



REPORT ON STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)

HELD AT

EAGLE ICT OFFICE ILORIN

IREWOLODE AREA ILORIN KWARA STATE

WRITTEN BY

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MATRIC NO: ND/23/BAM/PT/0884

SUBMITTED TO

DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT,

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KWARA STATE POLYTECHNIC, ILORIN.

IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE AWARD OF NATIONAL
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CERTIFICATION

This is to certify that **OLALOMI RODIAT OMOBOLANLE** with Matriculation Number **ND/23/BAM/PT/0884**, a student of the **Department of BUSINESS ADMINISTRATION AND MANAGEMENT**, has successfully completed the Student Industrial Work Experience Scheme (SIWES) at EAGLE ICT OFFICE ILORIN. In the Department of the BUSINESS ADMINISTRATION AND MANAGEMENT, Kwara State Polytechnic, Ilorin.

SIWES SUPERVISOR

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EXECUTIVE SUMMARY

This report details my SIWES experience at Eagle ICT Office, Ilorin, where I underwent a three-month industrial training from September to November. The purpose of the training was to bridge the gap between theoretical knowledge and practical application in the field of Business Administration and ICT.

During the training, I worked in various departments, gaining hands-on experience in administrative duties, ICT support, customer service, and business management. This report outlines the structure of the organization, my assigned responsibilities, the tools and technologies I used, the challenges I faced, and the skills I acquired. Additionally, I discuss the impact of the training on my career development and provide recommendations for improving SIWES.

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CHAPTER 1

INTRODUCTION

1.1 Background of SIWES

The Students Industrial Work Experience Scheme (SIWES) is a structured industrial training program designed to bridge the gap between theoretical knowledge and practical application for students in tertiary institutions across Nigeria. It was introduced by the Federal Government in collaboration with the Industrial Training Fund (ITF) to equip students with relevant industry experience, enhancing their employability and skill set before graduation.

The need for SIWES arose due to the realization that many graduates lacked hands-on experience, making it difficult for them to integrate seamlessly into professional work environments. The program was therefore designed to enable students to develop practical skills and understand industry operations firsthand. It covers various disciplines, including engineering, business administration, information technology, sciences, and other technical fields, allowing students to apply their classroom knowledge in real-world scenarios.

SIWES is mandatory for students in technical and business-related fields in polytechnics, universities, and colleges of education. It typically lasts between three to six months, during which students are placed in various organizations related to their fields of study. The program is supervised by both academic institutions and the ITF to ensure students receive quality training.

Through SIWES, students not only gain technical experience but also develop soft skills such as teamwork, communication, time management, and problem-solving. The program plays a crucial role in national development by producing competent graduates who are prepared for the challenges of the labor market.

1.2 Objectives of SIWES

The primary objective of SIWES is to expose students to practical work environments relevant to their academic discipline. It serves as a bridge between the classroom and the workplace, allowing

students to understand industry expectations and enhance their professional skills. The key objectives include:

- **Providing students with practical experience in their field of study:** SIWES ensures that students apply their theoretical knowledge in real business and technical environments, strengthening their understanding of industry processes.
- **Exposing students to the work environment and industry operations:** By working in professional settings, students become familiar with workplace culture, organizational structure, and daily operations.
- **Developing students' technical, managerial, and interpersonal skills:** The program helps students build proficiency in industry-related technologies, project management, and effective communication with colleagues and clients.
- **Preparing students for employment by enhancing their problem-solving abilities:** By handling real work challenges, students develop critical thinking skills, adaptability, and resilience—qualities that employers value.
- **Encouraging innovation and entrepreneurial thinking:** SIWES fosters creativity by allowing students to participate in problem-solving processes within their organizations, inspiring them to develop innovative solutions and business ideas.

By achieving these objectives, SIWES significantly contributes to national development by producing graduates who are industry-ready and capable of adding value to their respective fields.

1.3 Overview of Eagle ICT Office

Eagle ICT Office is a technology-driven organization based in Ilorin, Kwara State, Nigeria. The company specializes in providing a wide range of ICT-related services to individuals, businesses, and institutions. Its core services include computer repairs, software installation, networking solutions, data management, and digital marketing.

In addition to its technical services, Eagle ICT Office also offers administrative support, business consultancy, and customer service solutions. The company serves as a vital player in the ICT sector, helping businesses and individuals leverage technology for productivity and efficiency.

Eagle ICT Office operates with a structured approach, ensuring that its services align with industry standards and customer expectations. It employs professionals in various departments, including administrative, technical support, sales and marketing, and customer service. This diversity allows the company to function efficiently while providing comprehensive ICT solutions to its clients.

The organization's commitment to excellence makes it a valuable learning environment for students undergoing SIWES. It provides opportunities for interns to engage in real ICT projects, handle administrative tasks, and interact with customers, thus preparing them for future career paths in both technology and business administration.

1.4 Importance of SIWES to Business Administration and ICT Students

The SIWES program is highly beneficial to students studying Business Administration and ICT, as it provides exposure to both the technical and managerial aspects of business operations. For Business Administration students, the training helps in understanding how companies are structured, how businesses are managed, and how financial transactions are handled. For ICT students, it offers hands-on experience in computer-related tasks, software applications, networking, and troubleshooting.

Benefits to Business Administration Students:

- **Financial and Business Management:** SIWES allows students to gain firsthand experience in business financial management, budgeting, and operational planning.
- **Customer Service and Marketing:** Interns learn how businesses attract and retain customers through marketing strategies and effective communication.
- **Office Administration:** Students become familiar with office procedures, documentation, and record-keeping.
- **Entrepreneurial Development:** Exposure to real business environments enables students to develop entrepreneurial skills and business acumen.

Benefits to ICT Students:

- **Practical Technical Skills:** Students work with real hardware and software, gaining experience in system maintenance, networking, and troubleshooting.
- **Exposure to Modern Technologies:** The training helps students stay updated with the latest ICT tools and business technologies.
- **Problem-Solving Abilities:** Handling technical issues in real-time sharpens students' problem-solving and critical thinking skills.

By participating in SIWES, students develop a well-rounded understanding of how ICT integrates with business processes, preparing them for future roles in administration, IT support, and business consultancy.

1.5 Goals and Expectations of the Training

The primary goal of my SIWES training was to gain practical experience in business administration, ICT support, and customer service. I aimed to develop a deeper understanding of business operations while also improving my technical skills in ICT.

Specific Goals:

- To learn how administrative tasks are handled in a professional business environment.
- To understand how ICT tools and technologies are used for business efficiency.
- To develop customer service skills by interacting with clients and handling inquiries.
- To gain experience in data management, documentation, and business communication.

Expectations:

Before starting my training, I had specific expectations regarding what I would learn and experience at Eagle ICT Office. These included:

- **Practical exposure to business administration:** I expected to learn how daily office operations are managed, from record-keeping to financial transactions.

- **Hands-on experience with ICT systems:** I hoped to work with various software applications, networking tools, and IT support services.
- **Interaction with customers and teamwork:** I anticipated gaining customer service experience and learning how to work collaboratively with colleagues.
- **Problem-solving and critical thinking:** I expected to encounter challenges that would require me to think critically and develop solutions.

My goal was to complete the training with a strong foundation in both business and ICT, ensuring that I was better prepared for future career opportunities.

The introduction to my SIWES training provides an overview of the program's purpose, its importance to students, and my expectations before starting the internship. SIWES is a crucial initiative that bridges the gap between academic learning and industry practice, ensuring that students gain relevant skills to enhance their employability.

In the next chapters, I will detail my experience at Eagle ICT Office, covering the organization's structure, my assigned responsibilities, the challenges I encountered, and the skills I acquired during the training.

CHAPTER 2

ORGANIZATIONAL STRUCTURE AND OVERVIEW

2.1 Overview of Eagle ICT Office

Eagle ICT Office is a dynamic and technology-driven company that specializes in providing ICT solutions to businesses, individuals, and institutions. Located in Ilorin, Kwara State, the organization offers a broad range of services, including IT support, networking solutions, sales of computer accessories, software installation, data management, and business consultancy. The company also provides training and mentorship programs to help individuals and businesses improve their technical and managerial skills.

The organization operates with a customer-centric approach, ensuring that clients receive high-quality services tailored to their specific needs. By integrating modern technology with business solutions, Eagle ICT Office contributes significantly to the digital transformation of businesses in its area of operation. The company employs professionals in various fields, allowing it to deliver efficient and comprehensive services to its customers.

As the world increasingly depends on digital solutions, organizations like Eagle ICT Office play a vital role in bridging the gap between technology and business operations. Whether it's assisting with system troubleshooting, setting up network infrastructure, or offering business consultancy, the company provides essential services that support productivity and growth in various sectors.

In addition to its technical services, Eagle ICT Office also emphasizes professional ethics, ensuring that customer information and business data are handled securely and confidentially. Its strong commitment to efficiency, reliability, and customer satisfaction has made it a trusted name in the ICT industry in Ilorin.

2.2 Organizational Structure and Departments

Eagle ICT Office has a well-defined organizational structure that ensures smooth operations and effective service delivery. The company is divided into several departments, each with specific responsibilities that contribute to the overall success of the organization. The key departments include:

1. Administrative Department

The Administrative Department is responsible for the day-to-day management of the office. It oversees various activities, including documentation, financial transactions, and general office operations. The key functions of this department include:

- Managing company records and ensuring proper documentation of business transactions.
- Handling financial responsibilities such as budgeting, payroll, and expense tracking.
- Coordinating meetings, schedules, and internal communications within the organization.
- Ensuring compliance with business regulations and maintaining company policies.

This department is essential in maintaining order and efficiency within the company, as it ensures that all departments function seamlessly.

2. Technical Support Department

The Technical Support Department is the backbone of Eagle ICT Office, handling all IT-related tasks and ensuring the smooth functioning of ICT systems. This department specializes in:

- Diagnosing and repairing computer hardware and software issues.
- Installing and configuring software applications for clients.
- Setting up and managing network infrastructures, including internet connectivity and data security.
- Providing technical advice and troubleshooting assistance to customers experiencing ICT challenges.

The technical support team plays a crucial role in maintaining client satisfaction by ensuring that all technology-related concerns are addressed efficiently.

3. Customer Service Department

The Customer Service Department is responsible for maintaining positive relationships with clients and ensuring their concerns are handled professionally. This department's responsibilities include:

- Responding to customer inquiries regarding services, pricing, and technical issues.
- Handling customer complaints and resolving disputes effectively.
- Providing clients with guidance on ICT products and services.
- Collecting customer feedback to improve service delivery and business operations.

Since customer satisfaction is a key component of business success, this department plays a significant role in maintaining the company's reputation and ensuring repeat business.

4. Sales and Marketing Department

The Sales and Marketing Department focuses on promoting the company's ICT services and generating revenue. This department is responsible for:

- Developing marketing strategies to attract new clients and retain existing ones.
- Managing social media and online platforms to create awareness about the company's services.
- Engaging in direct sales of computer accessories, software packages, and ICT-related products.
- Establishing business partnerships and collaborations to expand the company's reach.

Through targeted marketing campaigns and promotional activities, this department helps Eagle ICT Office grow and maintain a competitive edge in the ICT industry.

5. Management Team

At the top of the organizational structure is the management team, which consists of the business owner, general manager, and department heads. Their responsibilities include:

- Setting company goals and making strategic business decisions.
- Overseeing the operations of all departments and ensuring efficiency.
- Managing finances, budgeting, and investment planning.
- Ensuring compliance with industry standards and ethical business practices.

The management team plays a vital role in driving the company's vision and ensuring that all departments work together towards achieving its objectives.

2.3 Roles and Responsibilities of Key Departments

Each department at Eagle ICT Office plays a crucial role in ensuring the company's overall efficiency and success. The collaboration between departments ensures seamless service delivery to clients and effective management of business operations.

1. Administrative Department

The Administrative Department acts as the backbone of the company by managing internal operations. Its responsibilities include:

- Ensuring proper documentation of all financial transactions and client interactions.
- Keeping records of employee attendance, office supplies, and equipment maintenance.
- Handling official correspondence, including emails, phone calls, and customer inquiries.
- Coordinating staff meetings and ensuring that company policies are adhered to.

2. Technical Support Department

The Technical Support Department ensures that clients receive high-quality IT services. The team is responsible for:

- Installing, repairing, and maintaining computer systems and software.
- Providing troubleshooting support to businesses and individuals.
- Conducting system upgrades and ensuring data security for clients.
- Setting up and maintaining network infrastructures, including routers and servers.

3. Customer Service Department

This department is responsible for client relations and plays a crucial role in maintaining the company's reputation. Its duties include:

- Attending to walk-in customers and responding to online inquiries.
- Handling complaints and offering effective solutions to customer problems.
- Educating customers on the best ICT solutions for their needs.
- Following up on customer feedback to improve service quality.

4. Sales and Marketing Department

This department ensures business growth by attracting new customers and retaining existing ones. Its responsibilities include:

- Promoting the company's products and services through advertising and digital marketing.
- Engaging in direct sales of ICT products, such as computer accessories and software packages.
- Conducting market research to identify new business opportunities.
- Negotiating deals and contracts with potential clients and partners.

5. Management Team

The management team ensures the company's long-term success by making strategic decisions. Their responsibilities include:

- Defining business goals and setting long-term objectives.
- Monitoring the performance of each department and making necessary adjustments.
- Managing business finances and ensuring profitability.

- Overseeing employee performance and fostering a productive work environment.

Eagle ICT Office operates with a structured and efficient organizational model that ensures all business functions run smoothly. Each department plays a significant role in service delivery, from technical support to customer service and sales. The well-coordinated interaction between these departments ensures that the company maintains a high level of professionalism and customer satisfaction.

Through this structure, the organization not only delivers ICT solutions but also provides a learning platform for interns undergoing SIWES. The next chapter will explore the specific duties and responsibilities assigned during the training, highlighting the practical experience gained in each department.

CHAPTER 3

ACTIVITIES AND RESPONSIBILITIES DURING TRAINING

3.1 Overview of Assigned Duties

During my SIWES training at Eagle ICT Office, I was assigned various responsibilities that covered administrative tasks, customer service, and technical support. These tasks were designed to give me a comprehensive understanding of how an ICT-based business operates while also equipping me with essential skills in business administration and technology.

As part of the administrative team, I handled office documentation, assisted in financial record-keeping, and ensured that records were properly organized and maintained. In customer service, I was responsible for managing client inquiries, resolving complaints, and providing general assistance to customers. Additionally, I worked closely with the technical support team, where I assisted in troubleshooting and repairing computer systems, installing software, and setting up networking infrastructures.

This diverse exposure allowed me to develop skills in multiple areas, including office management, interpersonal communication, technical problem-solving, and teamwork. Through these responsibilities, I gained firsthand experience in business operations, ICT services, and customer relations, all of which are valuable for my future career.

3.2 Departmental Work Experience

Throughout my training, I worked in different departments, each of which contributed significantly to my professional development. The experience gained from these departments was crucial in helping me bridge the gap between theoretical knowledge and real-world practice.

3.2.1 Administrative and Customer Support Tasks

One of the primary roles I played during my training was assisting in administrative and customer support functions. These responsibilities required precision, organization, and excellent communication skills.

Managing Office Records and Documents

I was responsible for maintaining and organizing various office documents, including financial records, client information, and business transactions. This involved filing documents systematically, updating records in both digital and physical formats, and ensuring data security and confidentiality.

Handling Customer Inquiries and Complaints

I actively interacted with customers, responding to their inquiries about the company's services and products. This required me to develop strong interpersonal and problem-solving skills, as I had to provide clear and helpful information to clients. Handling customer complaints was one of the more challenging aspects of this role, as it required patience and diplomacy to resolve issues effectively while ensuring customer satisfaction.

Assisting in Financial Record-Keeping

Under the supervision of senior staff, I assisted in managing financial transactions, updating expense records, and using accounting software for bookkeeping. This provided me with practical knowledge of financial management in a business environment. I also learned how to generate invoices, process payments, and balance financial records.

3.2.2 ICT and Technical Support Tasks

Apart from administrative duties, I was also involved in ICT-related tasks, which helped me develop technical proficiency in computer systems, networking, and software applications.

Assisting in Computer Troubleshooting and Repairs

I worked alongside the technical support team in diagnosing and resolving hardware and software issues in computers. This included fixing slow computer performance, addressing system crashes, and repairing faulty hardware components such as RAM, hard drives, and power supply units.

Installing and Updating Software Applications

Another key responsibility was assisting in the installation and updating of software applications for clients. This included operating systems (such as Windows and Linux), antivirus software, and productivity tools like Microsoft Office. I also learned how to configure software settings to meet the specific needs of customers.

Setting Up and Managing Networking Systems

Networking was a crucial aspect of my technical training. I assisted in setting up internet connections, configuring routers, and troubleshooting network issues for clients. I also learned about IP addressing, firewall configurations, and network security best practices to prevent unauthorized access to systems.

By working on these technical tasks, I was able to improve my problem-solving abilities, gain hands-on experience in ICT solutions, and develop a strong foundation in computer system management.

3.3 Tools and Technologies Used

Throughout my training at Eagle ICT Office, I was introduced to various tools and technologies that facilitated administrative, customer service, and technical tasks. These tools played a vital role in improving efficiency, accuracy, and service delivery.

Administrative and Customer Support Tools

- **Microsoft Office Suite (Excel, Word, PowerPoint)** – Used for documentation, report writing, data analysis, and presentations.

- **Customer Relationship Management (CRM) Software** – Helped in managing customer interactions, tracking service requests, and ensuring follow-ups on customer inquiries.
- **Accounting Software (QuickBooks, Excel)** – Used for financial record-keeping, budgeting, and generating invoices.

Technical Support Tools and Hardware

- **Networking Tools (Routers, Switches, Ethernet Cables)** – Used for setting up and managing network infrastructures.
- **System Diagnostic Tools (CCleaner, Task Manager, Antivirus Programs)** – Used for troubleshooting computer issues and optimizing system performance.
- **Software Installation and Configuration Tools (USB Boot Drives, Windows Installation Disks)** – Assisted in the installation and updating of software applications.

By using these tools, I was able to develop technical competency, improve my efficiency in handling various tasks, and gain practical knowledge of ICT business operations.

3.4 Challenges Encountered

During my training, I encountered several challenges that tested my adaptability, problem-solving skills, and resilience. These challenges provided valuable learning experiences that helped me grow both personally and professionally.

1. Adapting to a Fast-Paced Work Environment

One of the initial challenges I faced was adjusting to the fast-paced work environment. The workload was often demanding, requiring me to multitask between administrative duties, customer service, and technical support tasks. Managing time efficiently and prioritizing tasks became essential in ensuring that I met deadlines and delivered quality work.

2. Handling Difficult Customer Complaints

Working in customer service required patience and excellent communication skills. Some customers were difficult to deal with, especially when they had complaints about delayed services or technical issues. I had to learn how to remain calm, listen attentively, and offer effective solutions to satisfy customers while maintaining professionalism.

3. Technical Issues Related to ICT Hardware and Software

As an intern, I initially struggled with some complex technical issues, such as troubleshooting network failures and repairing faulty computer systems. However, with guidance from my supervisors, I was able to develop my technical problem-solving skills and gain confidence in handling ICT-related tasks.

4. Learning New Software and Tools

Another challenge was familiarizing myself with new software and tools that I had not previously used. For example, using accounting software for financial management required additional effort to understand its functions. Through self-study and assistance from colleagues, I was able to master these tools over time.

5. Managing Work Pressure and Meeting Deadlines

There were instances where I had to complete multiple tasks within a short timeframe. The pressure to meet deadlines while maintaining accuracy was a significant challenge. However, by improving my time management skills and learning to work efficiently, I was able to handle work-related stress effectively.

My training at Eagle ICT Office provided me with a rich and diverse learning experience that enhanced my knowledge and skills in business administration, customer service, and ICT solutions. The combination of administrative and technical tasks allowed me to develop a well-rounded skill set that will be beneficial in my future career.

Despite the challenges faced, I was able to adapt, learn, and grow professionally. The experience helped me understand real-world business operations, improved my ability to handle customer interactions, and gave me practical exposure to ICT solutions.

CHAPTER 4

SKILLS ACQUIRED AND LESSONS LEARNED

During my SIWES training at Eagle ICT Office, I gained valuable skills that significantly contributed to my professional development. These skills ranged from technical expertise to interpersonal and problem-solving abilities, all of which will be essential in my future career. The experience allowed me to apply theoretical knowledge in a practical environment, reinforcing my understanding of business administration and ICT operations.

4.1 Technical Skills

Working in an ICT-based organization exposed me to various technical skills, which enhanced my proficiency in handling business technology. Some of the major technical skills I acquired include:

1. Computer Troubleshooting and Repair

I learned how to diagnose and resolve hardware and software issues in computer systems. This involved identifying faults in system performance, repairing or replacing faulty hardware components, and reinstalling operating systems to improve efficiency. I also gained hands-on experience with antivirus software and system optimization tools to enhance computer performance.

2. Data Entry and Business Software Applications

I became proficient in using various business software applications, including Microsoft Office Suite (Word, Excel, and PowerPoint) for data entry, documentation, and report writing.

Additionally, I was introduced to accounting software like QuickBooks, which is used for financial management and record-keeping.

3. Networking and IT Support

As part of my technical support responsibilities, I assisted in setting up networking systems, configuring routers, and troubleshooting connectivity issues. I also gained knowledge about local area networks (LAN), wireless networks, and basic cybersecurity measures to protect business data.

These technical skills provided me with a strong foundation in ICT operations, which will be beneficial for any business or ICT-related career path I choose in the future.

4.2 Interpersonal Skills

Effective communication and teamwork were essential aspects of my SIWES experience. My interaction with customers, colleagues, and supervisors helped me develop strong interpersonal skills, which are critical for success in the workplace.

1. Effective Communication with Clients

Handling customer inquiries and complaints improved my ability to communicate clearly and professionally. I learned how to listen actively, address customer concerns, and provide solutions in a courteous and effective manner.

2. Teamwork and Collaboration

Working with different departments required collaboration and teamwork. I had to coordinate with the technical support team, administrative staff, and customer service representatives to ensure smooth operations. Through teamwork, I learned the importance of cooperation, patience, and shared responsibility in achieving organizational goals.

3. Customer Relationship Management

I developed skills in managing customer relationships, including how to build trust, handle difficult situations, and ensure customer satisfaction. These skills are essential in any business environment where client interaction is a key factor in success.

4.3 Problem-Solving and Decision-Making Skills

Problem-solving is a crucial skill in any work environment, and my SIWES experience provided numerous opportunities to develop this ability. I was involved in resolving customer complaints, troubleshooting technical issues, and managing administrative tasks efficiently.

1. Resolving Customer Complaints

One of the most challenging aspects of my training was dealing with unsatisfied customers. Through experience, I learned how to assess customer issues, provide appropriate solutions, and remain calm under pressure. This skill will be useful in future roles where customer interaction is required.

2. Managing Administrative Records Efficiently

Keeping track of financial transactions and office documentation required accuracy and organizational skills. I learned how to maintain orderly records, ensure timely updates, and use business software to improve efficiency.

4.4 Relevance of Skills to Future Career

The skills I acquired during my SIWES training will be highly beneficial in my future career, particularly in business management, ICT support, and entrepreneurship.

1. Business Administration and Management

The administrative and financial skills I gained will be useful in managing business operations, record-keeping, and decision-making processes in any business setting.

2. ICT Support and Technical Expertise

My technical skills in computer troubleshooting, networking, and data management have prepared me for roles in ICT support, where businesses require professionals to manage their IT infrastructure.

3. Entrepreneurial Opportunities

With the combination of business and technical skills, I now have the foundation to start and manage my own ICT-related business in the future. I can provide IT solutions, business consultancy, and customer support services, which are in high demand in today's digital economy.

The experience gained through SIWES has not only prepared me for the workforce but has also provided me with the confidence and skills needed to pursue various career opportunities.

CHAPTER 5

IMPACT OF SIWES ON CAREER DEVELOPMENT

The SIWES program plays a crucial role in shaping students' career paths by providing practical experience that bridges the gap between classroom learning and industry requirements. My experience at Eagle ICT Office significantly contributed to my career growth, helping me develop professional skills, build confidence, and establish valuable connections in the ICT and business sectors.

5.1 Bridging the Gap between Theory and Practice

One of the main objectives of SIWES is to ensure that students gain practical knowledge that complements their academic studies. Before my training, most of my knowledge about business administration and ICT was theoretical. However, through hands-on experience, I was able to apply these concepts in a real work environment.

For example, I had learned about financial management in class, but during my training, I had the opportunity to use accounting software to manage financial records. Similarly, my theoretical knowledge of customer service became more meaningful when I had to handle real client interactions.

This practical exposure has strengthened my understanding of business and ICT operations, making me more prepared for future job opportunities.

5.2 Contribution to Professional Growth

Through my SIWES training, I developed a strong professional mindset and the confidence to take on business and ICT-related tasks independently. Some of the ways SIWES contributed to my professional growth include:

1. Enhancing My Technical and Administrative Competence

I gained valuable experience in using business software, managing financial records, troubleshooting IT issues, and providing customer support. These skills will make me a more competitive candidate in the job market.

2. Developing a Professional Work Ethic

Working in a structured environment taught me the importance of punctuality, teamwork, responsibility, and discipline. I learned how to manage time effectively, meet deadlines, and maintain professionalism in all interactions.

3. Building Confidence in the Workplace

My experience dealing with customers, managing tasks, and solving problems helped me build confidence in my abilities. I now feel more prepared to take on leadership roles and handle challenging work situations.

5.3 Networking Opportunities

Another major benefit of my SIWES training was the opportunity to connect with industry professionals. Networking is an essential aspect of career development, and through my training, I was able to establish relationships with experienced professionals in the ICT and business sectors.

1. Learning from Experienced Professionals

During my training, I worked closely with senior colleagues who provided mentorship and guidance. Their advice and insights helped me understand industry best practices and career advancement strategies.

2. Expanding Career Opportunities

Through networking, I gained exposure to potential job opportunities in the ICT and business fields. I also learned about emerging trends in technology and business management, which will help me stay competitive in the industry.

3. Future Collaboration Prospects

By maintaining professional relationships with my colleagues and supervisors, I have created opportunities for future collaborations, whether in employment, entrepreneurship, or consultancy.

The impact of SIWES on my career development has been significant. It provided me with the hands-on experience needed to apply theoretical knowledge in real-world settings, enhanced my professional skills, and gave me exposure to industry networks.

This experience has solidified my career goals and prepared me for future challenges in business administration and ICT. As I progress in my academic and professional journey, I will continue to build on the skills and knowledge gained during my SIWES training.

CHAPTER 6

CHALLENGES AND RECOMMENDATIONS

The SIWES program is designed to expose students to real-life work environments, but like any professional training, it comes with its own set of challenges. During my training at Eagle ICT Office, I encountered several difficulties that tested my adaptability and problem-solving skills. Despite these challenges, I was able to navigate through them and make meaningful contributions to the organization. This chapter highlights the major challenges I faced, recommendations for improving the SIWES program, and advice for future participants.

6.1 Challenges Faced During the Training

While my internship at Eagle ICT Office was a valuable learning experience, it was not without its difficulties. Some of the key challenges I encountered include:

1. Workload Pressure and Tight Schedules

One of the biggest challenges I faced was adjusting to the fast-paced work environment. The workload was often demanding, and there were tight deadlines to meet, especially when handling administrative tasks and customer service responsibilities. Balancing multiple responsibilities while ensuring accuracy and efficiency required strong time management skills, which I had to develop over time.

2. Limited Access to Advanced ICT Tools

As an ICT-based company, Eagle ICT Office relied on technology for its operations. However, due to budget constraints, there was limited access to some advanced software and hardware tools. This restricted my ability to gain hands-on experience with some of the latest industry-standard technologies. In some cases, I had to rely on theoretical knowledge or work with outdated systems.

3. Handling Difficult Customers

Customer service was an essential part of my training, but dealing with difficult or dissatisfied customers was challenging. Some clients had unrealistic expectations or were frustrated with technical issues, which required patience and problem-solving skills to resolve. Initially, I found it difficult to handle customer complaints effectively, but with guidance from my supervisors, I learned how to remain calm and professional in such situations.

4. Adapting to Workplace Culture and Ethics

Every organization has its unique work culture, and adapting to the professional environment at Eagle ICT Office required an adjustment period. I had to learn workplace etiquette, dress codes, communication protocols, and the importance of teamwork. Understanding and aligning with company policies took time but was an essential part of my professional development.

5. Technical Challenges and System Downtime

Since the company primarily deals with ICT solutions, technical challenges such as system crashes, slow networks, and software malfunctions were common. These issues sometimes disrupted workflow and made it difficult to complete tasks efficiently. I had to learn troubleshooting techniques to address minor technical problems before escalating them to senior IT staff.

6.2 Recommendations for Improvement of SIWES

The SIWES program is an excellent initiative, but there is room for improvement to ensure students get the best possible learning experience. Based on my training experience, I recommend the following:

1. Better Supervision and Monitoring of Students

To maximize the benefits of SIWES, there should be stronger supervision and monitoring by both academic institutions and host organizations. Regular check-ins and assessments by lecturers or

SIWES coordinators will ensure that students are assigned meaningful tasks rather than being underutilized in the workplace.

2. Providing Access to More Advanced ICT Tools for Practical Training

Many ICT-based companies, especially smaller firms, have limited access to high-end technology. To improve students' learning experience, companies should partner with educational institutions or government agencies to provide access to modern software and equipment. This will allow students to gain practical experience with industry-standard tools.

3. Structured Orientation and Training at the Start of SIWES

Many students struggle initially because they are unfamiliar with the work environment. Organizations should implement structured orientation programs that introduce interns to workplace policies, expectations, and necessary skills. This will help students adapt quickly and perform their duties more effectively.

4. Encouraging More Hands-On Involvement

Some companies assign students only basic or repetitive tasks, limiting their exposure to complex work scenarios. Companies should involve interns in more hands-on activities, including real project work, to help them develop practical skills and build confidence in their abilities.

5. Improved Communication Between Schools and Host Organizations

There should be a stronger link between educational institutions and participating organizations to ensure that students receive relevant training aligned with their field of study. Schools should collaborate with companies to develop internship programs that effectively integrate classroom knowledge with workplace experience.

6.3 Suggestions for Future Participants

To make the most of their SIWES experience, students should:

1. Be Proactive and Willing to Learn

Interns should take the initiative to learn beyond their assigned tasks. Asking questions, seeking mentorship, and volunteering for additional responsibilities can help students gain deeper insights into the industry.

2. Develop Strong Communication and Technical Skills

Effective communication is essential in any work environment. Interns should work on improving their verbal and written communication skills to interact professionally with colleagues, customers, and supervisors. Additionally, acquiring basic technical skills relevant to their field before starting SIWES will give them an advantage.

3. Learn Time Management and Adaptability

Balancing multiple tasks in a work environment can be overwhelming. Students should develop time management skills to handle workloads efficiently and be adaptable to changes in work schedules and responsibilities.

4. Build Professional Relationships and Network

Networking is an important aspect of career growth. Interns should take advantage of their time in the organization to connect with experienced professionals, seek mentorship, and build relationships that could lead to future job opportunities.

5. Maintain a Positive Attitude and Professionalism

SIWES is an opportunity to gain practical experience, and a positive attitude can make the experience more rewarding. Interns should be professional, respectful, and eager to learn, as this will leave a good impression on their supervisors and colleagues.

CHAPTER 7

CONCLUSION

7.1 Summary of Experience

My SIWES experience at Eagle ICT Office was an insightful and rewarding journey. Over the course of my training, I was exposed to real-world business administration and ICT operations, which allowed me to apply my academic knowledge in a practical setting.

I worked in various departments, gaining hands-on experience in administrative tasks, customer service, technical support, and data management. Through these responsibilities, I developed a range of technical and interpersonal skills that will be valuable in my future career. Despite facing challenges such as workload pressure, limited access to advanced ICT tools, and dealing with difficult customers, I was able to overcome these obstacles and make meaningful contributions to the organization.

7.2 Overall Impact of SIWES

The SIWES training has had a significant impact on my career development in the following ways:

1. Preparation for the Job Market

The experience I gained has given me a better understanding of the workplace environment and the skills needed to succeed in a professional setting. I now feel more confident and prepared to enter the workforce.

2. Enhancement of Technical and Managerial Skills

The skills I acquired—ranging from business administration and customer service to IT support and networking—have broadened my career prospects. I can now apply these skills in different job roles or even explore entrepreneurship in the ICT sector.

3. Improved Problem-Solving and Decision-Making Abilities

Through real-world challenges, I learned how to think critically, analyze problems, and make effective decisions. These abilities are crucial for any career path I choose to pursue.

4. Networking and Professional Growth

I had the opportunity to work with and learn from professionals in the ICT and business sectors. The connections I made during my training may open doors for future job opportunities and collaborations.

Final Thoughts

The SIWES program has been an invaluable part of my academic and professional journey. It provided me with the practical experience needed to complement my theoretical knowledge and prepared me for future career challenges. I am grateful for the opportunity to have trained at Eagle ICT Office, and I look forward to applying the knowledge and skills I have gained as I advance in my career.

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