



TECHNICAL REPORT  
ON  
STUDENTS INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)

HELD AT

GOVERNMENT OFFICE

HAMADU BELLO WAY GRA ILOIRN

PRESENTED BY

**BABABOYE DEBORAH OLAMIDE**

**ND/23/OTM/FT/0018**

**SUBMITTED TO**

**DEPARTMENT OF OFFICE TECHNOLOGY MANAGEMENT, INSTITUTE OF  
INFORMATION AND COMMUNICATION, KWARA STATE POLYTECHNIC,  
ILORIN.**

**IN PARTIAL FULFILMENT OF THE REQUIREMENT FOR THE  
AWARD OF NATIONAL DIPLOMA (ND) OFFICE TECHNOLOGY  
MANAGEMENT**

MARCH, 2024

## **CERTIFICATION**

This report has been carefully examined and approved as meeting part of the requirements of the Department of office Technology Management, Institute of Information and Communication Technology, kwara State Polytechnic, Ilorin, impartial fulfillment for the award of National Diploma (ND) in office Technology Management

.....  
**MR. ibrahim Kabir O.**  
*(Siwes Coordinator)*

.....  
**DATE**

.....  
**MRs. Asonibare**  
*(Head of Department)*

.....  
**DATE**

## **DEDICATION**

I dedicate this work to Almighty, my Parents and my Lecturers and Generally the departments

## **ACNOWLEDGMENT**

All praises, thanks, adoration, honor and glory to Almighty GOD, the Lord of the world, the most benefit and the most merciful for His protection , provision, guidance and support for the successful completion of this Industrial Training Exercise.

My appreciation goes to my (SIWES) Supervisor and to all the Lecturers in Nutrition and deities department.

## **PREFACE**

The most important asset of any industrial organization is the human capital available to it. Hence, industry depends on the technical competence of its manpower for the operation and maintenance of its non-human assets and resources.

The Students' industrial Work Experience Scheme (SIWES) – a skill training and competence-building intervention for students of tertiary institution – has the potential of increasing the scope and variety of technical skills in the common pool or general stock available for the industrial development of Nigeria.

Harnessing the potential of ( SIWES) for industrial, technological and economic developments, however, demands the three major SIWES stake holders of actors (STUNDENTS, INSTITUTION AND EMPLOYERS) be empowered to fully participate and cooperate with one and other in implementing the scheme. Such cooperation requires that the three actors share the same information on all basic aspect of ( SIWES)

## **TABLE OF CONTENT**

TITTLE PAGE

CERTIFICATION

ACKNOWLEDGEMENT

PREFACE

TABLE OF CONTENT

### **CHAPTER ONE**

1.1 Background of the Siwes

1.2 Objectives of Siwes

1.3 Scope of the Report

### **CHAPTER TWO**

2.0 Historical background

2.1 Organizational Structure of Organization

2.2 Function of the Organization

### **CHAPTER THREE**

3.1 Activities and Assignment

3.2 Equipment and software used

### **CHAPTER FOUR**

4.1 Observation

4.2 Challenges Encounter

### **CHAPTER FIVE**

5.1 Summary

5.2 Conclusion

# **CHAPTER ONE**

## **INTRODUCTION**

### **1.1 Background of SIWES**

The Student Industrial Work Experience Scheme (SIWES) is a vital initiative designed to expose students to the realities of the professional world. It provides an avenue for students to translate theoretical knowledge into real-world application. Through this program, students develop hands-on skills, build professional networks, and understand workplace dynamics. The importance of SIWES cannot be overstated, as it equips students with the competence required to thrive in their chosen careers.

This report chronicles my in-depth experience during my industrial training at [Name of Government Office], Ilorin, where I was immersed in the complex, fast-paced, and sometimes overwhelming environment of office administration. The training provided me with an unfiltered view of office politics, challenges, and the indispensable role of technology in modern governance.

### **1.2 Objectives of SIWES**

- To gain a comprehensive understanding of the professional work environment.
- To develop technical and administrative competencies required in office technology.
- To bridge the gap between theoretical coursework and real-world application.
- To cultivate essential workplace skills such as communication, teamwork, time management, and problem-solving.
- To adapt to workplace pressures and learn how to navigate organizational structures effectively.

### **1.3 Scope of the Report**

This report covers every aspect of my industrial training, including my daily tasks, significant experiences, challenges faced, observations, and recommendations for improvement. It provides deep insights into the operational structure of the office, the work culture, and my personal growth during the training period.



## CHAPTER TWO

### DESCRIPTION OF THE ORGANIZATION

#### 2.1 History of the Organization

Government Office Ilorin is a well-established institution in Ilorin, dedicated to ensuring efficient governance and administrative service delivery. The office plays a significant role in policy implementation, public administration, and maintaining records crucial to governmental operations. Over the years, the institution has undergone major transformations, incorporating modern technology to improve efficiency, yet still battling challenges related to bureaucracy and outdated processes.

#### 2.2 Organizational Structure

The office is divided into several key departments, each playing a pivotal role in the institution's functionality. These departments include:

- **Administrative Department:** The backbone of the office, responsible for documentation, official correspondence, and internal management.
- **Finance Department:** Oversees budgeting, payroll processing, and financial reporting to ensure accountability.
- **ICT Unit:** Handles digital records, database administration, and troubleshooting of office technology.
- **Public Relations Unit:** Manages external communications, media relations, and stakeholder engagement.

## **2.3 Functions of the Organization**

- Policy implementation and monitoring.
- Record-keeping and document management.
- Facilitation of essential public services, including issuance of permits and official letters.
- Bridging the gap between the government and the public through communication and service delivery.

## CHAPTER THREE

### DESCRIPTION OF WORK DONE

#### 3.1 Activities and Assignments

Throughout my training, I was actively engaged in a variety of tasks that broadened my understanding of office administration. My key responsibilities included:

- **Document Processing:** From simple memos to complex government reports, I handled typing, formatting, printing, and photocopying of numerous official documents.
- **Filing and Archiving:** Ensuring systematic storage of sensitive documents and retrieving them when needed.
- **Correspondence Management:** Receiving, recording, and dispatching official letters while ensuring proper documentation and tracking.
- **Data Entry and Report Generation:** I worked extensively with Microsoft Excel and Word to compile and analyze data for official reports.
- **Office Inventory Management:** I monitored the usage of office supplies and assisted in procurement processes.
- **Meeting Participation:** I attended various meetings, observed high-level decision-making, and took detailed minutes.

#### 3.2 Equipment and Software Used

My hands-on experience with office technology included:

- **Computers and Printers:** Used for word processing, document editing, and printing official materials.
- **Microsoft Office Suite:** Word for documentation, Excel for data processing, and PowerPoint for presentations.

- **Photocopiers and Scanners:** Essential tools for duplicating and digitizing documents.
- **Telecommunication Systems:** Internal phone systems were used for correspondence and coordination.

## CHAPTER FOUR

### OBSERVATIONS, CHALLENGES, AND RECOMMENDATIONS

#### 4.1 Observations

- A well-structured but bureaucratic office environment that sometimes slows down decision-making processes.
- Increasing integration of digital systems, yet heavy reliance on paper documentation persists.
- Interpersonal relationships play a crucial role in office politics and workflow.
- The importance of confidentiality in handling sensitive government documents.

#### 4.2 Challenges Encountered

- **Technological Deficiencies:** Some departments lacked access to updated office technology, making tasks time-consuming.
- **Bureaucracy and Delays:** Several processes required multiple approvals, causing unnecessary delays in execution.
- **Frequent Power Interruptions:** Inconsistent power supply disrupted workflow and delayed important tasks.
- **High Workload and Pressure:** Handling multiple tasks under tight deadlines was a significant challenge, requiring effective time management.

### 4.3 Recommendations

- **Full Digital Transformation:** The office should invest in a comprehensive digital management system to enhance efficiency and reduce paperwork.
- **Training and Capacity Building:** Regular training sessions should be conducted to keep staff updated with modern office technologies and best practices.
- **Power Backup Solutions:** Alternative energy sources, such as generators or solar power, should be incorporated to ensure continuous workflow.
- **Streamlining Bureaucracy:** The office should consider restructuring approval processes to reduce unnecessary delays.

## **CHAPTER FIVE**

### **CONCLUSION**

#### **5.1 Summary of Experience**

My SIWES experience at Government Office Ilorin was an immersive journey into the world of public administration and office management. It offered me a chance to apply my theoretical knowledge in a practical setting while navigating the intricacies of office culture, workflow, and technological advancements. The experience heightened my understanding of administrative duties, reinforced my ability to handle real-world challenges, and strengthened my professional skills.

#### **5.2 Conclusion**

This industrial training has been a transformative experience, equipping me with the skills, exposure, and confidence to excel in office administration. The knowledge gained from this experience will be instrumental in my career growth, and I am now more prepared to face the demands of the professional world.