



**A TECHNICAL REPORT ON  
STUDENT INDUSTRIAL WORK EXPERIENCE  
SCHEME {S.I.W.E.S}**

**HELD AT:**

**BALOGUN GAMBARI MICROFINANCE BANK LIMITED**

**BY**

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**ND/23/PAD/PT/0441**

**DEPARTMENT OF PUBLIC ADMINISTRATION INSTITUTION  
OF FINANCING AND MANAGEMENT STUDIES KWARA STATE  
POLYTECHNIC, ILORIN**

**FROM**

**SEPTEMBER TO DECEMBER, 2024**

**IN PARTIAL FULFILMENT OF THE REQUIREMENT FOR THE  
AWARD OF ORDINARY NATIONAL DIPLOMA {O.N.D} IN  
PUBLIC ADMINISTRATION, KWARA STATE POLYTECHNIC**

## **CERTIFICATION**

This is to certify that **MEMUD SAHEED OLADIMEJI** matriculation number **ND/23/PAD/PT/0441** undergoes his industrial training at **BALOGUN GAMBARI MICROFINANCE BANK LIMITED** In partial fulfillment of the award of National Diploma (ND) in Public administration, Kwara State Polytechnic, Ilorin, undersigned by the following people:

.....  
**NURUDEEN ABUBAKAR GOBIR**  
**Department Siwes Supervisor**

.....  
**DATE**

.....  
**ADAM ISIAK SERIKI**  
**Head of Department**

.....  
**DATE**

## **ACKNOWLEDGEMENTS**

I express my sincere gratitude to Balogun Gambari Microfinance Bank Limited for the opportunity to undergo my SIWES training. I appreciate the guidance and support of my supervisors and colleagues, who made my learning experience enriching and rewarding.

## **TABLE OF CONTENT**

Title Page

Certification

Acknowledgement

### **Chapter One: Introduction**

Background of the study

Objectives of Siwes

Scope of the Report

### **Chapter Two: Organization Structure and Operation**

History and Overview of Balogun Gambari Microfinance Bank

Organization Structure

Services Offered

Technology in Use

### **Chapter Three: Industrial Training Experience**

Description of Assigned Duties

Challenges Encountered

Skills and Knowledge Acquired

### **Chapter Four: Conclusion and Recommendations**

Conclusion

## Recommendation

### CHAPTER 1

#### **Introduction**

##### **Background of the Study:**

The Student Industrial Work Experience Scheme (SIWES) is a program designed to bridge the gap between theoretical knowledge acquired in the classroom and practical experience in the industry. It provides students with the opportunity to apply their knowledge in a real-world setting, develop skills, and gain exposure to professional environments.

Balogun Gambari Microfinance Bank Limited is a financial institution that provides banking services to individuals, small businesses, and entrepreneurs. The bank plays a crucial role in financial inclusion by offering microloans, savings accounts, and other financial services to underserved communities

##### **Objectives of the Siwes:**

The objectives of the SIWES program at Balogun Gambari Microfinance Bank Limited include: -

- Gaining practical experience in banking operations.
- Understanding microfinance banking principles.
- Developing customer service and financial management skills.
- Learning about loan processing and risk assessment.
- Enhancing knowledge of financial regulations and compliance.

##### **Scope of the Study:**

This study will focus on the operations and services of Balogun Gambari Microfinance Bank Limited, looking at its customer base, products, and role in community development.

## CHAPTER 2

### ORGANIZATIONAL STRUCTURE AND OPERATIONS

#### History and Overview of Balogun Gambari Microfinance Bank

Balogun Gambari Microfinance Bank Limited was established to provide accessible and affordable financial services to individuals and small businesses. Its primary mission is to promote financial inclusion and support economic development through microfinance solutions.

**Organizational Structure** The bank's organizational structure consists of the following departments:

- **Operations Department:** Handles daily banking transactions, customer service, and account management.
- **Credit and Risk Management Department:** Manages loan applications, risk assessment, and debt recovery.
- **Finance and Accounts Department:** Responsible for financial reporting, budgeting, and accounting.
- **Human Resources and Administration:** Oversees staff management, training, and general administration.
- **Compliance and Internal Audit:** Ensures adherence to banking regulations and policies.

#### SERVICES OFFERED

Balogun Gambari Microfinance Bank Limited offers various financial services, including:

- Microloans and business financing.
- Savings and fixed deposit accounts.
- Financial advisory services.

- Mobile and internet banking solutions.
- Insurance and investment services.

## **TECHNOLOGY IN USE**

The bank utilizes modern banking software for transactions, customer management, and financial analysis. Technologies such as online banking, automated teller machines (ATMs), and mobile applications enhance banking services. Additionally, the use of artificial intelligence (AI) for fraud detection and customer service automation is being explored.

## **CHAPTER 3**

### **INDUSTRIAL TRAINING EXPERIENCE**

#### **Description of Assigned Duties**

During my internship, I was assigned various tasks across different departments, including:

- Assisting customers with account opening and transactions.
- Processing loan applications and verifying customer documents.
- Recording and updating financial transactions in the bank's system.
- Attending training sessions on financial regulations and banking ethics.

#### **Challenges Encountered**

Some of the challenges faced during my SIWES training included:

- Adapting to the fast-paced banking environment.
- Understanding complex financial regulations and compliance requirements.
- Handling customer complaints and inquiries effectively.
- Managing workload and meeting deadlines for assigned tasks.

#### **Skills and Knowledge Acquired**

By the end of my internship, I had gained valuable knowledge and skills, including:

- Improved understanding of microfinance banking operations.
- Enhanced customer service and communication skills.



- Practical knowledge of loan processing and financial risk assessment.
- Proficiency in banking software and data entry.

## **CHAPTER 4**

### **CONCLUSION AND RECOMMENDATIONS**

#### **Conclusion**

My SIWES experience at Balogun Gambari Microfinance Bank Limited was highly insightful and educational. The training provided me with hands-on experience in banking operations, financial management, and customer relations. It was an opportunity to bridge the gap between academic knowledge and real-world financial practices.

#### **Recommendations**

To enhance the SIWES experience for future interns, I recommend the following: - Providing more structured training sessions at the beginning of the internship. - Assigning mentors to guide interns through various banking operations. - Increasing exposure to advanced banking technologies and digital financial services. - Allowing interns to participate in fieldwork, such as client visits and loan recovery processes.