



**A REPORT ON  
STUDENTS INDUSTRIAL WORK EXPERIENCE SCHEME  
(SIWES)**

**UNDERTAKEN AT**

**ROBUST TECHNOLOGIES INTEGRATED HUB AND ALLIED  
SERVICE LTD.**

**Located At: ARA VILLAGE AREA ILORIN KWARA STATE.**

**BY**

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## **DEDICATION**

I dedicate this Students Industrial Work Experience Scheme (SIWES) report to God almighty for his grace and mercy towards the completion of the SIWES programme.

## **ACKNOWLEDGEMENT**

My acknowledgement goes to God almighty, my parents, Kwara State Polytechnic, Ilorin, my supervisors at Robust Technologies Integrated Hub and Allied Service Ltd and to my friends.

## **REPORT OVERVIEW**

This is an industrial attachment report for the Students' Industrial Work Experience (SIWES) programme carried out at Robust Technologies Integrated Hub and Allied Service Ltd. Located at: Ara Village Area Ilorin Kwara State. 2023 to December, 2023.

The report comprises the background of SIWES, the description of the organization, its aims and objectives, the experiences gained as an industrial training student and the summary, conclusions and recommendations.

It has a total of 5 chapters with sub-chapters. It also has the preliminary pages, such as the title page, report overview and table of contents and recommendations on the improvement of scheme.

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## **CHAPTER ONE**

### **INTRODUCTION**

The Students' Industrial Work Experience Scheme (SIWES) is a scheme established by the Industrial Training Fund (ITF) in 1973 to help students of tertiary institution in Nigeria acquire technical skills and practical exposure in an industrial environment based on various course of study.

Prior to the Establishment of SIWES, science and technology education in Nigeria was marred with the problem of lack of adequate practical and industrial skills and working experience that will prepare students of tertiary institution in Nigeria for employment opportunities in industries. It was in this view that the scheme was established and students in tertiary institution of Nigeria studying sciences and technology related courses were mandated to participate in the program to enable them have technical knowledge and working experience before graduating from their prospective institution and makes it a smooth transition from the lecture room to the world of work.

#### **1.1 BACKGROUND TO THE STUDY**

SIWES was established by industrial training fund to solve the problem of lack of adequate practical skills in preparation for employment in industries by Nigerian graduates of tertiary institutions.

The Students' Industrial Work Experience Scheme (SIWES) was designed, established and implemented by the Industrial Training Fund (ITF) in 1974 to ensure acquisition of field practical knowledge and skills by students before graduation, mainly coordinated by the National University Commission (NUC). The NUC recognizing the importance of job specifications in the scheme did set the necessary machinery in motion soon after the resolution was taken in 1998. However, from 1989-1993, the drawing up of the minimum academic standards documents (a major statutory of commission) owe resultant accreditation exercise and the movement of the commission secretariat to Abuja did not leave sufficient time to actualize this goal.

It was not until January 1996 at a 3 days national workshop in Jos that specification was drawn for the entire program that had industrial attachment component in the minimum academic standard documents. Participants were drawn from senior academic from universities across the country, SIWES coordinators and officers in all nine panels, each headed by a senior academic officer were constituted for the entire forty-six program. Prior to drawing job specification, however, a one-day meeting was held at which a five-day meeting was presented and the procedure content and format for presentation of the specification documents were decided.

SIWES commenced in 1974 in the aim of making education more relevant to bridge the gap between the theory and the practice of agriculture, engineering, technology and science related discipline in tertiary institutions in Nigeria.

For students in polytechnics and mono-technics and college of education, the duration of SIWES is for 4 months while university undergraduates go for a 6 months duration. Each institution is

expected to have a SIWES coordinator who is in charge of all activities that pertains to students industrial training in the institution.

The production of SIWES job specification is without doubt a milestone in the development of academic activities in the national university system. The benefit derivable by the employer, universities and the students alike are immense and will go a long way to move the country forward technologically.

**Operators:** The ITF, the coordinating agencies (NUC, NCCE, NBTE), the employers of labor and institution.

**Funding:** The Federal Government of Nigeria.

**Beneficiaries:** Undergraduate students of the following; Agriculture, Engineering, Technology, Environmental, Sciences, Education, Medical sciences and Pure and applied sciences.

## **1.2 OBJECTIVES OF SIWES**

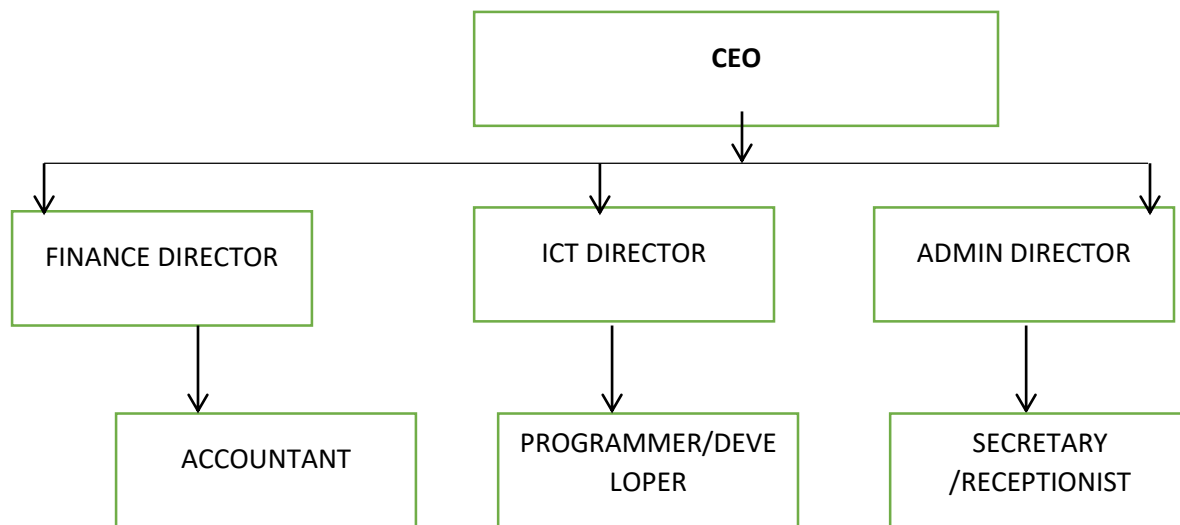
1. It provides students the opportunity to test their interest in a particular career before permanent commitments are made.
2. It provides an avenue for students in tertiary institutions to acquire industrial skills and work experience in their course of study.
3. Makes the transition from school to the world of work easier and enhances students contacts for later job placement.
4. It helps students to develop skills and techniques directly applicable to their careers.
5. It provides students the opportunity to understand informal organizational interrelationships.
6. It helps students develop skills in the application of theory to practical work situations.
7. It increases a student's sense of responsibilities
8. It prepares students to enter into full time employment in their area of specialization upon graduation.
9. It provides students the opportunity to develop attitudes conducive to effective interpersonal relationships.

## CHAPTER TWO

### 2.1 HISTORICAL BACKGROUND OF THE ORGANIZATION

The corporate name of the organization is Robust Technologies Integrated Hub And Allied Service Ltd. The organization has been in existence some years back and it is located Ara Village Area Ilorin Kwara State. The pioneer is a very responsible person and the organization and its permanent staffs are also responsible as well. The organization is known for its diligence and efficiency in tutoring the computer literates in order for them to become professionals.

### 2.2 ORGANIZATIONAL STRUCTURE



### 2.3 MAJOR ACTIVITIES OF THE ORGANIZATION

The ORGANIZATION deals mainly with Investigative Journalism Platform, News Report, and News Editing etc. The organization proofreads the news planned on A-3 paper and later compares them after the correlates were effected, they also participate in the news publishing.

### 2.4 SECTIONAL/UNIT OF THE ORGANIZATION WITH THEIR SPECIFIC FUNCTIONS.

These are the various units of the organization and their specific functions:

Gathering of News Department: This section is in charge of collecting news.

Editing of News Department: They deal with news editing.

Reading of News Department: This section is in charge of news reading.

Training Centre: This is where students are being lectured.



## **CHAPTER THREE**

### **TECHNICAL EXPERIENCE**

#### **Introduction to the Organization and Workplace Orientation**

#### **Overview of Robust Administration Business Center: mission, vision, and organizational structure.**

An interactive session between the student and the management Robust Administration Business Center based on the rules and regulation guiding the organization. Various student were group into these two department, news and current affairs department and programme department

#### **Orientation on company policies, code of conduct, safety procedures, and expectations.**

To provide hands-on experience in business administration and operations.

To enhance administrative, communication, and managerial skills.

To gain a practical understanding of customer relations, financial processes, and operational management.

To familiarize with the use of business tools and techniques applied in a professional setting

#### **Introduction to the various departments: Administration, Customer Service, Finance, Operations.**

##### **Administration Department**

Assisted with scheduling appointments and organizing meetings.

Handled business correspondence, both internal and external, including drafting official documents.

Maintained office records, including client files and inventory tracking.

Assisted in document preparation and business reports for management review

##### **Customer Service Department**

Welcomed and attended to customers, ensuring prompt and efficient service delivery.

Managed customer complaints and inquiries, providing resolutions and follow-ups where necessary.

Organized client files, updated databases, and ensured accurate service documentation.

Learned how to manage client relationships, ensuring repeat business and customer satisfaction.

##### **Finance, Operations Department**

##### **Finance Department**

Assisted with the preparation and processing of invoices for services rendered.

Maintained petty cash and ensured proper documentation for all financial transactions.

Assisted in financial report preparation, including daily sales reports and monthly profit and loss statements.

Worked with accounting software to input financial data and generate reports.

### **Operations Department**

Operated office machines such as photocopiers, printers, and laminators to assist clients.

Handled printing, scanning, and binding tasks for various clients.

Assisted with the maintenance and troubleshooting of office equipment to ensure smooth operations.

Organized and processed bulk document handling tasks for corporate clients

### **Role of business centers in supporting administrative functions.**

This may include supporting and overseeing teams, problem-solving, developing and implementing plans, and meeting goals. A business administrator focuses on the work being done and the results that work is producing.

Responsible for the administration of financial activities including payments, orders or monitoring.

Maintenance of websites (intranet and internet) where required to ensure information is up to date.

To ensure a range of activities and schedules are delivered according to agreed deadlines and standards.

Business Administrator, is a professional who oversees a company's daily operations. They typically ensure the business can function smoothly and provide support to its employees. They also provide leadership to all company departments and help the company achieve its goals

During my SIWES experience at Robust Administration Business Center, I was fortunate to gain hands-on exposure to a variety of key areas within the office service. Each department I worked in offered unique insights that not only improved my technical abilities but also enriched my understanding of how each facet of the business contributes to the overall success of the company.

In the **Customer Service Department**, I was immersed in the critical aspect of managing customer relationships. I learned the importance of effective communication by handling customer inquiries, addressing complaints, and providing tailored solutions to ensure satisfaction. One of the key skills I developed was the ability to resolve issues quickly and efficiently, often needing to think critically under pressure. I became well-versed in using customer relationship management (CRM)

software to track interactions and manage customer data, which highlighted the importance of organization and data-driven decision-making in improving service delivery. Additionally, I gained valuable experience in managing customer expectations, ensuring that every interaction left the customer feeling valued and heard. I also collaborated with the marketing and operations departments to ensure that feedback from customers was effectively communicated and used to refine processes, resulting in better overall service and satisfaction.

In the **Sales and Marketing Department**, I was exposed to the strategic side of the production service industry, learning how to create and implement marketing campaigns aimed at promoting products and services. I was actively involved in designing advertisements, writing content for social media platforms, and working on campaigns that targeted specific customer segments. Through this, I gained a deeper understanding of how to engage with customers through different channels, from online platforms to in-person events. I also contributed to creating promotional offers and loyalty programs, helping the company attract new clients while maintaining strong relationships with existing ones. The experience taught me how to leverage market research to understand customer behavior, preferences, and trends, allowing me to better tailor marketing strategies. Additionally, I honed my sales skills by working directly with clients, practicing persuasive communication, and understanding the nuances of customer decision-making processes. By the end of my time in this department, I had a strong understanding of how effective marketing and sales strategies contribute directly to business growth and customer retention.

The **Operations Department** provided me with practical experience in managing the day-to-day logistics of the company's operations. I was involved in overseeing order processing, managing inventory, and ensuring timely delivery of orders, which allowed me to see firsthand the critical role that efficient operations play in maintaining customer satisfaction. I assisted in tracking inventory, ensuring that products were always available for customers, and helping the company avoid delays caused by stock shortages. Working closely with the operations team, I also helped troubleshoot logistical challenges such as delayed shipments and discrepancies in orders. This experience helped me develop strong problem-solving skills, as I was tasked with finding quick and effective solutions to maintain smooth operations. Additionally, I learned how coordination between departments, such as marketing, customer service, and catering, was essential for ensuring that everything ran seamlessly and that customers received their orders on time.

**The Catering Department** offered me an opportunity to develop my culinary skills while working under the pressure of large orders and tight deadlines. I was involved in preparing a variety of dishes, ensuring that the product high standards of quality. I gained valuable insights into the importance of product

During peak periods, especially when catering for large events, I honed my ability to work quickly without compromising on quality. I also had the opportunity to interact directly with clients, which helped me understand their specific needs and preferences. Ensuring their satisfaction was my primary responsibility, and this experience taught me how important it is to pay attention to detail and personalize services based on the client's requests.

**The Administration Department** involves organizing, managing, and coordinating office activities to ensure efficient and effective operations. It encompasses various tasks and responsibilities that support the smooth functioning of an office. Below are the key fundamentals of managing office activities and resources:

**Managing Office Activities:** Office management is the technique of planning, organizing, coordinating and controlling office activities with a view to achieve business objectives and is concerned with efficient and effective performance of the office work. The success of a business depends upon the efficiency of its office.

**Resource Management:** resource management is the efficient and effective development of an organization's resources when they are needed. Such resources may include the financial resources, inventory, human skills, production resources, or information technology and natural resources.

**Leadership and Supervision:** Leaders focus on creating a vision, inspiring others, and adapting to change, while supervisors are more likely to manage a team based on preexisting organizational goals and guidelines.

**Key Skills for Office Administration:** 8 Must-have skills and qualities of an office administrator  
Strong organizational skills, Communication skills, Interpersonal skills, Experience with technology and software, Problem-solving skills. ...

Attention to detail, Customer service skills.

**Document Management**, often referred to as Document Management Systems (DMS), is the use of a computer system and software to store, manage and track electronic.

Document management is the process of creating, organizing, and retrieving documents in both electronic and physical formats. The process encompasses the whole document lifecycle and can be applied at any stage in a document's existence.

Writing an official memo, retrieving a service contract, scanning checks to be placed in a customer record, or archiving an outdated policy reminder are all examples of document management in action.

Nowadays, one of the key things an organization can do to improve its business processes is to get a document management system. There are still a plethora of issues with physical paper records, they can be damaged, lost, stolen, etc.

**The four kinds of documentation are:**

Learning-oriented tutorials.

Goal-oriented how-to guides.

Understanding-oriented discussions.

Information-oriented reference material.

**Proper handling of confidential documents and maintaining security protocols.**

When managing data confidentiality, follow these guidelines:

- Encrypt sensitive files.
- Manage data access.
- Physically secure devices and paper documents.
- Securely dispose of data, devices, and paper records.
- Manage data acquisition.
- Manage data utilization.
- Manage devices.

Scheduling meetings, organizing appointments, and drafting correspondence (letters, emails).

**How to write a scheduling meetings**

I am writing to schedule a meeting to [purpose of your meeting]. If the time works for you, I would like to meet at [time] on [date] at [place]. Please confirm whether that works for you or if another time and place is better. I look forward to our meeting.

**Scheduling meetings, organizing appointments, and drafting correspondence (letters, emails).**

## **How to scheduling Appointment via Emails**

### **Creating Effective Appointment Emails**

Write a clear subject line. An email should have “glance-value”. ...

- Use a salutation. ...
- Introduce yourself (if necessary).
- Explain why you want to meet.
- Be flexible about time and place.
- Request a reply or confirmation.
- Send a reminder.

Throughout my time at Robust Administration Business Center, I was able to connect the dots between different departments and see how the success of one impacts the others. Working in multiple areas of the company helped me appreciate the interconnectivity of customer service, marketing, operations, all of which contribute to the company’s overall success. I learned how important it is for departments to work together harmoniously, share information, and collaborate effectively to ensure that customers receive excellent service and high-quality products. I also gained invaluable skills such as multitasking, effective communication, problem-solving, and time management, which will serve me well in my future career.

The experience at Robust Administration Business Center also gave me a deeper understanding of the administration department as a whole. I learned that running a successful business requires not only culinary expertise but also a deep understanding of logistics, customer service, marketing, and operations. Each department I worked in helped me build a well-rounded skill set that I can carry forward into my career. I am grateful for the opportunity to contribute to the company’s success while learning from a team of talented professionals. This experience has reinforced my passion for the production and has provided me with a solid foundation to pursue a career in this dynamic and fast-paced field.

## **CHAPTER 4**

### **EXECUTIVE SUMMARY**

#### **BENEFITS**

- ❖ I become more enlightened by encountering and getting familiar with different equipments.
- ❖ I was able to relate most of my theoretical aspect taught in class to the physical aspect in the organisation.
- ❖ I experienced how to use some of the equipment being used in the organisation.
- ❖ I also improved in my understanding of some stages.

#### **WORK CARRIED OUT WITH CLEAR STATEMENT**

The entire staff of **Robust Administration Business Center**, taught me on how to manage the company and how to work as a team in any organisation.

I also learnt something about functions of a Manager.

## **CHAPTER FIVE**

### **5.1 RECOMMENDATION**

Going through some experience gained during the programme I will recommend that there is need for improved on some of the activities both in the media organization where served and the school

- ❖ The time duration for the programme should be extended more than four months
- ❖ Media organization should create more practical knowledge for the student for them to acquire more knowledge from their versatile staff.

### **5.2 CONCLUSION**

SIWES was established to provide opportunities for students to involve in the industrial training. I gained a wide range of experience from the various assignments undertaken such as news and reporting, news alignment, news commentary and editing process. All the experience gained help to fulfill the objective of Siwes