



**TECHNICAL REPORT ON STUDENT INDUSTRIAL WORK
EXPERIENCE SCHEME (SIWES)**

HELD AT

NAH GOD ENTERPRICISE

BY

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DEDICATION

This report is dedicated to Almighty allah for His divine mercy on me and my family who has given me the strength, wisdom, knowledge and understanding in working toward my success, I also dedicate this report to my parent and the family for their support and to my supervisor for the success of this report.

ABSTRACT

This report gives a good account of the training and experience which exposed student during the student industrial work experience (SIWES) at God Grace Computer Center.

CHAPTER ONE

INTRODUCTION

1.1 BACKGROUND OF SIWES

The Student Industrial Work Experience Scheme (SIWES) is a practical training program designed to expose students to real-world applications of their academic studies. It was established by the Federal Government of Nigeria in collaboration with the Industrial Training Fund (ITF) to bridge the gap between theoretical knowledge and professional practice. The scheme ensures students gain essential hands-on experience in office management, administration, and technology-driven business environments.

1.2 OBJECTIVES OF SIWES

The primary objectives of SIWES for Office Technology and Management students include:

- Exposing students to modern office technology and administrative procedures.
- Enhancing students' proficiency in office software applications, records management, and business communication.
- Developing skills in office organization, scheduling, and secretarial functions.
- Providing students with experience in customer relations, data entry, and professional correspondence.
- Preparing students for future career opportunities in business administration, corporate offices, and government institutions.

1.3 SIGNIFICANCE OF SIWES IN OFFICE TECHNOLOGY AND MANAGEMENT

The SIWES program is crucial for OTM students as it enables them to develop competency in managing office operations, handling digital documentation, and working effectively in administrative environments. It also equips students with workplace ethics and professionalism.

1.4 SCOPE AND LIMITATIONS

This report covers the practical training received at Nah God Café enterprises, detailing the tasks performed, challenges encountered, and recommendations for future improvement. However, limitations such as restricted access to confidential records and limited duration of training constrained the full exploration of certain office procedures.

CHAPTER TWO

ORGANIZATIONAL PROFILE

2.1 HISTORY OF THE ORGANIZATION

Nah God Enterprises is a technology-driven organization that provides ICT solutions, administrative support, and business consultancy services. Established to enhance office automation and digital record management, the company plays a vital role in training individuals in modern office practices. It is strategically located within Kwara State Polytechnic, Ilorin, making it accessible to students and business professionals.

2.2 ORGANIZATIONAL STRUCTURE

The company's structure consists of the following departments:

1. Executive Leadership: Chief Executive Officer (CEO), General Manager (GM)
2. Office Administration & Customer Service: Office Manager, Front Desk Officer
3. ICT & Technical Services: ICT Manager, Systems Administrator
4. Training & Development: Training Coordinator, Instructors
5. Finance & Accounts: Chief Financial Officer (CFO), Accountant
6. Business & Consultancy: Public Administration Consultant, Research Analyst

2.3 FUNCTIONS OF THE ORGANIZATION

Nah God Café Enterprises specializes in:

- Office automation and digital record management.
- Business consultancy and legal documentation.
- Training students in ICT and administrative skills.
- Providing corporate secretarial services.
- Customer service management and public relations.

CHAPTER THREE

INDUSTRIAL TRAINING EXPERIENCE

3.1 WORK ACTIVITIES AND RESPONSIBILITIES

During my 14-week SIWES training at Nah God Enterprises, I was involved in various administrative and office management tasks. Below is a breakdown of weekly responsibilities:

WEEK 1: ORIENTATION & OFFICE ETHICS

- Understanding office policies and professional ethics.
- Introduction to office documentation and record-keeping.
- Learning workplace communication techniques.

WEEK 2: SECRETARIAL DUTIES & FILING SYSTEM

- Assisting with filing and retrieval of documents.
- Managing physical and electronic records.
- Organizing office supplies and maintaining inventory.

WEEK 3: BUSINESS COMMUNICATION & CORRESPONDENCE

- Writing memos, official letters, and emails.
- Learning professional telephone etiquette.
- Assisting in meeting scheduling and minute-taking.

WEEK 4: OFFICE AUTOMATION & ICT TRAINING

- Learning Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Managing digital records and databases.
- Introduction to office management software.

WEEK 5: CUSTOMER SERVICE & PUBLIC RELATIONS

- Handling client inquiries professionally.
- Managing front desk operations and visitor records.

- Developing problem-solving and conflict resolution skills.

WEEK 6: DATA ENTRY & DOCUMENTATION

- Assisting in data processing and documentation.
- Creating and editing reports.
- Understanding confidentiality in data management.

WEEK 7-9: PRACTICAL EXPOSURE IN OFFICE ADMINISTRATION

- Managing staff schedules and appointments.
- Preparing financial and business reports.
- Assisting in office workflow and efficiency improvement.

WEEK 10-12: ADVANCED OFFICE MANAGEMENT & RESEARCH

- Conducting research on office technology trends.
- Implementing improved filing and documentation methods.
- Assisting in organizing business training workshops.

WEEK 13: REPORT WRITING & EVALUATION

- Preparing SIWES report documentation.
- Reviewing office experience and feedback from supervisors.

WEEK 14: FINAL ASSESSMENT & CERTIFICATION

- Evaluation of training impact.
- Receiving feedback from management.
- Awarding of SIWES completion certificate.

3.2 CHALLENGES FACED

- Adapting to office work routines and schedules.
- Limited access to high-level administrative tasks.

- Technical challenges in handling office software.

3.3 LESSONS LEARNED

- Importance of professionalism and ethical conduct.
- Enhanced proficiency in office technology applications.
- Improved communication and time management skills.

CHAPTER FOUR

IMPACT OF SIWES AND RECOMMENDATIONS

4.1 IMPACT ON CAREER DEVELOPMENT

SIWES has significantly improved my practical skills in office technology, administration, and customer relations. I have gained valuable experience in handling office automation tools, managing official correspondence, and providing administrative support.

4.2 RECOMMENDATIONS FOR THE ORGANIZATION

To enhance the SIWES experience, Nah God Enterprises should:

- Provide structured mentorship for interns.
- Offer more training sessions on advanced office technology.
- Improve access to modern office management tools.

4.3 RECOMMENDATIONS FOR FUTURE SIWES STUDENTS

Future students should:

- Be proactive in learning and participating in office activities.
- Develop strong organizational and documentation skills.
- Adapt to workplace challenges and seek continuous improvement.

4.4 CONCLUSION

My SIWES experience at Nah God Enterprises was highly impactful, providing me with the necessary skills and knowledge to excel in office technology and management. The training has prepared me for real-world office environments, enhancing my readiness for future career opportunities.

REFERENCES