



UPSA
UNIVERSITY OF PROFESSIONAL STUDIES, ACCRA
Scholarship with Professionalism



FACULTY OF INFORMATION AND COMMUNICATION STUDIES

INFORMATION TECHNOLOGY MANAGEMENT

**A REPORT ON IN-PERSON INTERNSHIP PROGRAMME AND INTERNSHIP
STIMULATION WORKSHOP UNDERTAKEN AT ACADEMIC CITY UNIVERSITY
COLLEGE AND THROUGH THE UPSA E- LEARNING PLATFORM**

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EXECUTIVE SUMMARY

The internship course is a compulsory component of the undergraduate program at the University of Professional Studies Accra. Participation in the internship program is mandatory for all students and includes both an in-person internship and the Internship Stimulation Workshop.

This report covers seven key areas: introduction, internship stimulation workshop, in-person internship, lessons learned, challenges, conclusion, and recommendations. It provides a comprehensive overview of the purpose behind its writing, including a detailed profile of the organization, covering its history, mission, vision, and the intern's accomplishments during the internship. The report further elaborates on the knowledge and experience gained, as well as the intern's responsibilities, such as ensuring that projectors, microphones, and HDMI cables were set up before classes and retrieved afterward.

The report also highlights the key lessons learned and contributions made to the organization, alongside the various challenges faced by the intern throughout the internship. Finally, it concludes with recommendations that, if implemented, could enhance both the working environment of the organization and the overall effectiveness of the internship program.

1.0 INTRODUCTION

Internship is an essential and mandatory course for students of the University of Professional Studies, Accra in order to be awarded a bachelor's degree. All student of the university must partake in this training program to help them comprehend and apply what has been learned in the classroom to the job market. The student had the opportunity to undertake his internship at Academic City University College at Agbogba.

1.1 OBJECTIVE/ PURPOSE OF ISW AND IN-PERSON INTERNSHIP

The internship program was in a twofold system with both having the main purpose of building on theoretical skills acquired in lecture rooms while also emphasizing the importance of soft skills which are to be applied in the real world. Through the internship simulation and in person internships, interns are exposed to the necessary skills industries need and expect from them to be able to excel in the corporate world. Some of the skills such time management, customer service, emotional intelligence amongst other go a long way in ensure the way an individual is perceived in a working environment

2.0 INTERNSHIP STIMULATION WORKSHOP

2.1 Soft Skills

Over time, many employees have developed unique skillsets that have enabled them to fit well in the corporate world. Soft skills are skills used to build relationships, communicate, approach work and life, manage time, and do so much more. Moreover, soft skills are the individual characteristics that support situational awareness and enhance a person's ability to get a task done. They exemplify our capability to collaborate successfully and amicably with people at work, making them exactly the kind of ability that employers look out for. These skills enable the individual to effectively make use of their technical skills and knowledge. The success of any organization does not only depend on workers having the technical know-how to do their job but also on how employees interact with each other and with their clients. Soft skills help employees fully utilize their hard skills. Soft skills help employees to be more productive, encourage collaboration, improve communication and listening skills between colleagues, and create a healthy work environment all key attributes for a successful business. Soft skills, often referred to as interpersonal or people skills, are increasingly recognized as the key differentiator between good and great employees. These abilities not only enhance personal growth but also drive team cohesion and contribute to the long-term success of the organization

2.2 Reflecting on the skills from the Internship Simulation Workshop

- ❖ **PRESENTATION SKILLS:** With the digital technological advancement, presentation is increasingly becoming an important tool for the communication of information, and web development is no exception. Good presentation skills are important because they clearly convey the message one intends to pass across, especially when the audiovisual is well incorporated. These skills capture the attention of the audience and make the content more interactive. Eye contact and the use of expressive facial expressions further engage the audience. I have also learned that it is paramount to request feedback from the audience, be it classmates or future work colleagues, for me to improve. These presentation skills have been instrumental in how I look at and go about solving my academic and future professional problems as I near the end of my program. They not only instil confidence in me while conducting presentations but also arm me with the competence to articulate complex thoughts clearly. The preparedness to present and adjust according to the audience response is something very important.
- ❖ **CUSTOMER SERVICE:** With the stiff competition in the business market, excellent customer service is not a luxury for a few but a requirement. As Herve Humler so suitably puts it, "Employee empowerment and recognition is at the heart of our culture and how we drive extraordinary customer service." This statement indeed summarizes what business institutions ought to achieve by creating an enabling work environment that promotes excellent customer service. In the context of web developers, customer

service appears to be one of the most important qualities. By engaging clients in their concerns and offering relevant solutions through the process of active listening, developers are able to build trust and foster loyalty toward realizing overall business success. This internship program has taught me the importance of patience, professionalism, and empathy in the face of challenges, as I am about to enter the professional world. This ability to understand customer needs and expectations, coupled with a commitment to empower and recognize fellow colleagues, is priceless in building strong relationships, meeting client demands, and delivering quality work.

- ❖ **COMMUNICATION SKILLS:** Effective communication is a fundamental skill for both academic and professional pursuits. It involves more than just speaking, it requires active listening, understanding, and adapting to different contexts. In academic settings, strong communication skills are essential for engaging with lecturers, participating in discussions, and comprehending complex concepts. Similarly, in the professional world, web developers need to communicate effectively with clients, colleagues, and stakeholders to understand requirements, collaborate on projects, and convey technical information clearly. Throughout my academic journey, I have developed a deep appreciation for the importance of communication.
- ❖ **TIME MANAGEMENT:** Time management is the technique used to strategically allocate an individual's time efficiently to maximize productivity and minimize stress. Setting priorities, reducing distractions, and regularly taking breaks, helps to ensure total concentration, while also becoming effective at time management, leading to a well-balanced life. Web developers so as students need to manage their time effectively to ensure they meet deadlines, balance multiple tasks, and at the same time, deliver quality work. This skill has made me more conscious on how I spend my time which is necessary for both academic and professional growth especially as I near the completion of my program.
- ❖ **LEADERSHIP:** This is not a character trait that's usually inherited but acquired over time alongside self-education and reflections. Leaders are commonly regarded as people who need not necessarily have extensive leadership training or experience but are usually those that have had other positions such as class representatives or even group leaders and have gained from their experiences both the failures and accomplishments. Leadership begins with the recognition of self. It is therefore possible to easily pinpoint out areas that require improvement in terms of weakness as well as develop ways and means on how to make improvements. I can concur that to be a leader, one needs to put other people first and also be resilient. From this thinking, I also got the understanding that one has to be empathetic towards his followers in order to be a successful leader. There are several other attributes that I have observed in good leaders such as communication skills, critical thinking and work discipline.

Moreover, the art of assembling and creating the best team spirit is a vital factor in developing successful teams. This is very important in web development because nearly every project will involve an assembly of people with varied skills to get the job done. Team work skills are also essential when handling final year projects in order to implement objectives of team.

- ❖ **EMOTIONAL INTELLIGENCE:** Emotional intelligence refers to the ability to not only recognize emotions but also use and derive benefits from the moderated feelings. It is one of the significant soft skills that focus on building different varieties of relationships and making the right decisions to accomplish the set aims and objectives. In an academic context, EI might assume a notably crucial role as learning to cooperate within the group, learn how to cope with stress, or as concerned to decision-making regarding priorities as well as time management. This skill helps me to reduce conflicts with fellow students and professors, so that I may create the best studying environment for myself. It also assists me in controlling the emotional state that excites me during an argument and training myself to do this during specific tests or deadlines. Another advantage of this approach is that it helps me overcome negative thinking and hence perform well in my academics.

Self-aware and socially sensitive people will be ready to face the challenges and stressors at workplace and school. Therefore, understanding my needs and weaknesses is crucial for preventing burnout and achieving proper work-life balance in the future. Like any other skills discussed, emotional intelligence is another that must be exercised one's life as he educates himself.

2.3 Application Of Soft Skills To Future Career

- ❖ **PRESENTATION SKILL:** It is a soft skill relevant in efficiently and effectively conveying ideas, vision, or messages to peers, clients, or superiors. With the confidence gained by high-order presentation skills from the program, I will be able to influence superiors and clients into collaborating with my organization. I will know how to operate various audiovisual tools and, therefore, be in a position to make compelling presentations that demystify complex tasks and concepts, thereby being more accessible. To a web developer, this ability to state technical information clearly will be important in securing stakeholder buy-in and driving project success.
- ❖ **CUSTOMER SERVICE:** Every organization must have good customer service skills. Without satisfying customers, no organization will ever be successful. Great customer service gives the edge over competitors, enhances customer retention, and helps in building a concrete reputation. For a web developer, it is more than being technically proficient; rather, it deals with knowing the requirements of clients, communicating the flow of a project to them, and being responsive to feedback and concerns.

By actively listening to clients and answering their questions or solving their problems, measures are taken to deliver websites and web applications that either meet or go above expectations. A strategy that not only significantly contributes to delivering quality but also facilitates trust and loyalty, which generates repeat business opportunities and positive referrals in return. Proper customer service ensures client satisfaction, impacting the overall outcome of projects and therefore the organization.

- ❖ **COMMUNICATION SKILL:** As a web developer, effective communication is essential for managing various aspects of the development process, including gathering client requirements, collaborating with team members, and providing clear updates on project progress. By implementing a well-structured communication process, I can ensure that the right information is conveyed accurately and understood by all stakeholders, minimizing the risk of misinterpretation and ensuring that the final product aligns with the client's vision.
- ❖ **TIME MANAGEMENT:** Planning how time is used is indispensable for a web developer since it involves handling several aspects of a project, from coding and testing to finally making it live and maintaining it. By prioritizing the tasks and following a well-structured schedule, I will be able to meet the set milestones of a project on time, avoiding the occurrence of any delays that might push the project off track. Proper time management allows not only to increase productivity but also to make a passage through all development phases much easier. It helps to meet any deadlines without fail.

One aspect of time management is that breaks are implemented on schedules in order not to get bored or suffer burnouts. Having time to rest allows one to be on top of performance and mental activity when trying to solve complex problems in coding or debugging. This can be balanced by making sure that work time is portioned out with regular breaks in between, which actually helps improve efficiency and ensures that the quality of work is improved. Through effective time management, I can produce high-quality results and meet the expectations of clients, hence contributing to the overall success of the team and the organization.

- ❖ **LEADERSHIP:** In any team, it is important to have good leadership for things to flow as planned, the same applies to the web developers who mostly work in teams to develop projects. I have learned that good leaders should be able to understand their members and their needs, make them a priority and listen to them carefully. In other words, it is necessary to accept other's opinions in order to promote a culture of openness everyone without any prejudice. This openness not only increases the morale of the team but also the innovativeness and efficiency which are crucial in web development. In its capacity within the framework of solving intricate problems together with creative ideas, it is critical for a leader to encourage the atmosphere in which all team members feel free and

able to contribute. It is vital to show the leadership by setting an example and possessing effective interpersonal communication that keeps the team goal-oriented and committed toward achieving project goals. Leadership on the team is not only about how to direct the processes technically, but also about how to encourage the team grow and succeed at work. This is an important skill I hope apply in my professional journey.

- ❖ **EMOTIONAL INTELLIGENCE:** Human beings are social creatures, and emotional intelligence holds the master key to strong and positive relations. Web developers cannot afford to be short on this attribute since they often work in teams. Emotional intelligence allows team members to relate better with each other, show empathy, and understand emotional problems. It sustains peace within the team by creating a sense of understanding and respect for one another, thereby improving productivity, leadership skills, and customer relations.

Emotional intelligence is important in web development for dealing with stress, different personalities, and complex team dynamics. Caring and trust, together with open lines of communication, are two very important elements needed in any project. As I grow professionally and personally, I hope to continuously improve my emotional intelligence to relate better with my colleagues and clients, and be able to make some positive contributions in the work space.

3.0 IN-PERSON/ FIELD INTERNSHIP

3.1 Profile of Organization

Academic City University College (ACITY) in Ghana, initially established in 2009 as Academic City College, began as a standalone institution on Accra's Ring Road. Since then, the college has transformed into a leading educational institution with a modern campus and a mission to develop future leaders capable of solving complex problems with ethical and collaborative approaches.

ACITY offers a diverse range of programs, including engineering, business, informatics, communication arts, data analytics, artificial intelligence, robotics, biomedical engineering, and industrial and systems engineering. The college is committed to experiential and active learning, social-emotional development, and ethical decision-making. Additionally, ACITY provides students with hands-on experience through access to advanced tools like computer labs, a maker space, and engineering software.

In 2017, ACITY relocated to a new campus and reaffirmed its purpose. By 2018, the college launched a state-of-the-art campus offering programs in engineering, technology, business, and the arts. To date, ACITY has graduated over 3,000 students from more than 23 African countries.

VISION

The vision is to become a world-class institution for learning, innovation, and entrepreneurship.

MISSION

To educate future-ready leaders who can innovatively solve complex problems within an ethical, entrepreneurial, and collaborative environment.

SERVICES OF ACADEMIC CITY COLLEGE UNIVERSITY

- ❖ **GOOD PROGRAM OFFERING :** ACITY offers comprehensive academic programs, ensuring that they meet rigorous standards for quality, relevance, and sustainability in preparing students for their intended careers. Some of these programs include Engineering, Business and Informatics
- ❖ **ON-CAMPUS AMENITIES:** ACITY offers a range of on-campus facilities, including secure parking areas, computer labs, a cafeteria, and student lounges, all aimed at enhancing the overall campus experience.
- ❖ **STUDENT SUPPORT SERVICES:** ACITY places a strong emphasis on student welfare, offering a variety of support services, including academic advising, career counselling, and mental health resources. The institution is committed to helping students achieve academic success and personal growth during their time at the university.

- ❖ **AFFILIATIONS:** ACITY is affiliated with the University of Cape Coast and the University of Mines and Technology for better academic support, joint research projects, and learning experiences..

3.2 Duties and responsibilities

The internship started on Monday the 1st of July, 2024. During the six weeks' internship period with the organization, the intern was assigned to the following duties;

- Assigning projectors, microphones and HDMI cables to classes in the mornings as well as ensuring their return by the end of classes.
- Building concept websites
- Working hand in hand with other staff in preparation for programs such graduation

3.3 Contribution of students to the organization

The intern's six-week internship with the organization was of immense importance to both the intern and the daily operations of the organization. During this period, the intern had the opportunity to work with the IT department and consistently made efforts to assist its members, whether by running errands or helping to set up equipment for the labs and lecture rooms. One of the intern's responsibilities was to assign projectors, microphones, and HDMI cables to the lecture rooms before classes and ensure their return afterward, which was essential for maintaining operational efficiency. Additionally, the intern was tasked with building the front-end for prototype websites. Furthermore, the intern collaborated with other members of the graduation committee to help organize the school's graduation, which took place on July 27, 2024. This internship provided the intern with practical experience in interacting regularly with department heads, fellow IT team members, and lecturers, which required a high level of cooperation and understanding.

4.0 LESSONS LEARNED FROM ISW/ IN-PERSON INTERNSHIP

4.1 Lessons learned from ISW

A wealth of knowledge and valuable lessons was gained from the Internship Stimulation Workshop. Here are a few key takeaways from the workshop:

One key lesson learned was the importance of presentation skills in conveying information to an audience and also seeking critical feedback from the audience to continuously improve and also to practice extensively before any presentation to deal with issues of stage fright.

I also learned the importance of effective customer service as the customer generally hold the keys to the success or failure of any business. I learned the importance of skills like active listening, maintaining composure when deal with difficult customers amongst others.

I also learned that effective communication hinges on mutual understanding between organizational members. Conversely, a breakdown in understanding can lead to communication breakdowns, fostering conflict and misunderstanding. While also using non-verbal communication techniques when necessary.

Additionally, the lesson learned from time management is that time is one of life's most valuable yet limited assets. This understanding has encouraged the intern to plan his time wisely and avoid procrastination as well as taking breaks to avoid burnouts.

I learned that emotional intelligence involves understanding your emotions, learning how to deal with emotional triggers ,showing empathy as well as being able to celebrate the small victories that come my way and not being so hard on myself.

The final lesson learned is that effective leadership is a skill needed to bring a group of people together as team to help achieve a particular goal. This is very important because in organization people work as teams and having effective leadership skills ensure every moves in the same direction

4.2 Lessons learned from in-person internship

The in-person internship provided me with numerous valuable lessons and experiences. Here are a few key insights I gained:

- ❖ I was exposed to more programming languages as well as some tips and tricks from senior programmers.
- ❖ I learned how to be ensure maintenance of equipment for lectures.
- ❖ I learned how to multitask different activities.
- ❖ I learned how to be on time as well and also how to deal with senior figures .

5.0 CHALLENGES ENCOUNTERED FROM ISW/ IN- PERSON INTERNSHIP

Challenges encountered from ISW

Some challenges the intern faced include;

- Unreliable internet connectivity was a challenge especially when it rained heavily this was evident as we are in the rainy season.
- One of the challenges many students faced in participating in the Internship Stimulation Workshop was the lack of quality time. Due to work commitments, individuals were unable to dedicate sufficient time to fully engage in the workshop.
- The ISW did not start on the stated date which created a communication breakdown because students did not know what was going on as there was no frequent communication on why there was a delay. Also time spent to assimilate the materials was less which hampers quality.

5.2 Challenges encountered from In- person internship

Life is full of challenges, and these were certainly present during the in-person internship. However, it is through these challenges that lessons are learned for the future, which is the core purpose of the internship. Although my internship at Academic City University College was an experience rich with practical and educational activities, I did encounter some challenges both within and outside the organization.

These include;

- The intern found it difficult during the first few weeks to get used to certain programming languages and concepts he wasn't familiar with such JavaScript and working with certain frameworks.
- Coping with management staff. At the initial stage, it was also very difficult adjusting and interacting with the employees. Some of them were welcoming and accommodating whilst others were of negative personalities.

6.0 CONCLUSION

The Internship Stimulation Workshop (ISW) has been immensely beneficial for the student, as it provided a wealth of knowledge that goes beyond what is typically taught in the classroom. This internship program has deepened the intern's appreciation for the concepts learned in school by allowing him to apply them in a real-world setting. The intern believes that the objectives of the internship have been successfully met, as he has gained substantial insights and knowledge from the working environment.

7.0 RECOMMENDATION

Even though the internship stimulation workshop was organized to augment the industrial attachment, it indeed proved to be an impactful and knowledge-oriented course. There are few things I would recommend.

To maximize the benefits of the Internship Stimulation Workshop, I recommend that the university provide thorough education to students about its use, advantages, and significance. This will encourage more active participation and help students fully understand the value of the workshop in complementing their industrial attachment experience.

Effective planning for the start date of the internship simulation workshop is important to ensure that the scheduled commencement dates are met. Additionally, clear communication regarding any delays, along with explanations for the reasons behind them, will help maintain transparency and manage participants' expectations.

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