



Intrenship Report

on

Working Experiences at Health Communication in Population Services and
Training Center

Submitted By

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Preface

This report depicts the Internship: I spent at Population Services and Training Center (PSTC). A Non-Government Organization for population Development. Being a student of Journalism and Mass Communication, I actually have gained a much better understanding of communication method of the Organization, starting from reporting, report sourcing, NGO involvements , about people health and their knowledge about health, many types of problems which suffering Women and children basically. I actually have tried to reveal the construct of “Health Communication” supported grounds throughout this report. During this report, I actually have tried to design the chapters my expectation from the (NGO) Population Services and Training Center (PSTC), chronologically activates and function of PSTC, Introducing the Organization, then I tried to explore my personal and professional experience as an intern. Thus, the report shows my observation on my achievements in professional gaining, learning, accomplishment and challenge faces throughout my internship amount.

Declaration

I am pleased to certify that the Internship report on Internship Report on NGO Activities of Population Services and training center prepared by **Sumona Akter Tanny , ID: 151-24- 467** student of the Department of Journalism and Mass Communication has been approved for the partial requirement of BSS (Hons) Degree. Sumona has conducted his Internship successfully at Population Services and training center under my supervision. She has accomplished his Internship during the fall semester, 2018.

I am pleased to certify that the data and the findings presented in the report are the authentic work **Sumona Akter Tanny**.

As a person, **Sumona Akter Tanny** bears a good enthusiasm and moral character. I wish her all success in life.

.....

Supervisor

Prof. Dr. Golam Rahman

Former Pro-Vice Chancellor

Daffodil International University

REPORT SUBMISSION AND APPLICATION

To

Prof. Dr. Golam Rahman

Former Pro-Vice Chancellor

Daffodil International University

Subject: Submission of Internship final report.

Dear Sir,

This is my great pleasure to submit the Internship report of my three months long Internship program in a renowned Non-government organization (NGO) “**Population Services and Training center**” as a part of the requirement of the course. The title of the report is “**Internship Report on Health Communication Activities of Population Services and Training Center**”.

I have put my best effort to make this report a successful one. It has been a joyful and enlightening experience for me to work in the organization and prepare this report. However, this has been obviously a great source of learning for me.

I would like to express my sincere gratitude to you for your kind guidance and suggestions in preparing the report. It would my immense pleasure if you find this report useful and informative to have an apparent perspective on the issue. I shall be happy to provide any further explanation regarding this report if you have any query on this report or any other relevant matters.

Thanking you in anticipation.

Yours Sincerely,

.....

Sumona Akter Tanny

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LETTER OF APPROVAL

DISCLAIMER

I, **Sumona Akter Tanny**, hereby declare that the presented Internship report entitled **Health Communication Activities of Population Services and Training Center (PSTC)** is prepared by me after completion of my Internship (12 weeks) here.

I also confirm that the report is prepared only for my academic requirement not for any other purpose. I declare that the report / any part of the report are not allowed to use for any purpose without permission

.....

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ACKNOWLEDGEMENT

At the start I prefer to convey my sincere appreciation to almighty Allah for giving me the strength and also the ability to complete the task inside the planned time. Then I prefer to precise my sincere feeling to everybody who contributed towards making ready and creating this study with success.

First of all I would prefer to express my sincere and vast feeling of my Department of Journalism and Mass Communication of Daffodil International University and then Internship Supervisor Prof. Dr.Golam Rahman , Former Pro-Vice Chancellor , Department of Journalism and Mass Communication, Daffodil International University. I am deeply indebted to his whole hearted direction to me throughout the Internship period. His valuable suggestion, guideline and also the format he mailed me helped plenty to arrange the report in an exceedingly well organized manner.

I would prefer to offer special thanks to all or any officers and employees of Public Human Rescore (HR) of Population Services and Training Center (PSTC). I would additionally like to give thanks the authority of Population Service and Training Center (PSTC) for giving me the chance to try to my Internship in one in all the acknowledged Non-Government Organization (NGO). The expertise and knowledge gained at Population Services and Training Center helped me to know the various components associated with my study. My gratitude additionally for all faculty who taken my class within the tenure of my BSS program and officers of the BSS program.

I am additionally grateful to the other officers who helped me while preparing the study by giving their suggestion, help and provide of data, that were valuable to me. Their aid support me plenty to complete my report with success. Finally, I would like to keep my gratitude to my beloved father Saiful Islam Babul, who gave special attention to me from the very beginning to the till at the tip of my BSS (Hons) program.

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Chapter- 01

Introduction

BACKGROUND OF THE ORGANIZATION

Population Services and Training Center (PSTC) is the inheriting organization of Family Planning Services and Training Center (FPSTC) which was created by a government order in 1978. It is a non-government, not for profit voluntary Organization registered with the Directorate of Social Welfare in 1995 and with NGO Affairs Bureau in 1996, affiliated with Directorate of Family Planning in 1997 and declared as the inheriting organization of FPSTC by Ministry of Health and Family Welfare in 1997. PSTC evolves under the leadership of eminent citizen of the nation, former defense personnel, valiant freedom fighter and a successful professional, Commander (Retd.) Abdur Rouf.

He had been the first-ever Chief Executive of the then FPSTC. Later on he led the initiatives to turn a project into an organization known today as PSTC and became the Founder of the organization. PSTC has been working for the improvement and uphold the standard of livelihoods of poor and socially disadvantaged people by undertaking various programs and projects particularly, health service focused projects around the country. Major accomplishments: PSTC (former FPSTC) has outstanding and significant achievements. It developed and promoted 82 NGOs throughout the country, which are playing a significant role to supplement and complement national health and family planning program during last 36 years.

As Member-Secretary of Family Planning Council of Voluntary Organization (FPCVO) & GO-NGO Coordination Committee, PSTC played significant role to enhance coordination and collaboration among both the government and non-government organizations. Previously, PSTC was used to act as resource organization for the national and local NGOs as Grants Management Agency.

Objectives of Population services and training center

Working for Population and Development

What Is Internship?

An Internship is an officer program offered by an employer to potential employees. Interns work either half time at an organization for a precise amount of time. Internship are most well liked with undergraduate or graduate students WHO work between one to four months and have a goal to achieve Sensible work or analysis connected experience. The modern Concept of internships primarily springs from the medieval office, in which skilled laborers (often craftsmen) would teach a young person their trade and, In exchange, that person would conform to work for the teacher for a certain length of your time.

About My Supervisor:

Mohammad Azad. He was my supervisor of my organization where I had completed my internship program. I worked under his instructions. He is HR of this organization.

Duration of my Internship:

Academically, duration of an internship is 10 week to 12 week in where, duration of my internship was 12 weeks. I did my internship in 2018.I Worked at Population Services and training Center (PSTC) as an intern September 01, 2018 to November 30, 2018 (12 weeks)

Chapter- 02
Activities during Internship

Activities, Learning and experience

Some problem and package of treatment of this (PSTC) Clinic:

FP- Family Planning (which is very important thing of this NGO)(Pill, Condom, Depo)

PNC- Postnatal Care

GY-Gynee

LCC- Limited Curies Care

MR- Menstruation Regulation

PAC-Post Abortion Care

UTI-

RTI-Reproductive truet Infection

ADO-Adolescent

EPI-Expended on program Immunization

EPI-tika dan kendro.

USG-Ultrasonography (L/A, W/A, P/P)

ECG-Electrocardiogram

CH-Child Health

PT- urine test

Service Provided

FP: family planning is most important of these clinic many service seeker are came here for this purpose. The tree main system of this family planning are: condom, Pill, Depu

PNC: postnatal care. After pregnancy mother and baby's care. Many patient are come the new born baby care and also there mother's care.

GY- genie patient range is most high. Maximum teenage and women even old women are coming through this problem. Menstruation Regulation is a process and this process apply to girl who are suffering of menstruation problem. Many women. LCC- Limited Curies Care. Basically its normal service. Just know what main problem is. Many people are came here cold problem, fever, pain etc. and they actually know what should they do? And this is LCC.

PAC-Post Abortion Care. Many girls and women are came here for after abortion what they should do and this service provided this clinic. Some rules of Abortion: I communicate the doctors very freely about this abortion matter. I ask them why abortion is doing by people they told me many teenage are doing abortion after that they came here and told they suffering many problem, and also some women who are very much unconsults.

Doctor can't permit abortion after 3 month pregnancy because that's are very danger for mother's health. CH-Child Health. Child health care provide this clinic. Child are suffering many types of problem like Daria, numina etc doctor give them service and I observe that when a child patient came here doctor give service too much carefully.

ADO-Adolescent .9/12-18 age girl came here. And the consular and doctors are consoling them properly and help them to consult them to what type problem they face on this time

USG-Ultrasonography (L/A,W/A,P/P), they provide this service by very cheap rate because of help people. The system of ultrasonography three types.

And doctors are very care full about the coming child health. the are try to consult the mother.

PT- urine test .maximum patient are coming for urine test to know there pregnant or not.

“EPI-Expended on program Immunization. very important service of this hospital and also very important service of this NGO. We all are know about “shurjer Hashi” even some of us got EPI or we can call polio of this clinic this “shurjer Hashi” was a previous project of PSTC.25 years they running this project. Even today they are provide EPI.

First Month Activates (September 2018)

First Week (1)

SL.NO	Types of Patients	Number of Client	Patients age
1.	Anc, GY, ICC, MR, CH	8 people	15-45
2.	Anc, PT, LCC,DEPO(FP), Gy	5people	22-34
3.	LCC, GY	2 People	3,36
4.	Anc,GY,PT	6 People	24-67
5.	GY,B.group test, Anc,Fp,LCC	9 people	18-58
6.	Gy,Anc,CH,LCC	7 people	2-30

Maximum are patients are teenage, and maximums problem is GY. which is very common problem urban and rural both .and the main reason of this problem is girls or women have no knowledge about why this problem are create and they are not concern.

Talk to the remark patient:

Name: Fatema, Age 21, she is suffering from Genie problem. Bleeding can't stop .and she came are to treatment but doctor said that she is very late to come here. This type of case is very serious so patient should come early when she suffering the problem.

Second Week (2)

SL.NO	Types of Patients	Number of Client	Patients age
01.	Anc,GY,PT	06 people	21-67
02.	Anc,Gy,B group test	05 people	20-58
03.	Fp,GY,ANc	05 people	21-28
04.	GY,Anc	05 People	22-28
05.	Anc,LCC,GY	07 people	21-30
06.	RTI,GY,B.test,Anc,LCC,	11 People	17-26

Remark Patient: Name: Shelley age 17 .she is coming for LCC because she is suffering many problem doctor said this is for her early marriage.

Name: Bushra, age 19 she is also the same case, she is suffering many problem for early marriage.

Third Week (3)

Sl. No	Types of Patients	Number of Client	Patients age
01.	Anc,LCC,Gy,CH,GY,LCC	07 people	40 day-38
02.	Anc,CH,pnc	08 people	4-38
03.	Ultra,GY,LCC(back pain),Anc,	06 people	21-32
04.	Gy,Anc	05 people	12-22
05.	LCC,Depo,	04 people	21-58
06.	GY,LCC,RTI, saline,USG	11 people	18-35

Four Week (4)

SL.No.	Types of Patients	Number Of Client	Patients age
01.	USG,LCC,ANC,CH	06 people	1-38
02.	Lcc, Vac, B.groping, Gy	06 people	20-60
03.	GY,Anc,DEPO, LCC,	07 people	20-28
04.	CH,ANC,LCC	03 People	2-26
05.	CH,GY,Anc	05 People	3-30
06.	PT,Gy	02 People	26,27

Remark patients: Name: Talisma, age 2 she is a child. She is suffering ear problem. Mistakenly a stone put into her ear.

Second Month Activities (October 2018)

First Week (1)

Sl.No	Types of patients	Number Of Client	Patients age
01.	LCC,Fp(pill),GY,Anc,	13 people	19-44
02.	GY,LCC	05 people	18-38
03.	FP(Pill),LCC,GY,DEPO(FP),Anc,UCG	10 people	19-38
04.	USG,DEPO(FP),GY,PT test	06 People	19-32
05.	Anc,Pill (FP),LCC	05 people	20-42
06.	GY,DEPO,ANC,USG,	11 people	19-25

FP: family planning is most important many people don't know about the details. but many people are very conchs about this problem. DEPO, Pill, condom all are part of this Planning.

Second Week (2)

SL.no	Types of Patients	Number Of client	Patients age
01.	GY,DEPU,USG,Anc,Pill,LCC,	11 people	19-35
02.	GY,RTI,Anc,Pill,LCC,	11 people	19-45
03.	GY,DEPU,USG,Anc,LCC,	11 people	19-35
04.	GY,ADO,USG,Anc,LCC, B.Groping	13 people	17-42
05.	GY,B.test,USG,Pill,LCC,CH	08 People	8month -38
06.	GY,DEPU,USG,Anc,LCC,Ado,condom (FP)	10 people	19-39

Third Week (3)

Sl.No	Types Of Patients	Number Of Client	Patients age
01.	GY,Rbi,Anc,LCC,	06 people	23-65
02.	GY,DEPU,Anc,CH,LCC,	06 people	2-29
03.	GY,Pill,LCC,	04 people	25-41
04.	GY,USG,Anc,LCC,	04 people	20-37
05.	GY,ADO,USG,Anc,Pill,CH,	08 people	19-41
06.	GY,depu,USG,Anc,PT,LCC,	08 people	21-49

Remark Patient: Name Alya age 49 she is crossing ministration age but she is feeling pregnancy . the husband and wife both are afraid because they are already grandfather and grandmother.they thought this situation is very coward for them.

Four Week (4)

Sl.No	Types Of Patients	Number of Client	Patients Age
01.	GY,RBS,USG,Anc, Delivery ,LCC,	06 people	17-42
02.	GY,DEPU,USG,Anc,Pill,LCC,BG	07 people	18-50
03.	GY,USG,Delivery,LCC,	08 People	18-42
04.	GY,DEPU,USG,Anc,Pill,LCC,delivery	08 people	16-49
05.	GY,DEPU,USG,Anc,Pill,LCC,	07 people	2-42
06.	GY,DEPU,USG,Anc,Pill,LCC,	08 people	12-37

Remark case: the delivery patient are not so much consuls about the Anc pregnancy profile the very important thing is that maximum women are don't know about their blood group, and when the fill pain come to hospital at that moment its create problem.

Third Month Activities (November 2018)

First Week (1)

Sl.NO	Types Of Patients	Number of Client	Patients Age
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01.	GY,RTI,USG,Anc,Pill,LCC,BG	11 people	20-42
02.	DEPU,USG,Anc,Delivery,LCC,BG	13 people	18-37
03.	GY,DEPU,USG,Anc,Pill,LCC,BG	17 people	4-61
04.	GY,DEPU,USG,Pill,LCC,BG	20 people	12-35
05.	GY,DEPU,Anc,Pill,LCC,BG	25 people	17-29
06.	GY,DEPU,USG,Anc,Pill,LCC,BG	19 people	3-52

Second Week (2)

Sl.No	Types of Patients	Number of Client	Patients Age
01.	GY,Anc,Pill,LCC,BG	07 people	14-32
02.	GY,DEPU,USG,Anc,Pill,LCC,BG	15 people	12-39
03.	GY,DEPU,USG,Pill,BG, Delivery	18 people	20-44
04.	GY,DEPU,USG,Anc,Pill,LCC,BG	14 people	22-45
05.	GY,DEPU,USG,Anc,Pill,LCC,BG	13 people	18-25
06.	GY,USG,Anc,Pill,LCC,BG	12 people	13-36

Maximum husband are coming for buying pill or condom the women are not buying may be there are feel uneasy to buy those thing.

Third Week (3)

Sl.No	Types of Patients	Number of Client	Patients Age
01.	GY,DEPU,USG,Anc,Pill,LCC,BG	8 people	12-32
02.	GY,DEPU,USG,Anc,Pill,LCC,BG	22 people	3-51
03.	GY,DEPU,USG,Anc,Pill,LCC,BG	14 people	8-42
04.	GY,DEPU,USG,Anc,Pill,LCC,BG	12 people	13-44
05.	GY,DEPU,USG,Anc,Pill,LCC,BG	11 people	22-51
06.	GY,DEPU,USG,Anc,Pill,LCC,BG, Delivery, Rti	37 people	10-62

Four Week (4)

Sl.No	Types of Patients	Number of Client	Patients Age
01.	GY,DEPU,USG,Anc,Pill,LCC,BG	10 people	2-25
02.	GY,DEPU,USG,Anc,Pill,LCC,BG	15 people	20-44
03.	GY,DEPU,USG,Anc,Pill,LCC,BG	16 people	18-29
04.	GY,DEPU,USG,Anc,Pill,LCC,BG	19 people	15-55
05.	GY,DEPU,USG,Anc,Pill,LCC,BG,Delivery	22 people	16-55
06.	GY,DEPU,USG,Anc,Pill,LCC,BG	13 people	12-75

Middle age patient are maximum I get in my internship time. and maximum case are GY problem.

Other Activities:

Though I work in a (NGO) Non-government Organization so I do many types of work lots of responsibilities in there. Because this NGO is a big organization maximum 800 or more than 800 staff working in this NGO.

I am counseling the patient, because many of them have no knowledge about what is safe for health and they are.

I am observing the doctors.

Also communicate with the people who are working in Medicine Company.

Events:

I took part many events in PSTC

Retreat (where they train up there Staff)

Conference

Seminar (stop early Marriage)

Chapter- 03

Learning Experience

Learning:

By this internship program I learned to many things. As an intern I gained knowledge about the environment a corporate office. I learned how to work under many pressures. Beside the pressures of higher officials how to control every difficult situations. The main interesting thing is that I have learned how to clinic and NGO do their work and some information which is totally unexpected for me. I observe many patient because of my job. So for this reason I have gain extra knowledge and very will know to how to NGO work.

Tools and Techniques Used:

Till the last day of my office, always I tried to apply different technique for doing my activities and used some tools for making easier

The Computer: Authority provided me a desk with a computer for my internship program. I did most of work through this computer.

Technique:

My communication help me to apply many technique, and NGO's most of the work depend on communication skill. I was communicate with the sufferer and because of my communication skill patient are feeling comfort to communicate with me. and also the other hand I have maintain a good relation also many staff on PSTC .

Place Visited: I have visited many where because NGO are very communicative organization there doing lots of consoling, health consuls program .and PSTC have lots of Branch in many district.

I visit Sreemongal for the annual retreat, I visit Shilpokola for another health consuls program, I visit Hotel Lake shore for seminar.

How My Communication Skill Help Me this Internship?

I am really happy I am a student of Journalism and Mass Communication Department. and for the help of our teacher I am feel very easy to communicate others because they teach as like that. How to communicate with other? how I get the main answer by asking questionhow to communicate with sufferer people and I must say everybody happy with my behavior.

Some Experience to sharing and communication

Many types of patient came here. And I talk to them.

Mostly women are suffering gynae problem are sometimes they are feeling shy to sharing there problem. for example “ a young teenage girl came here but she is feel uneasy to say something about her menstruation problem. But I was talk to her and saing that talk it easy I am also passing this type share with me she share whith everything.

And the most important part is that it is so difficult for any other sector student to do work in this health sector in my case it is also so difficult but I muct say communication department student can do other sector because communication is must need every where not only just journalism sector but most of the people thought that Journilism is ours only one way but its not true.

My Advisor DR.MD. Golam Rahman Sir Help Me very much to communicate with this NGO. And I learned him that Communication Skill can Change your Life.

Chapter: 04

Evaluation

Differences and similarities between academic and practical work

Bachelors of Journalism & Mass Communication in Daffodil International University offers several courses on Interpersonal Communication, report Writing etc and Mass Communication wherever we've an inclination to induce to be told concerning communication patterns, Communication utterly completely different in places or with different type of groups.

And altogether totally different lectures had educated us from their very own views as they have worked in many platforms at some stage of their lives. So, if not compiled the knowledge, normal students would suffer to know the whole of it.

Though my academy education help me this internship let me use those information in real world Suffer to know the whole of it. Sometimes it's difficult.

Most of the educational kind of like my learning at university from the course, however generally the delivery was totally different as not everybody was educated by a similar teacher of practice of the same manner.

Skills developed during Internship program

Before of this internship I did many part time job but this is my full time job experience on a corporate house. I learned the way to work under extreme pressure, the way prepare and develop contents. I additionally gained experience working within the field. For branding purpose, I met

with plenty of individuals. I had realized how attract a client and client by branding indoor or outdoor creatively.

Chapter-05

Conclusion

SWOT Analysis of (PSTC)

SWOT analysis is a strategic designing technique used to facilitate someone or organization determine the Strength, Weaknesses, opportunities and Threats associated with organization competition or project planning. Its supposed to specify the objective of the organization and project established the internal and external factors that are favorable and unfavorable to achieving those objectives.as an intern I have worked to hard at PSTC and I had find out many things. The SWOT Analysis of my organization are given the below.

STRENGTHS

- # Proficient Organization and Executive Director and chairman body, governing body
- # qualified and experience Management
- # Completed Human Resource
- # Strong Networking with NGO and Government sector and also other sector
- # Use of modern Technologies
- # Positive Mindset
- # Help the poor and Helpless people & train up them

Weaknesses

- # Now-a-days NGO suffering many types problem.

Opportunities

Growing local entrepreneurs

Development people health etc

THREATS

Liquidity Crisis

Political unrest instability

Global Economic Recession

Conclusion

Health Communication is one of the precious division the Population Services and training center (PSTC)To take care of relationship of people, patient and also Government and other countries. the sector of health communication is very big and also its very difficult .but its help to poor and sufferer mostly. I chose this sector by the help of my Advisor DR. MD. Golam Rahman sir.Through this internship program. I actually have differentiated the information of institutions and professional learning. The post has also improved my social communication in an organization. Despite of fewer restrictions, I'm grateful for Population services and Training Center (PSTC) for providing me a novel of internship.