



A TECHNICAL REPORT
ON
STUDENT INDUSTRIAL WORKING EXPERIENCE
SCHEME (SIWES)

HELD AT
AROWONA COMMUNICATION
115 Kaima Road, Alore Area, Ilorin, Kwara State.

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DEDICATION

All praise and honour belong to the Almighty Allah the giver of wisdom and knowledge and also to my parent Mr. & Mrs. SAADUDEEN for their moral, financial and spiritual support

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ABSTRACT

The Student Industrial Work Experience Scheme (SIWES) is a practical training program designed to equip students with hands-on experience in their field of study. This report details my SIWES experience at Arowona Communication, located at No. 115, Kaima Road, Alore Area, Ilorin, Kwara State. The primary goal of the training was to bridge the gap between theoretical knowledge gained in the classroom and practical business operations in the real world.

During the training period, I actively participated in various business activities, including customer service, sales of phone accessories, Point of Sale (POS) transactions, and recharge card sales. I gained essential skills such as financial record-keeping, inventory management, communication, and problem-solving, all of which are crucial in business administration.

Despite the valuable learning experience, I encountered challenges such as network failures affecting POS transactions, difficult customer interactions, stock shortages, and long working hours. However, these challenges provided me with an opportunity to develop patience, adaptability, and effective problem-solving skills.

The training experience has significantly contributed to my understanding of business operations, entrepreneurship, and customer relationship management, making it highly relevant to my Business Administration studies. Based on my observations, I recommend improved inventory control, enhanced security for POS transactions, and better customer service training to enhance business efficiency.

CHAPTER ONE

INTRODUCTION

1.1 BACKGROUND OF SIWES

The Student Industrial Work Experience Scheme (SIWES) was established in 1973 by the Industrial Training Fund (ITF) to bridge the gap between theoretical knowledge and practical application in Nigerian tertiary institutions. The program was introduced because many graduates lacked hands-on experience in their fields of study, making it difficult for them to adapt to real-world work environments.

SIWES is designed for students in disciplines such as engineering, business administration, technology, sciences, and other professional fields that require industrial exposure. The scheme provides students with supervised industrial training in recognized organizations, helping them apply classroom knowledge to real-life work situations.

The program is mandatory for students in certain disciplines and is usually undertaken in their penultimate year (second to last year) of study. It is a 4-6 months practical training depending on the institution's policy. The ITF, in collaboration with the National Universities Commission (NUC), National Board for Technical Education (NBTE), and National Commission for Colleges of Education (NCCE), oversees the implementation of SIWES in universities, polytechnics, and colleges of education.

1.2 OBJECTIVES OF SIWES

The main objectives of SIWES include:

1. Bridging the Gap between Theory and Practice - SIWES helps students apply what they have learned in the classroom to real-life work situations.
2. Exposure to Industrial Operations and Techniques - The scheme allows students to experience how businesses and industries function, improving their understanding of business operations.
3. Enhancing Employability Skills - Through SIWES, students gain work experience, making them more employable after graduation.
4. Developing Professional and Entrepreneurial Skills - Students learn how to manage businesses, deal with customers, and handle financial transactions, which are essential in the corporate world.

5. Familiarizing Students with Workplace Ethics and Culture - SIWES exposes students to workplace discipline, teamwork, time management, and problem-solving skills.
6. Encouraging Self-Reliance and Entrepreneurship - By understanding business operations, some students may decide to start their own businesses after graduation.

1.3 IMPORTANCE OF SIWES

SIWES is highly beneficial to students, industries, and the economy as a whole. Its importance includes:

1. Improved Practical Knowledge
2. Skill Development
3. Career Exploration
4. Building Professional Networks
5. Enhancing Self-Confidence
6. Boosting National Development

CHAPTER TWO

OVERVIEW OF THE ESTABLISHMENT

2.1 HISTORY OF AROWONA COMMUNICATION

Arowona Communication is a small-scale business located at No 115, Kaima Road, Alore Area, Ilorin, Kwara State. The business was established to provide essential communication-related products and financial services to individuals and businesses within the community.

The business started as a small retail outlet focusing on the sale of recharge cards and gradually expanded its services to include phone accessories sales and POS (Point of Sale) transactions. Over time, Arowona Communication has gained a reputation for reliability and efficiency, making it a trusted provider of these services in the area.

The establishment operates with a customer-focused approach, ensuring that individuals can conveniently access mobile phone accessories, cash transactions, and airtime recharge services without the need to visit banks or major network providers.

2.2 CORE SERVICES

Arowona Communication offers the following essential services:

1. Sale of Phone Accessories

- The business sells a variety of mobile phone accessories, including chargers, earphones, power banks, phone cases, screen protectors, and memory cards.
- These accessories help customers maintain and enhance the functionality of their mobile devices.

2. POS (Point of Sale) Services

- The business provides POS services, allowing customers to withdraw, deposit, and transfer money conveniently.
- This service reduces the need for customers to visit banks, making financial transactions faster and more accessible.

3. Sales of Recharge Cards (All Networks)

- Arowona Communication retails recharge cards for major telecommunications networks in Nigeria, including MTN, Glo, Airtel, and 9mobile.
- This service ensures that customers can easily top up their mobile phone credit without the need for online transactions.

2.3 ORGANIZATIONAL STRUCTURE

Arowona Communication operates as a small-scale business, primarily managed by the owner, with a few support staff responsible for different aspects of daily operations. The organizational structure is simple and includes:

1. Business Owner/Manager

- Oversees the overall operations of the business.
- Makes key business decisions, such as pricing, stock procurement, and financial management.
- Ensures customer satisfaction and business growth.

2. Sales Representatives

- Assist customers with product selection and inquiries.
- Handle the sales of phone accessories and recharge cards.
- Maintain daily sales records.

3. POS Operators

- Manage all POS transactions, including cash withdrawals, deposits, and transfers.
- Ensure transaction accuracy and customer security.

4. Inventory and Record Keeper

- Keeps track of stock levels and ensures timely restocking.
- Maintains financial records and transaction logs for accountability.

CHAPTER THREE

TRAINING ACTIVITIES AND EXPERIENCE GAINED

3.1 ACTIVITIES PERFORMED

During my SIWES training at Arowona Communication, I participated in various business operations that enhanced my practical knowledge of sales, customer service, and financial transactions. The key activities performed included:

1. Customer Interaction and Sales Assistance

- Assisted customers in selecting suitable phone accessories based on their needs and preferences.
- Educated customers on the functionality of different accessories.
- Handled inquiries and resolved customer complaints professionally.

2. POS (Point of Sale) Transactions

- Processed cash withdrawals, deposits, and fund transfers for customers.
- Maintained transaction logs and ensured accuracy in financial dealings.
- Assisted customers with troubleshooting minor transaction issues.

3. Sales of Recharge Cards

- Sold recharge cards for all major network providers (MTN, Glo, Airtel, and 9mobile).
- Balanced daily sales records to ensure accountability.
- Explained to customers how to load airtime and resolve minor recharge issues.

4. Stock Management and Inventory Control

- Assisted in arranging and organizing phone accessories in the shop.
- Conducted stock-taking to track available products and prevent shortages.
- Helped in restocking items when necessary.

5. Record-Keeping and Financial Documentation

- Maintained daily sales and POS transaction records.
- Ensured that financial records were updated and properly documented.
- Assisted in reconciling sales and cash flow at the end of each business day.

3.2 SKILLS ACQUIRED

Throughout my training at Arowona Communication, I acquired valuable practical and business management skills that are essential in the corporate world. These include:

1. Customer Service Skills

- Learned how to engage with customers politely and professionally.
- Developed the ability to handle customer complaints and provide satisfactory solutions.

2. Financial Management Skills

- Gained experience in handling financial transactions and balancing sales records.
- Understood the importance of accuracy in POS transactions to avoid discrepancies.

3. Sales and Marketing Skills

- Acquired knowledge on how to persuade customers to buy products.
- Learned basic marketing strategies, such as product placement and promotional offers, to attract customers.

4. Record-Keeping and Documentation Skills

- Developed the ability to record daily sales and maintain business documentation.
- Understood how to track stock levels and manage inventory effectively.

5. Entrepreneurial and Business Management Skills

- Learned how a small-scale business is operated and managed efficiently.
- Understood the importance of customer satisfaction in sustaining business growth.

3.3 RELEVANCE TO BUSINESS ADMINISTRATION

My SIWES experience at Arowona Communication is highly relevant to my field of study, Business Administration, as it provided practical exposure to various aspects of business operations. The training experience is related to my course in the following ways:

1. Application of Business Theories in a Real-World Setting

- I applied concepts from business administration, such as customer relationship management, financial record-keeping, and sales techniques, in a real business environment.

2. Understanding Business Operations

- The training helped me understand how businesses function, from sales and customer service to financial management and record-keeping.

3. Improved Decision-Making Skills

- By handling customer inquiries, processing transactions, and managing inventory, I developed critical thinking and problem-solving skills, which are essential for a business administrator.

4. Exposure to Entrepreneurial Opportunities

- Working at Arowona Communication exposed me to small-scale business management, which is useful for aspiring entrepreneurs. I gained insight into how businesses are started and sustained.

5. Financial and Inventory Management

- I learned how to balance financial records, monitor stock levels, and ensure accountability in business transactions. These are fundamental concepts in Business Administration.

CHAPTER FOUR

CHALLENGES, RECOMMENDATIONS AND CONCLUSION

4.1 CHALLENGES FACED

During my SIWES training at Arowona Communication, I encountered several challenges that affected my daily activities and learning experience. These challenges included:

1. Network and POS Transaction Issues

- There were frequent network failures that delayed or failed transactions, causing frustration for both customers and staff.
- Some customers experienced debit without credit issues, leading to complaints and additional work in resolving disputes.

2. Handling Difficult Customers

- Some customers were impatient, especially when transactions were delayed due to poor network connectivity.
- Others were reluctant to follow instructions, leading to misunderstandings during transactions.

3. Stock Shortages and Supply Delays

- Sometimes, certain phone accessories were out of stock due to supply delays, making it difficult to meet customer demands.
- Restocking was not always immediate, which affected sales and customer satisfaction.

4. Security Concerns in POS Transactions

- Handling cash transactions posed a security risk, as there were instances where customers attempted fraudulent transactions.
- The risk of counterfeit currency was also a concern during cash transactions.

5. Long Working Hours

- The nature of the business required long hours of operation, which sometimes led to fatigue.
- Standing for extended periods while attending to customers was also physically demanding.

4.2 RECOMMENDATIONS

To improve the efficiency and effectiveness of business operations at Arowona Communication, I recommend the following:

1. Improving Network Connectivity for POS Services

- The business should consider using multiple network providers to ensure a backup connection in case of network failures.
- Upgrading to more reliable POS terminals with better connectivity could reduce transaction failures.

2. Customer Service Training

- Providing customer service training to staff would help improve communication and handling of difficult customers.
- Developing patience and problem-solving skills will enhance customer satisfaction.

3. Effective Inventory Management

- The business should adopt a better stock management system to track inventory levels and restock items before they run out.
- Establishing a strong relationship with suppliers could also help in ensuring timely delivery of goods.

4. Enhancing Security Measures

- To reduce the risk of fraudulent transactions, the business should implement strict verification processes for POS transactions.
- Installing a CCTV camera could help monitor transactions and improve overall security.

5. Workforce Expansion and Shift Scheduling

- Hiring additional staff or implementing shift-based work schedules can reduce workload and prevent staff burnout.
- Ensuring employees have break periods will help maintain productivity and well-being.

4.3 CONCLUSION

My SIWES training at Arowona Communication was a valuable learning experience that provided practical exposure to business operations, customer service, and financial management. I was able to apply business administration concepts in a real-world setting, gaining hands-on experience in sales, POS transactions, inventory management, and problem-solving.

Despite the challenges faced, I developed essential skills that will be useful in my future career, such as customer relations, financial record-keeping, and entrepreneurship skills. The experience also helped me understand how small-scale businesses operate and the factors that contribute to their success.

Overall, SIWES has provided me with practical insights and business knowledge that will enhance my career development in Business Administration. I am confident that the skills acquired will be beneficial in future professional and entrepreneurial endeavors.