

ASSESSING THE INTERNSHIP PROGRAM IN RELATION TO OFFICE ADMINISTRATION STUDENTS' CAREER READINESS AT HIGHER EDUCATIONAL INSTITUTION IN QUEZON CITY

ABSTRACT

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This study examined how internship programs foster career readiness among Office Administration students in higher educational institutions in Quezon City. Grounded in Kolb's Experiential Learning Theory, The research investigated how structured on-the-job training develops organizational skills, communication competencies, and technical expertise that are essential for employability. The study assessed the effect of formal internship experiences on students' preparedness for the workplace by evaluating demographic influences, student perceptions, and skill development outcomes. A descriptive quantitative research design was employed to evaluate internship impact on career readiness. A total of 155 fourth-year Office Administration students who completed third-year internships in 2024 were selected via convenience sampling, with sample size determined using the Slovin formula. A validated survey questionnaire measured perceptions of program implementation, skill acquisition, challenges encountered, and overall readiness. Data were analyzed using weighted means, frequency distributions, and correlation analyses. Internships enhanced students' career readiness, with the highest gains observed in critical thinking (mean = 3.72) and personal development (mean = 3.68). Networking opportunities and hands-on tasks were particularly beneficial (mean = 3.75). However, only 20.65 percent of students received retention offers from host companies. Communication barriers with supervisors (mean = 2.45) and logistical challenges such as scheduling conflicts (mean = 2.38) were identified as obstacles to optimal learning. The internship program was perceived as effective in strengthening professional competencies and clarifying career expectations. As a result, students endorsed its role in bridging academic learning and workplace demands. Recommendations included organizing preparatory workshops on workplace communication, offering short courses in emerging office technologies, and establishing stronger partnerships with industry to design structured internship curricula. Employers were encouraged to provide clear mentorship frameworks and consider extending retention pathways for high-performing interns.

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