



KWARA STATE POLYTECHNIC, ILORIN
INSTITUTE OF FINANCE AND MANAGEMENT STUDIES
A TECHNICAL REPORT ON STUDENT INDUSTRIAL WORK EXPERIENCE
SCHEME (SIWES)

Undertaken at
IKOTUN - IGANDO LOCAL GOVERNMENT COUNCIL
IKOTUN, LAGOS STATE

Submitted to
THE DEPARTMENT OF PUBLIC ADMINISTRATION

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ACKNOWLEDGEMENT

I thank Almighty ALLAH, the creator of Heaven and Earth for granting me the grace and privilege to be able to complete this SIWES program successfully and on schedule.

I also acknowledge the effort of my parent (Mr. and Mrs. **ABIKOYE**) for their moral and financial support during the industrial training. I also acknowledge the effort of my industrial based supervisor for her full support and motivation in Local Government and some areas during the industrial training, such are; Administration Office Experience, Legal, Administrative Operations and Record-Keeping, Communication and Stakeholder Engagement, Customer Service and Public Interaction, Time Management and Task Prioritization.

DEDICATION

The Student Industrial work experience scheme (SIWES) is dedicated to Almighty God who has being the alpha and omega starting from the beginning to the end of the training and also to my parent for their financial support during the course of the industrial training.

ABSTRACT

This report is a summary of all work experience I have been able to gather during my SIWES training programme at **IKOTUN - IGANDO LOCAL GOVERNMENT COUNCIL**.

The report covered the experience acquired outside the institution as a challenge to be exposed to industrial sector after graduate as a basic knowledge acquired in admire Public Administration institute for four (2) months. Having acquired Knowledge on Administration Office Experience Administrative Operations and Record-Keeping, Communication and Stakeholder Engagement, Customer Service and Public Interaction, Time Management and Task Prioritization, and given me the privilege to participate in the practical aspect of what i have learn during the program.

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CHAPTER ONE

INTRODUCTION

1.0 HISTORY OF SIWES

The Student Industrial Work Experience Scheme (SIWES) is a program in Nigeria that gives university, polytechnic, and technical college students the opportunity to gain work experience in their chosen field. The program is run by the Industrial Training Fund (ITF), and aims to improve the quality and standards of education in Nigeria. SIWES was established in 1971 to help the country achieve technological advancement, and has been shown to have a positive impact on the country's economy and workforce.

Over the years, SIWES has contributed immensely to building the common pool of technical and allied skills available in Nigeria economy which are needed for the nation's industrial development. Furthermore, the place and relevance of SIWES is underscored by the fact that the scheme contributes to improving the quality of technical skills.

Operators: The ITF, the coordinating agency (N.U.C, N.C.C.E, N.B.T.E). Employers of labours and the institutions.

Funding: It is funded by the federal government of Nigeria.

Beneficiaries: Under graduates student of the following institutions; Agriculture, Engineering, Technology, Environmental, Sciences and Education etc.

Duration: Four months for the polytechnics and colleges of education and six months for universities.

1.1 OBJECTIVES OF THE SIWES

The objectives of the Student Industrial Work Experience Scheme (SIWES) are:

1. To provide students with the opportunity to gain practical experience in their field of study.
2. To prepare students for the transition from education to the workplace.
3. To bridge the gap between theory and practice by exposing students to real-world work-situations.
4. To provide students with opportunities to develop their skills and knowledge.
5. To create a stronger connection between education and the world of work.

OBJECTIVES OF SIWES REPORT

1. **Demonstrate Practical Learning:** Showcase the practical skills and knowledge acquired during the SIWES program.
2. **Bridge Theory and Practice:** Illustrate the application of academic concepts in real-world scenarios.
3. **Highlight Experience:** Present a comprehensive overview of the tasks, activities, and responsibilities undertaken.
4. **Reflect on Insights:** Share personal insights gained from observing administrative practices and local governance.
5. **Showcase Skill Development:** Exhibit the growth of skills like communication, teamwork, and problem-solving.
6. **Provide Recommendations:** Offer suggestions to enhance departmental activities and SIWES programs.
7. **Contribute to Academic Growth:** Integrate practical experience to enrich academic learning.
8. **Acknowledge Mentors and Colleagues:** Express gratitude to those who guided and supported during the program.
9. **Prepare for Professional Roles:** Equip for future careers in public administration and related fields.
10. **Conclude SIWES Journey:** Summarize the entire experience and its impact on personal and professional development.

CHAPTER TWO

2.0 DESCRIPTION OF THE ESTABLISHMENT OF ATTACHMENT

Ikotun-Igando Local Government Council was created on the 27th of October, 2003, under the administration of the then Lagos State Government. The council, located in the eastern part of Lagos State, serves as a key administrative division in the Alimosho area, one of the largest and most densely populated regions of Lagos.

Today, Ikotun-Igando Local Government Council is known for its vibrant communities, improving infrastructure, and economic activities, including commerce, agriculture, and real estate development. The council continues to focus on enhancing the quality of life for its residents through sustainable development initiatives, infrastructure upgrades, and various social programs.

The organizational structure of Ikotun-Igando Local Government Council consist of the following department:

1. General services and administration
2. Finance
3. Education and social services
4. Agricultural and natural resources
5. Media and health
6. Works, housing, land and survey

According to the hand book of local government administration, no local government is allowed to have more than six department in all.

Therefore any expansion in the local government will be accommodated through sub divisions below the level of department provided.

Each department is divided into divisions to reflect broad professional areas within a department. Each branch will be sub-divided into sections to reflects specialized activities within a sub professional area.

2.1 OBJECTIVES OF ESTABLISHMENT

These function/Objectives include

1. Provision of Quality Public Services
2. Promotion of Infrastructure Development
3. Economic Empowerment
4. Improvement of Security and Safety
5. Sustainable Environmental Management
6. Community Engagement and Welfare
7. Enhancement of Social Amenities
8. Support for Youth and Women Empowerment
9. Fostering Unity and Peace

2.2 MISSION OF THE LOCAL GOVERNMENT

Our reason for existing as a company is to provide unbeatable first choice consistent professional service solution.

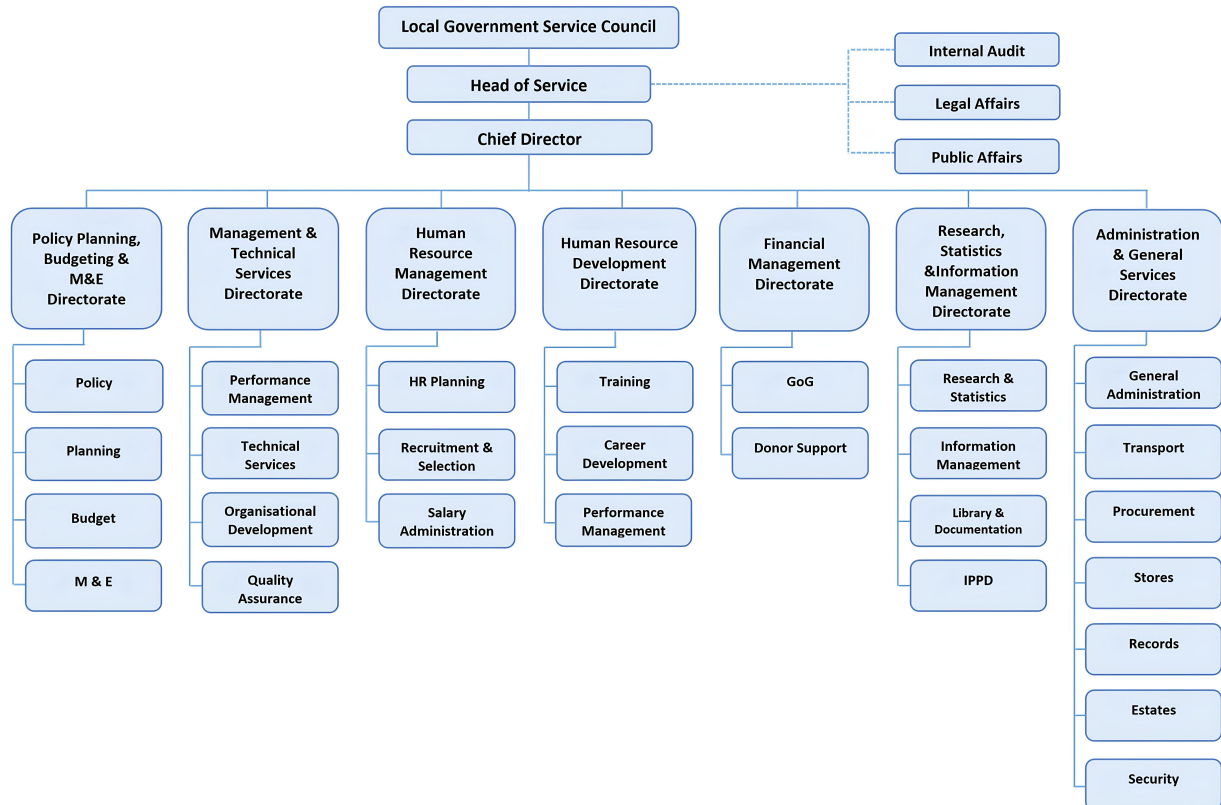
2.3 CORE VALUES

- Services
- Commitment
- Excellence
- Professionalism

2.4 ORGANIZATIONAL CHART FOR IKOTUN-IGANDO LOCAL GOVERNMENT

COUNCIL

Organizational chart is a diagram showing graphically the relation of one official to another, of others of a company. It is also used to show the relation of one department for another, or others, or of one function of an organization to another or others.



2.5 ROLES OF THE LOCAL GOVERNMENT

In Nigeria, local governments are structured to ensure efficient administration at the grassroots level. Since central governments cannot effectively govern from the capital alone, decentralization is essential to bring governance closer to the people. The **Ikotun-Igando Local Government Council** exemplifies this system by addressing the specific needs of its residents.

The primary objective of local government is to provide essential services tailored to the unique demands of the local community. The key roles performed by the **Ikotun-Igando Local Government Council** include:

1. Provision and Maintenance of Basic Services:

- Management of primary education, primary health care, and rural water supply.

2. Infrastructure Development and Public Amenities:

- Construction and upkeep of roads, markets, parks, and drainage systems.

3. Revenue Generation and Tax Collection

- Collection of taxes, levies, and business permits to fund local projects.

4. Law and Order Enforcement

- Support for security agencies to maintain peace and safety within the community.
- Provision of customary and magistrate court services for dispute resolution.

5. Community Representation and Governance

- Acting as the voice of the local people within the larger political and administrative system.

2.6 SIWES EXPERIENCE AT THE ADMINISTRATIVE DEPARTMENT

During my **SIWES (Student Industrial Work Experience Scheme)** training at the **Administrative Department** of the Ikotun-Igando Local Government Secretariat, I gained valuable **practical experience** in:

- 1. Administrative Operations** – Handling daily tasks such as document processing and official communication.
- 2. Communication Skills** – Engaging with colleagues, government officials, and community members.
- 3. Office Etiquette** – Learning professional conduct, including phone and email etiquette.
- 4. Customer Service** – Assisting citizens with inquiries and providing relevant information.

5. **Organizational Skills** – Prioritizing tasks, managing schedules, and maintaining records.
6. **Data Management** – Organizing, storing, and securing government documents.
7. **Teamwork** – Collaborating with other departments on administrative projects.
8. **Problem-Solving** – Identifying challenges in governance and contributing to practical solutions.
9. **Community Engagement** – Participating in public outreach and local development programs.
10. **Decision-Making Observation** – Understanding the decision-making process in government operations.
11. **Ethical Conduct** – Learning the principles of transparency and accountability in governance.
12. **Local Government Functions** – Understanding the structure and responsibilities of local government.
13. **Strategic Planning** – Observing planning processes for community development initiatives.
14. **Leadership Insights** – Learning about different leadership styles and administrative roles.
15. **Community Needs Assessment** – Contributing to research on residents' needs and expectations.
16. **Public Policy Awareness** – Gaining insight into how local policies are formulated and implemented.

CHAPTER THREE

SIWES EXPERIENCE AND ACTIVITIES

3.0 WORK DONE

Overview of Administrative Office Experience

During my SIWES program at the administrative office of the local government, I had the opportunity to immerse myself in the practical aspects of public administration. This experience provided valuable insights into the day-to-day operations and responsibilities of the administrative office, which plays a pivotal role in the functioning of the local government.

3.1 DEFINITION OF LOCAL GOVERNMENT

Local Government:- Is the lowest tier of the government anywhere in the world. It is very important because of its closeness to the people.

The main purpose of local government is to ensure effective administration at the local level. It aims to mobilize human and financial resources for local development. A local government can be considered as a mini-government for a particular political unit or administrative division in a country. Local governments are responsible for creating a smaller unit for more effective administration.

They have the legal power to make bye-laws within their jurisdiction and are responsible for providing services to local communities. Like all unit of the government, the local government has a clearly defined area, a population, a continuing organization and the authority to undertake and power to carry out public activities. Local government is normally treated as legal entity, which means she can sue and be sued and enter contracts.

The 1976 guideline for the local government define local government. “this is the government at the local level exercised through representative council established by the law of exercise specific power with a defined area”. The power should be given to the council substantial control over the local affairs as well as the power to initiate and direct the provision of services and to determine and implement project so as to compliment the activities of the state and federal governments in their area, and to ensure true devolution of function to those councils and their traditional institution and local initiative and respond to local needs and tradition are maximized.

3.2 ADMINISTRATIVE OPERATIONS AND RECORD-KEEPING

One of the key aspects of my experience was understanding administrative operations and record-keeping. I was involved in organizing and managing official documents, ensuring they were properly categorized, archived, and readily accessible when needed. This exposure underscored the importance of accurate record-keeping for efficient decision-making and compliance.

3.3 COMMUNICATION AND STAKEHOLDER ENGAGEMENT

Effective communication emerged as a cornerstone of the administrative office's activities. I interacted with various stakeholders, including colleagues, government officials, and community members. This experience improved my communication skills and demonstrated how clear and timely communication is essential for seamless collaboration and the implementation of government initiatives.

3.4 CUSTOMER SERVICE AND PUBLIC INTERACTION

My time at the administrative office also allowed me to engage with members of the public seeking government services and information. Assisting citizens with inquiries, understanding their concerns, and providing relevant information gave me insights into the importance of quality customer service in building trust and fostering positive relationships between the government and the community.

3.4 DATA MANAGEMENT AND ETHICAL CONSIDERATIONS

Maintaining accurate data was a significant responsibility within the administrative office. I learned to handle sensitive information with discretion and uphold ethical standards in data management. This experience highlighted the need for confidentiality, integrity, and transparency in handling citizens' data.

3.5 COMMUNITY OUTREACH AND EVENT PARTICIPATION

Participating in community outreach programs and government events exposed me to the local government's efforts to engage with the community. These experiences showcased the administrative office's role in facilitating citizen participation, addressing community needs, and fostering a sense of belonging.

3.6 TIME MANAGEMENT AND TASK PRIORITIZATION

Balancing various tasks and responsibilities underscored the importance of effective time management and task prioritization. I learned to juggle multiple activities, allocate time wisely, and meet deadlines—a skill-set that is crucial in a dynamic government setting.

3.7 LEADERSHIP DYNAMICS AND DECISION-MAKING

Observing the interactions of government officials and department heads provided insights into leadership dynamics and decision-making processes. Understanding how leaders collaborate, delegate, and make informed choices highlighted the intricacies of effective governance.

CHAPTER FOUR

INTRODUCTION TO REGISTRATION OF FILE

4.0 REGISTRATION OF FILE

The registration of a file is the process of officially recording a file in an organization's filing system to ensure proper documentation, tracking, and easy retrieval. This process is common in government offices, businesses, and institutions where record-keeping is essential for administrative efficiency.

STEPS IN FILE REGISTRATION

1. File Creation:

- A new file is opened when there is a need to document a specific matter, transaction, or case.
- The file is assigned a **title** that clearly describes its purpose (e.g., "Staff Promotion Records," "Contract Agreements," "Community Development Projects").

2. File Number Allocation:

- A unique reference number is assigned to the file to distinguish it from others.
- This number follows a classification system based on departments, subjects, or date of creation.

3. Entry in the File Register:

- Details of the file are recorded in a file register or document tracking system.
- Information recorded typically includes:

1. File number
2. File title
3. Date of creation
4. Department handling the file
5. Name of the officer responsible

4. Indexing and Classification:

1. The file is categorized under a specific section or department to ensure easy access.
2. Cross-referencing may be used if the file relates to multiple subjects.

5. File Movement Tracking:

- If the file is transferred between officers or departments, its movement is logged.
- A dispatch register or electronic tracking system is used to monitor who has accessed the file.

6. File Storage and Security:

- The file is stored in a designated cabinet, shelf, or digital archive for safekeeping.
- Confidential files may be restricted to authorized personnel only.

7. File Maintenance and Updates

- Documents are added to the file as new information becomes available.
- Outdated or irrelevant records may be archived or disposed of based on office policies.

IMPORTANCE OF FILE REGISTRATION

- ✓ **Easy Retrieval** – Helps locate documents quickly when needed..
- ✓ **Prevents Loss** – Ensures important files are properly tracked and not misplaced.
- ✓ **Enhances Accountability** – Officers are responsible for handling files correctly.
- ✓ **Improves Efficiency** – Saves time and effort in managing official records.
- ✓ **Ensures Compliance** – Supports regulatory and auditing requirements.

4.1 TYPES OF REISTRATION

Incoming Registration:

This has to do with registration of files coming into main account section of the finance and treasury department, from any other department in the council.

Outgoing Registration

This has to also do with registration of files coming into the main account section from other departments in the council.

Record Registration

Record registration has to do with registration of award contract into register for future reference and also to register, traveling allowance claim and payment, leave transport grant and other important documents.

Fig 1:1 Format on how to register file

Date	Heap	Suiz head	s/no	Names	File no	Purpose	Amount

ROASTER 14							
Leave Transport grant						File NO	
						AB25/1/Vol. II	
IKOTUN - IGANDO LOCAL GOVERNMENT COUNCIL							
IKOTUN CITY							
FILE TITLE							
ROASTER 14							
Leave transport grant							
INDEX HEADINGS							
DATE	TO	PAGE	SIGN	DATE	TO	PAGE	SIGN

Fig 1:2 the front page of file to register

4.2 COMMUNICATION AND STAKEHOLDER ENGAGEMENT

Effective communication emerged as a cornerstone of the administrative office's activities. I interacted with various stakeholders, including colleagues, government officials, and community members. This experience improved my communication skills and demonstrated how clear and timely communication is essential for seamless collaboration and the implementation of government initiatives.

Effective **communication and stakeholder engagement** play a vital role in the administration of **Ikotun-Igando Local Government Council (LCDA)**. These processes ensure transparency, encourage public participation, and foster collaboration between the government and key stakeholders such as residents, businesses, community leaders, and security agencies.

COMMUNICATION ENGAGEMENT

The local government utilizes various communication channels to share information, receive feedback, and engage with stakeholders.

A. Public Announcements and Information Sharing

- The council disseminates important information through radio broadcasts, community newspapers, notice boards, and town criers.
- Press releases and official statements are used to address major policy decisions and local developments.

B. Digital and Social Media Engagement

- The LCDA uses official social media platforms (Facebook, Twitter, WhatsApp groups) to share updates and receive feedback.
- Email newsletters and SMS alerts notify residents about government programs, tax payments, and emergency notices.

C. Community Meetings and Town Hall Sessions

- Regular town hall meetings allow residents to express concerns and participate in governance.
- The council organizes stakeholder forums with business owners, religious groups, and youth associations to discuss local issues.

D. Customer Service and Feedback Mechanisms

- The local government provides help desks at the secretariat for public inquiries and complaints.
- Suggestion boxes allow for anonymous feedback from residents.
- A dedicated phone hotline enables citizens to report urgent matters, such as security issues or infrastructure problems.

STAKEHOLDER ENGAGEMENT

Stakeholder engagement is crucial for ensuring inclusive governance and sustainable development. The council collaborates with various groups to improve service delivery and address community needs.

A. Community Leaders and Traditional Rulers

- The LCDA works closely with Baales (traditional rulers), community development associations (CDAs), and market leaders to ensure effective grassroots governance.
- Traditional leaders help mediate conflicts and promote peace within local communities.

B. Security Agencies

- The council engages with police, Civil Defence Corps, and vigilante groups to enhance community safety and crime prevention.
- Security meetings are held regularly to discuss crime trends and coordinate law enforcement strategies.

C. Religious and Cultural Organizations

- The LCDA collaborates with churches, mosques, and cultural groups to promote social harmony and community development.
- Faith-based organizations assist in humanitarian efforts, including food distribution and youth mentorship programs.

D. Businesses and Economic Stakeholders

- The local government engages with traders, business owners, and entrepreneurs to create a favorable business environment.
- Stakeholders contribute to discussions on market regulations, trade permits, and economic policies.

E. Non-Governmental Organizations (NGOs) and Civil Society Groups

- NGOs support the government in delivering programs related to education, healthcare, environmental protection, and poverty alleviation.
- Advocacy groups help promote transparency, good governance, and community welfare initiatives.

IMPORTANCE OF COMMUNICATION AND STAKEHOLDER ENGAGEMENT

- ✓ **Enhanced Public Trust** – Open communication fosters confidence in local government actions.
- ✓ **Effective Service Delivery** – Engagement with stakeholders ensures policies meet community needs.
- ✓ **Conflict Resolution** – Regular dialogue helps prevent and address community disputes.
- ✓ **Improved Infrastructure Development** – Feedback from stakeholders aids in planning and executing projects effectively.
- ✓ **Stronger Community Participation** – Encourages residents to take part in governance and decision-making.

4.3 TAX

A tax is a financial charge of or other levy imposed upon a taxpayer (an individual or legal entity) by a state or the functional.

Taxation is a critical function of Ikotun-Igando Local Government Council (LCDA) as it serves as a major source of revenue for funding public services, infrastructure projects, and community development. The local government is responsible for collecting various taxes, levies, and fees to ensure effective governance and service delivery at the grassroots level.

TYPES OF TAXES AND LEVIES COLLECTED

The local government generates revenue through several forms of taxation, which include:

A. Property Tax (Tenement Rate)

- This is a tax imposed on landlords and property owners within the local government area.
- It is used for maintaining roads, drainage, and other public amenities in residential and commercial areas.

B. Business Premises and Licensing Fees

- Businesses operating in the LCDA are required to register and pay annual fees to obtain or renew their operating licenses.
- Includes fees for shops, kiosks, markets, and corporate offices.

C. Market and Trading Levies

- Traders, hawkers, and market stall owners pay daily or monthly levies to support the maintenance of market facilities.
- These funds are used for waste disposal, security, and market infrastructure improvement.

D. Motor Park and Transport Levies

- The council collects fees from commercial transport operators, tricycles (Keke Napep), motorcycles (Okada), and buses using public motor parks and terminals.
- Funds generated help improve road infrastructure, traffic management, and transport facilities.

E. Signage and Advertisement Fees

- Businesses that display billboards, banners, and posters within the LCDA must obtain permits and pay advertising fees.
- Ensures regulation of outdoor advertisements and prevents illegal signage.

F. Environmental Sanitation Fees

- Residents and business owners pay sanitation levies to support waste collection, drainage clearing, and environmental hygiene programs.
- Used for purchasing waste disposal equipment and maintaining public toilets.

G. Marriage, Birth, and Death Registration Fees

- The local government charges fees for issuing marriage certificates, birth certificates, and death certificates.
- These records are essential for legal and administrative purposes.

IMPORTANCE OF TAXATION

- ✓ **Funds Public Services** – Taxes help finance healthcare, education, security, and infrastructure projects.
- ✓ **Enhances Community Development** – Revenue is used for road construction, drainage maintenance, and market improvements.
- ✓ **Supports Employment** – Taxes enable the government to hire more staff for waste management, security, and administrative functions.
- ✓ **Promotes Law and Order** – Proper tax collection ensures businesses and residents contribute their fair share to local governance.
- ✓ **Encourages Economic Growth** – A well-funded local government can provide better services that attract more businesses and investments.

CHALLENGES OF TAX COLLECTION

Despite its importance, tax collection in the local government faces several challenges:

- ✓ **Tax Evasion** – Some residents and businesses avoid paying taxes, reducing government revenue.
- ✓ **Inadequate Awareness** – Some citizens are unaware of their tax obligations or the benefits of paying taxes.
- ✓ **Corruption and Leakages** – Mismanagement of funds and illegal tax collection by unauthorized agents affect revenue generation.
- ✓ **Resistance from Informal Sector** – Many small businesses and traders resist taxation due to economic hardship.
- ✓ **Lack of Proper Documentation** – Poor record-keeping makes it difficult to track payments and defaulters.

STRATEGIES TO IMPROVE TAX COLLECTION

- Educating citizens on the importance of taxes through radio programs, community meetings, and social media.
- Implementing electronic payment systems to reduce fraud and ensure transparency.
- Offering tax discounts or benefits to businesses that pay their taxes on time.

4.4 LEGAL DEPARTMENT

The Legal Department of Ikotun-Igando Local Government Council (LCDA) plays a crucial role in ensuring that all government activities comply with legal frameworks, protecting the council's interests, and providing legal advice on governance matters. This department is responsible for handling legal issues, drafting policies, representing the local government in legal matters, and ensuring law enforcement within the LCDA jurisdiction.

Legal refers to anything related to laws, regulations, and the justice system. In the context of Ikotun-Igando Local Government Council (LCDA), legal functions involve making and enforcing local laws (by-laws), handling disputes, ensuring compliance with government regulations, and providing legal advice to the council.

LEGAL RESPONSIBILITIES

The legal department of the LCDA performs several key functions to maintain law and order within the community. These include:

A. Legal Advisory Services:

- Provides legal guidance to the local government chairman, council officials, and departments.
- Ensures that government decisions and policies comply with local, state, and federal laws.
- Advises on contract agreements, land disputes, and employment regulations.

B. Drafting and Reviewing Legal Documents

- Drafts by-laws, policies, and regulations governing the LCDA's operations.
- Reviews contracts, MoUs (Memorandums of Understanding), and agreements between the council and external parties.
- Ensures compliance with procurement laws when awarding contracts.

C. Litigation and Legal Representation

- Represents the LCDA in courts, tribunals, and mediation hearings.
- Handles legal cases involving land disputes, tax evasion, contract breaches, and employee disputes.
- Works with state and federal legal authorities on matters affecting the LCDA.

D. Enforcement of Local Government By-Laws

- Collaborates with law enforcement agencies (police, civil defense, and task force units) to enforce local regulations.
- Oversees sanitation laws, building regulations, market rules, and environmental laws.
- Ensures compliance with business licensing, signage permits, and traffic control regulations.

E. Dispute Resolution and Mediation

- Engages in alternative dispute resolution (ADR) to settle conflicts between individuals, businesses, and the government without going to court.
- Works with community leaders and traditional rulers to resolve disputes at the grassroots level.

F. Protection of Local Government Assets and Interests

- Monitors land acquisitions, public properties, and infrastructural projects to prevent legal disputes.
- Protects government-owned properties from encroachment or illegal occupation.
- Advises on revenue collection and taxation laws to ensure proper financial management.

DUTIES PERFORMED BY LEGAL OFFICERS

The Legal Officers working under the Legal Department have several responsibilities, including:

- **Interpreting Laws and Regulations** – Ensuring that the LCDA follows constitutional provisions and state laws.
- **Preparing Legal Reports** – Documenting cases, legal opinions, and policy reviews for decision-making.
- **Handling Employee Disciplinary Matters** – Addressing legal concerns related to local government workers.
- **Defending the Council in Court** – Representing the LCDA in lawsuits involving residents, businesses, or other government bodies.
- **Conducting Legal Training** – Educating council staff on legal compliance, contracts, and rights.
- **Participating in Policy Making** – Advising on local laws that impact community development and governance.

CHALLENGES FACED BY THE LEGAL DEPARTMENT

Despite its importance, the Legal Department encounters several difficulties:

- **Delays in Legal Processes** – Court cases and dispute resolutions may take a long time to conclude.
- **Limited Awareness of Local Laws** – Many residents are unaware of their legal responsibilities, leading to frequent violations.
- **Land Disputes** – Frequent conflicts over land ownership and encroachments cause legal battles.
- **Inadequate Law Enforcement** – Poor enforcement of by-laws due to lack of personnel or corruption.
- **Resource Constraints** – The department may face staff shortages, limited funds, or outdated legal frameworks.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATION

5.0 SUMMARY

The two-month Student Industrial Work Experience Scheme (SIWES) undertaken at **Ikotun Ignado Local Government council**, The program offered a top-tier learning experience in public administration and governance-related digital systems. This opportunity greatly strengthened my practical knowledge of administrative processes and broadened my understanding of Legal, Administration Office Experience Administrative Operations and Record-Keeping, Communication and Stakeholder Engagement, Customer Service and Public Interaction, Time Management and Tax, in local government operations.

5.1 CONCLUSION

My SIWES experience in the Public Administration Department of the Local Government provided me with invaluable practical exposure to legal and administrative operations. I gained firsthand knowledge of administrative procedures, governance structures, and public service delivery, particularly in legal frameworks and record-keeping.

Through my training, I developed skills in administrative operations, such as document management, correspondence handling, and policy implementation. Additionally, I was actively involved in communication and stakeholder engagement, which enhanced my understanding of public relations, conflict resolution, and community participation in governance.

This experience has deepened my appreciation for legal processes within local government administration, including compliance, documentation, and regulatory enforcement. It has also strengthened my ability to effectively manage records, engage with stakeholders, and contribute to efficient governance.

5.2 RECOMMENDATION

- i. The school management should consider the fact that students find it difficult to be admitted to a particular organization for attachment and urge these organizations to accept students.
- ii. The SIWES body should try as much as they can to assist students financially when carrying out this very industrial attachment.
- iii. Place of attachment should try as much as possible to employ educated workers to avoid code-switching while lecturing.
- iv. A mass enlightenment campaign should be carried out, to enable industries and establishments to know the importance of SIWES to the future of students and the society at large.

5.3 CHALLENGES FACED AND SOLUTIONS

Challenge: Heavy Workload and Time Constraints

- Solution: Use time management techniques, prioritize tasks, and create schedules.

Challenge: Communication Barriers

- Solution: Maintain clear communication channels, ask for clarifications, and follow up.

Challenge: Handling Citizen Complaints and Concerns

Dealing with citizens' complaints or concerns can be emotionally taxing, especially when expectations can't always be met.

- Solution: Empathy and Effective Responses
Approach citizen interactions with empathy and a willingness to help. Provide accurate information and refer them to the appropriate channels for addressing their concerns.

Challenge: Adapting to Bureaucratic Procedures

- Solution: Seek mentorship and guidance from experienced colleagues.

Challenge: Handling Citizen Complaints and Concerns

- Solution: Approach interactions with empathy, provide accurate information, and refer appropriately.