A TECHNICAL REPORT

ON

STUDENT INDUSTRIAL WORKING EXPERIENCE SCHEME (SIWES)

<u>**HELD AT**</u>

ADBAQ INFORMATION, KWARA STATE LIBRARY

BY

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DEDICATION

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ABSTRACT

The Student Industrial Work Experience Scheme (SIWES) is a training program designed to provide students with practical exposure to real-world work environments. This report details my SIWES experience at ADBAQ Information, located within the Kwara State Library, where I gained valuable hands-on knowledge in public administration, information management, and ICT applications.

Throughout the internship, I was actively involved in data entry, record-keeping, customer service, administrative support, and ICT-related tasks. The training enhanced my computer literacy, document management, time management, and problem-solving skills. Additionally, I learned the importance of teamwork, professionalism, and adaptability in a structured work environment.

Despite facing challenges such as power outages, technical difficulties, and a high workload, I was able to develop effective solutions, including improved time management, seeking guidance from experienced staff, and adapting to workplace demands. My experience reinforced the relevance of ICT in public administration, particularly in enhancing efficiency and transparency in government operations.

The report concludes with recommendations for future SIWES students, ADBAQ Information, and educational institutions, highlighting the need for improved ICT infrastructure, alternative power solutions, and enhanced practical training in public administration programs. Overall, my SIWES experience was highly beneficial, bridging the gap between theoretical knowledge and practical applications in public sector administration and information management.

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CHAPTER ONE

INTRODUCTION

1.1   BACKGROUND OF SIWES

The Student Industrial Work Experience Scheme (SIWES) was established by the Nigerian government in 1973 under the Industrial Training Fund (ITF) to provide students of higher institutions with practical exposure to real-world work environments. The program was created to bridge the gap between theoretical knowledge acquired in classrooms and practical applications in industries and organizations.

SIWES is a mandatory industrial training program for students in tertiary institutions studying science, technology, engineering, administration, and other applied courses. It enables students to gain relevant experience in their chosen fields before graduation, enhancing their employability and professional competence.

1.2   OBJECTIVES OF SIWES

The main objectives of SIWES include:

- Bridging the gap between theory and practice: Students apply the knowledge gained in classrooms to real-life work situations.
- Providing industrial exposure: It introduces students to workplace ethics, operations, and professional conduct.
- Enhancing technical and practical skills: The program helps students develop hands-on skills related to their field of study.
- Promoting self-reliance and entrepreneurship: SIWES encourages students to acquire skills that can help them become self-employed.
- Facilitating job placement and career opportunities: Many students secure employment opportunities through their SIWES experiences.
- Strengthening university-industry collaboration: The program fosters partnerships between educational institutions and industries.

1.3 IMPORTANCE OF SIWES

SIWES plays a significant role in preparing students for future careers by:

- Improving employability: Employers value graduates with practical experience, making SIWES an essential program for career development.
- Developing problem-solving skills: Exposure to real-world challenges helps students develop analytical and critical thinking skills.
- Enhancing professional networking: Students interact with professionals, creating valuable connections that may assist them in securing jobs after graduation.
- Boosting confidence and adaptability: Working in a real organization helps students build confidence and adapt to workplace dynamics.
- Providing exposure to workplace technology: SIWES introduces students to modern office tools, ICT systems, and industry-specific technologies.

CHAPTER TWO

ORGANIZATION OVERVIEW

2.1 HISTORY AND BACKGROUND OF ADBAQ INFORMATION

ADBAQ Information is an ICT and information management company that operates within Kwara State Library, providing essential digital and administrative services. The company was established to enhance public access to digital records, facilitate information management, and support administrative functions through technology-driven solutions.

As an organization based in a public institution, ADBAQ Information plays a vital role in document digitization, data processing, and ICT services, ensuring that information is properly stored, managed, and retrieved efficiently. The company works closely with the Kwara State Library and other government institutions to improve record-keeping and ensure easy access to information resources.

With the growing need for digital literacy and modernized administrative processes, ADBAQ Information has positioned itself as a key player in bridging the gap between traditional information storage and digital transformation. It provides training, consultancy, and support services to individuals, businesses, and government agencies seeking to integrate ICT solutions into their operations.

2.2 ORGANIZATIONAL STRUCTURE

ADBAQ Information operates under a structured hierarchy that ensures efficient workflow and accountability. The organization is divided into various departments that handle different aspects of its operations.

Key Components of the Organizational Structure:

- Chief Executive Officer (CEO)/Managing Director: Oversees the entire operations of ADBAQ Information, formulates policies, and ensures alignment with industry standards.

- Administrative Department: Responsible for office management, human resources, and coordination of daily activities.

- ICT and Technical Support Team: Handles digital services, software management, system maintenance, and technical assistance.

- Data Processing and Records Management Unit: Focuses on digitization, data entry, storage, and retrieval of information.
- Customer Support and Public Relations Unit: Engages with clients, handles inquiries, and provides assistance on digital services.

Each department works together to ensure the smooth running of the organization while maintaining high standards in information management, administrative services, and ICT operations.

2.3   SERVICES AND OPERATIONS

ADBAQ Information provides a wide range of services aimed at enhancing digital literacy, improving administrative efficiency, and ensuring easy access to information. Some of the core services offered by the organization include:

A. Information Management and Record-Keeping

- Document Digitization: Converting physical documents into digital formats for easier storage and retrieval.
- Data Entry Services: Assisting government agencies and businesses in organizing and maintaining digital records.
- Library and Archival Management: Supporting Kwara State Library in managing public records and information resources.

B. ICT Services and Training

- Computer Literacy Training: Teaching individuals and corporate organizations basic and advanced computer skills.
- Software Solutions: Assisting clients in using Microsoft Office tools, database management software, and other ICT applications.
- Internet and Networking Services: Providing technical support for network installation and troubleshooting.

C. Administrative and Consultancy Services

- Public Administration Support: Assisting government agencies with administrative tasks such as documentation, report writing, and data processing.
- Business Support Services: Helping small businesses and startups with ICT-related solutions, including email management and digital communication strategies.

- Consultancy Services: Providing guidance on ICT integration for educational institutions, corporate organizations, and government agencies.

D. Customer Support and Public Access Services

- Information Retrieval: Assisting individuals in searching and accessing public information from the library's digital database.
- Printing and Scanning Services: Offering printing, photocopying, and scanning solutions for students, researchers, and professionals.
- Technical Support: Providing troubleshooting services for individuals experiencing difficulties with their digital systems.

Operations at ADBAQ Information

ADBAQ Information operates five days a week, providing professional services to students, researchers, businesses, and government agencies. The company ensures that records are well-maintained and accessible while promoting ICT awareness and training. The organization also collaborates with the Kwara State Library to improve information storage, retrieval, and accessibility for the general public.

By integrating modern technology into public administration and information management, ADBAQ Information plays a crucial role in enhancing digital transformation and administrative efficiency within Kwara State.

CHAPTER THREE

DESCRIPTION OF WORK DONE

3.1 JOB RESPONSIBILITIES AND ASSIGNMENTS

During my SIWES at ADBAQ Information, located at Kwara State Library, I was assigned various tasks that enhanced my practical knowledge of administrative and ICT-related services. My responsibilities included:

A. Data Entry and Documentation

- Inputting and organizing digital records into the organization's database.

- Typing, editing, and formatting documents for official use.

- Assisting in cataloging and updating information in the library's digital system.

B. Customer Service and Public Assistance

- Attending to visitors and assisting them with inquiries.

- Helping students, researchers, and other users locate digital resources.

- Providing guidance on the use of ICT tools for information retrieval.

C. Administrative and Office Support

- Filing and arranging official documents.

- Recording daily activities and maintaining work logs.

- Assisting in scheduling appointments and organizing meetings.

D. ICT and Technical Support

- Learning basic troubleshooting techniques for office computers and printers.

- Assisting with scanning, printing, and photocopying services.

- Gaining exposure to information security practices, such as data backup and document protection.

Throughout my internship, I was able to develop hands-on experience in public administration, information management, and digital services.

3.2 WORK ENVIRONMENT AND EXPERIENCE

The work environment at ADBAQ Information was structured, professional, and ICT-driven. It provided me with the opportunity to work in an office setting where information management and public service were the core operations. Some key aspects of my work experience include:

- Collaborative Work Culture: Employees worked together efficiently, and teamwork was essential in handling daily tasks.
- Technology Integration: The office relied on ICT tools for document processing, customer support, and data management.
- Professionalism: I learned how to communicate effectively, follow workplace ethics, and manage time efficiently.
- Skill Development: I improved my computer literacy, organizational skills, and administrative competencies.

The experience was highly beneficial, as it exposed me to the practical application of public administration principles, particularly in record-keeping, office management, and public service delivery.

3.3 CHALLENGES FACED

While my SIWES experience was insightful, I encountered several challenges, including:

A. Limited Access to Advanced ICT Tools

- Some advanced software applications were not available for use.

- I had to rely on basic office tools for document processing.

B. Power Supply Issues

- Occasional power outages disrupted workflow and required alternative power sources.

C. High Workload and Time Management

- Managing multiple tasks, including data entry and customer service, required effective time management.

D. Technical Challenges

- I initially struggled with printer errors, file conversion, and database navigation, which required additional learning and guidance.

Despite these challenges, I was able to adapt, learn, and find solutions through the support of my supervisors and colleagues.

3.4   SOLUTIONS TO CHALLENGES

To overcome the challenges faced, the following solutions were implemented:

A. Alternative Learning Methods

- I took the initiative to learn new ICT skills through online tutorials and mentorship from staff members.
- I practiced document formatting and data entry skills to improve efficiency.

B. Adaptation to Power Supply Issues

- Work was prioritized based on electricity availability.
- Alternative power sources, such as generators and UPS (Uninterruptible Power Supply), were used.

C. Improved Time Management and Task Prioritization

- I created daily work schedules to manage multiple assignments efficiently.
- I set priorities to ensure that urgent tasks were completed first.

D. Seeking Guidance from Experienced Staff

- I regularly asked for assistance when faced with technical issues.
- My supervisors provided step-by-step instructions on record-keeping, information retrieval, and office management.

CHAPTER FOUR

LESSONS LEARNED, CONCLUSION AND RECOMMENDATIONS

4.1   SKILLS ACQUIRED AND LESSONS LEARNED

During my SIWES training at ADBAQ Information, I acquired several skills and learned valuable lessons that enhanced my knowledge of public administration, information management, and office operations. These include:

A. Skills Acquired

- Administrative and Organizational Skills: I learned how to manage documents, maintain records, and assist with office duties efficiently.

- Computer Literacy and ICT Skills: I improved my ability to use Microsoft Office applications (Word, Excel, PowerPoint) for data entry, document formatting, and report writing.

- Communication and Customer Service Skills: I gained experience in handling customer inquiries, providing assistance, and engaging with the public professionally.

- Data Management and Record-Keeping: I developed skills in organizing and storing information digitally for easy retrieval.

- Problem-Solving and Adaptability: I learned how to troubleshoot minor technical issues, adapt to challenges, and work effectively under pressure.

- Time Management and Task Prioritization: I improved my ability to manage multiple assignments, meet deadlines, and organize daily tasks efficiently.

B. Lessons Learned

- The Importance of Public Information Management: Proper documentation and record-keeping are crucial for effective governance and administrative functions.

- Teamwork and Collaboration: Working with colleagues and supervisors helped me understand the importance of team coordination in achieving organizational goals.

- Professionalism in the Workplace: I learned how to maintain a professional attitude, adhere to workplace ethics, and follow organizational procedures.

- The Role of ICT in Public Administration: I understood how technology improves efficiency in government and administrative tasks, making information management faster and more accurate.

4.2   RELEVANCE OF TRAINING TO PUBLIC ADMINISTRATION

My SIWES experience at ADBAQ Information was highly relevant to my field of study, Public Administration, in the following ways:

A. Application of Administrative Principles

- The training exposed me to real-world applications of administrative functions, including documentation, record-keeping, and office management.

B. Understanding Government and Public Service Operations

- Since ADBAQ Information works closely with Kwara State Library and other public institutions, I gained insight into how government agencies manage public records and provide services to the public.

C. Importance of Information and Communication Technology (ICT) in Administration

- ICT plays a crucial role in modern administration, particularly in data processing, communication, and public service delivery. My training provided practical experience in this area.

D. Problem-Solving in Public Administration

- In public administration, officials often face challenges related to bureaucracy, resource management, and policy implementation. My experience at ADBAQ Information helped me understand the importance of efficiency, adaptability, and proactive problem-solving in administrative roles.

4.3   CONCLUSION

The Student Industrial Work Experience Scheme (SIWES) provided me with a practical learning opportunity that bridged the gap between classroom knowledge and real-world applications. My experience at ADBAQ Information, Kwara State Library, was highly beneficial in enhancing my administrative, ICT, and problem-solving skills.

Through the training, I gained hands-on experience in data management, office administration, public service delivery, and digital record-keeping, which are all essential skills for a career in public administration.

Despite facing challenges such as power outages, technical difficulties, and managing a high workload, I was able to adapt, learn, and develop solutions that improved my efficiency. The experience strengthened my understanding of the role of ICT in governance and administration and prepared me for future career opportunities.

4.4 RECOMMENDATIONS

Based on my SIWES experience, I have the following recommendations for improvement:

A. Recommendations for Future SIWES Students

- Be proactive and willing to learn: Take initiative in performing tasks and seek additional knowledge on ICT and administrative work.
- Develop strong time management skills: Prioritize tasks effectively to handle workload efficiently.
- Engage with supervisors and colleagues: Networking and teamwork are essential in gaining valuable workplace experience.
- Enhance ICT skills before starting SIWES: Basic knowledge of Microsoft Office and data management tools will be helpful.

B. Recommendations for ADBAQ Information

- Improve ICT Infrastructure: Upgrading computers, software, and internet services will enhance efficiency.
- Provide More Training for Interns: Organizing workshops or tutorials on ICT and administrative functions will improve students' learning experiences.
- Ensure Alternative Power Supply: Investing in backup power solutions such as solar energy or inverters will help minimize disruptions caused by power outages.

C. Recommendations for Schools and ITF (Industrial Training Fund)

- Strengthen SIWES Supervision: Schools should conduct regular evaluations to ensure students are getting the best training.
- Enhance Collaboration with Organizations: Schools should establish partnerships with reputable companies to provide better internship opportunities for students.
- Include More Practical Courses in Curriculum: Public Administration programs should integrate more ICT and record-keeping courses to prepare students for administrative roles.