and “wages”. These challenges are both linked to the institution/ organization and to the intern.

**4.2.1 Challenges Linked to the Intern**

As an intern at the Buea Council, l faced alots of challenges which will be discussed in the subsequent paragraphs:

**4.2.2 Inability to meet up with the intern's daily schedule**

Due to some staff, the intern could not catch up with the necessary lectures and practical sessions of the day when it was time for closing. This replicated on the next day’s activities until at the week, the intern leaves for another office with just partial knowledge of the functioning of that office. The intern had to be very inquisitive to ask questions on certain issues and note the answers.

**4.2.3 Dressing Code**

Internship demands responsible dressing to resemble a worker of that institution. It was challenging for the intern to go into extra expenditure to buy new clothes in order to meet up with the institutional dressing code of its workers.

**4.2.4 Bad weather Condition**

Internship is always carried out in the rainy season, greatly affects the intern. There were days that the weather was so bad and going to the work was not easy, especially when the intern had to go to the market, and other places for inspection. However, the intern made use of an umbrella, and pullovers as a solution to the rain and cold weather captured within slope of Mt Cameroon Southwest Region of Cameroon. The muddy nature of the roads also worsen the situation , as movement becomes difficult some localities of the Municipality for field work.

**4.2.5 Distance Problem**

The distance of leaving the road to the council facility is really far. To make the matter worse, the is divided into two buildings facility, one located at Buea Town and the other At Bongo Square. This far distances really affected me because transportation was not easy. Paying transport from one facility to the other was so expensive to me and even discouraged me and tempted me to see absenteeism as a solution but row call was strictly conducted and I didn’t have any choice but to succumb.

**4.2.6 Lack of Space in the offices to accommodate us**

Lack of space in the office to accommodate us was the main problem that hindered us not to effectively practicalise what we have been taught. We were about 50 interns so accommodation in one office at the same time was not possible for us. At the time scheduled was fixed because we were the first batch and the second is coming. Lack of space and hastity in carrying out this internship made the experience stressful to me and comrade.

**4.3 Challenges Linked to the institution**

**4.3.1 Anglophone Crisis**

Buea Council is highly faced with Anglophone Crisis which has lasted for 7 years today. This crisis create instability and insecurity through out the Municipality. This insecurity and instability drastically slow down many developmental activities of the council especially as some areas are described as no go areas for the council officials, eg Back Muea and Muea market**.**

**4.3.2 The problem of Partisan politics**

The council also faced the problem of partisan politics, Buea Council is an area where most of the elites and educators are actively involved in politics and are almost all CPDM and the SDF however do try their best to post a strong resistant. This has great influence in working of the council officials as it divides them.

**4.3.3 lack of fund**

The lack of fund is a major challenged to the council because many of their activities cannot be executed and achieved desired results simply because there’s no adequate funds to finalize these activities. The council get their revenue through taxes and subsidy grant to them by the government. At recent, because of the Anglophone Crisis the Council cannot effectively collect this taxes because of fear of their lives as mentioned in 4.3.1 above.

**4.3.4 lack of Modern Computers and Highly Trained Personnel**

The existence of inadequate funds as mentioned above, has brought a huge vacuum in the council employment list and computerization of the offices at the Council facility. Highly trained professionals are not hired simply because there’s no to pay them. Modern machines are not available in many offices in the council simple because there’s no money to buy /purchase them. All these are some of the challenges that Buea Council is facing.

**4.4 Opinion About Internship**

I am of the opinion that, internship program is a good and educative program which helps students to know the practical side of their field of study and how it operates. II equally suggest that, the personnel’s of most of the institution in which students do their internship should be compensated by the University. This is because most Staffs of some institutions find it difficult to teach interns because they know that at the end of the day they will not be compensated for it, but if these staffs are compensated, they will be encouraged and motivated to teach these interns which will make them know more about the institution and will ease data collection for the interns during their Long Essay.

In addition, the academic supervisor should work together with the professional supervisor in those institutions in which students do their internship so that they could supervise their activities and know how far they’re going with their internship. This will enable students to take their internship seriously since they know that there are persons watching them and if they misbehave it could affect their results.

**CHAPTER FIVE**

**CONCLUSION AND RECOMMENDATIONS**

**5.1 Conclusion**

In spite of the difficulties faced during my internship, at the Buea Council, the atmosphere provided by the Council and its staff was very conducive for me. The Council staff were so welcoming, polite and were ready to explain things to me when I was in need of the explanation.

In addition, I was able to observe that though people come from different socio-cultural and political background they can learn, to leave together as one and interact smoothly as I was able to interact smoothly with other interns and staff of the Council. I equally get chance to know about the Council and how it operates and inspect some mamarke, restaurants and bars within the Municipality. At first I only heard of how the Council operates but now I could see and experience it.

Once more, I am grateful to the Lord Mayor of Buea Council, his staff and entire staff of the Department of Public Law and Public Administration for granting me the privilege and opportunity to see the world of practical administration. It was such a wonderful opportunity to be exposed to such a great experience. Etuge F. N., (2023:194-197)

**5.2 Recommendations**

To Buea Council, l recommend that:

**5.2.1 Digitalization of services**

I recommend that modern Computers should be provided in the human resource office, the communication bureau, mails and registration, the store accounting office, and others to facilitate and ease staff's work as they will no longer have to use books and pens to write down information.

**5.2.2 Provision of Wi-Fi**

WiFi should be be provided be made available in all the offices of the Council to ease communication and research.

**5.2.3 more Space for interns**

The Council should create enough space for the interns, so that they will be able to do their internship as instructed by the University. The institution should accommodate the interns to cover their internship programme as given by the University so that interns could have a better understanding of the organization and the functioning of the institution.

**5.2.4 More practical than theory**

The Council should do more of practical than theory, that is Interns should be taken to the field frequently so that they get to understand the practical side of their of study. The theory side should be minimal and more of practical so that Interns will be able to learn something new.

**5.2.5 Updating and Equipping of the library**

The Council should update the library with new and lastest textbooks and equip the library with good benches, light, and tables. These lastest textbooks should be studied by the council staff, interns and general public for effective acquisition of new skills and knowledge.

**5.2.6 Financial Assistance**

Internsshouldbegrantedasmallfinancialassistancethatcouldcoveratleasttheirtransportation expenses especially for those who are not workers.

**5.2.7 Time Consciousness**

Staff should respect time work begins and closes in the council. Late coming should not be tolerated as well as leaving the office before the usual closing hour, so that Interns will emulate the culture of punctuality at work.

**5.2.8 Increase of Grant**

Also, I recommend that government should increase the her grant to council and the should solve all political crises so as to bring stability in Buea Municipality and the country at large. Adding, payment of overtime should be instituted in the council budget to encourage and motivate the staff.

**5.2.9 Materials Supply**

I also recommend that materials be supplied to all services at the beginning of each year to make work smoothly.

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