



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

**HELD AT
AARE NIGERIA ENTERPRISES**

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DEDICATION

I dedicate this technical report to the Almighty God, the giver of knowledge, wisdom and who is rich in mercy.

ACKNOWLEDGEMENT

I would like to begin by expressing my heartfelt gratitude to the Creator of heaven and earth, the One who knows the beginning and the end, the Alpha and the Omega, the Almighty Allah for His guidance and blessings throughout this journey.

I am deeply grateful to my beloved parents, **Mr. and Mrs. Issa**, whose unwavering support and prayers have been my foundation. To my brothers and dear friends, your encouragement and companionship have meant the world to me.

My special thanks go to my SIWES supervisor, for her guidance, mentorship, and invaluable insights during this program. I also extend my profound appreciation to everyone who supported me during my SIWES experience. May the Almighty God bless, protect, sustain, and guide you through all of life's journeys.

Lastly, I wish to express my sincere regards to the school's Board of Trustees and the entire staff of the business administration department for their dedication and support. Once again, a big thank you to everyone who contributed to making this experience a memorable and successful one.

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CHAPTER ONE

INTRODUCTION

1.1 Industrial Training Fund (ITF) and SIWES

SIWES was founded by ITF in 1973 to address the issue of Nigerian tertiary school graduates lacking sufficient practical skills to prepare them for employment in industries. The program exposes students to industry-based skills that are essential for a seamless transition from the classroom to the workplace. It gives tertiary institution students the chance to become acquainted with and exposed to the necessary experience in operating machinery and equipment, which is typically not available in educational institutions.

Participation in industrial training is a well-known educational strategy. Classroom studies are integrated with learning through hands-on work experiences in a field related to the students' academic major and career goals. Successful internships foster an experiential learning process that not only promotes career preparation, but provides opportunities for learning to develop skills necessary to become leaders in their chosen professions.

One of the primary goals of the SIWES is to help students integrate leadership development into the experiential learning process. Students are expected to learn and develop basic non-profit leadership skills through a mentoring relationship with innovative non-profit leaders. By integrating leadership development activities into the industrial training experience, we hope to encourage students to actively engage in non-profit managements as professional career objectives. However, the effectiveness of the SIWES experience will have varying outcomes based upon the individual student, the work assignment, and the supervisor/mentor requirements. It is vital that each internship position description includes specific, written learning objectives to ensure leadership skill development is incorporated.

Participation in SIWES has become a necessary pre-condition for the award of diploma and degrees certificates in specific practical-oriented disciplines in most institutions of higher learning in the country, in accordance with the education

policy of government operators-the ITF, the coordinating agencies (NUC, NCCE and NBTE), employers of labor and the institutions.

1.2 Objectives of the Students Industrial Work Experience Scheme (SIWES)

1. To provide students the opportunity to test their interest in a particular career before permanent commitments are made.
2. To provide an avenue for students in institutions of higher learning, acquire industrial skills and experience in their course of study.
3. To provide and prepare students for the industrial work situation they are to meet after school.
4. To aid students in adjusting from college to full-time employments
5. To provide students the opportunity to develop attitudes conducive to effective interpersonal relationships.
6. To increase students' sense of responsibility.
7. To make students acquire good work habits.
8. To provide students with an opportunity to apply their knowledge in real work situation thereby bridging the gap between theory and practice.

CHAPTER TWO

INTRODUCTION

2.1 Organizational Background

AARE NIGERIA ENTERPRISES

Company Overview

Aare Nigeria Enterprises is a leading manufacturer and supplier of high-quality nails, pan abestols for construction, carpentry, and industrial applications. Established to meet the growing demand for durable and reliable fastening solutions, the company has built a reputation for excellence, innovation, and customer satisfaction.

Vision Statement

To be the most trusted and innovative provider of nail products in Nigeria and across Africa, ensuring superior quality and reliability in every project.

Mission Statement

- To manufacture top-grade nails using high-quality materials and cutting-edge technology.
- To provide customers with cost-effective and durable solutions for all their fastening needs.
- To contribute to Nigeria's industrial growth by creating jobs and supporting the local economy.

Company History

Aare Nigeria Enterprises was established by a team of experienced professionals in the construction and manufacturing industry. Recognizing the need for premium-grade nails that meet international standards, the company quickly became a trusted name among builders, contractors, and hardware retailers. Over the years, it has expanded its production capacity, adopted sustainable manufacturing practices, and built a vast distribution network across Nigeria.

Products & Services

Aare Nigeria Enterprises specializes in the production and distribution of:

- **Common Nails:** Ideal for general construction purposes.
- **Wire Nails:** Perfect for woodworking and furniture making.
- **Roofing Nails:** Designed for durability and weather resistance.
- **Concrete Nails:** Heavy-duty nails for securing materials to concrete surfaces.
- **Custom & Specialty Nails:** Manufactured to meet specific industry requirements.

In addition to manufacturing, the company provides bulk supply services to wholesalers, retailers, and large-scale construction projects.

Market Position & Competitive Advantage

Aare Nigeria Enterprises stands out in the industry due to:

- **Superior Product Quality:** Using premium materials to ensure strength and longevity.
- **Affordable Pricing:** Competitive rates without compromising quality.
- **Reliable Distribution Network:** Fast and efficient delivery across Nigeria.
- **Customer-Centric Approach:** Strong focus on customer satisfaction and support.

Sustainability & Corporate Responsibility

The company is committed to environmentally friendly manufacturing practices, reducing waste, and ensuring a safe working environment for its employees. Through community engagement programs, it supports local initiatives and contributes to skill development in the industry.

Future Goals

- Expand operations to other West African countries.
- Invest in modern machinery for increased production efficiency.
- Develop eco-friendly nail products to support sustainable construction.
- Strengthen partnerships with major distributors and construction firms.

PAN (Roofing Panels)

Roofing panels are large, flat sheets used to cover and protect buildings from weather elements. They come in various materials, including metal, polycarbonate, and composite materials. Some roofing panels, like insulated panels, offer thermal and sound insulation, improving energy efficiency.

CHAPTER THREE

KEY PROJECTS AND ASSIGNMENTS

3.1 Welcoming and Attending to Customers

At Aare Nigeria Enterprises, customer satisfaction is at the heart of our business. We strive to provide a welcoming and professional experience to every customer, ensuring their needs are met with efficiency and care. Our approach to customer service includes:

1. **Warm Reception:** Every customer is greeted with a friendly and professional attitude, ensuring they feel valued from the moment they arrive or make contact with us.
2. **Personalized Assistance:** Our trained customer service representatives take the time to understand each customer's specific needs, providing expert guidance on the best nail products for their projects.
3. **Comprehensive Product Knowledge:** Our staff are equipped with in-depth knowledge of our products, helping customers make informed decisions based on durability, application, and cost-effectiveness.
4. **Efficient Order Processing:** We ensure that every purchase, whether bulk or retail, is processed quickly and accurately, minimizing wait times and maximizing convenience.
5. **Responsive Communication:** Customers can reach us via multiple channels, including in-person visits, phone calls, emails, and social media, with prompt responses to inquiries and requests.
6. **After-Sales Support:** Our commitment to customer satisfaction extends beyond the point of sale, as we offer guidance on product usage, maintenance, and any post-purchase concerns.
7. **Building Long-Term Relationships:** We value every customer and aim to foster lasting relationships by consistently delivering high-quality products and outstanding service.
8. At Aare Nigeria Enterprises, we believe that a satisfied customer is the foundation of our success, and we remain dedicated to providing a seamless and enjoyable experience for all.
9. **Sustainability & Corporate Responsibility**

The company is committed to environmentally friendly manufacturing practices, reducing waste, and ensuring a safe working environment for its employees. Through community engagement programs, it supports local initiatives and contributes to skill development in the industry.

10. Future Goals

11. Expand operations to other West African countries.
12. Invest in modern machinery for increased production efficiency.
13. Develop eco-friendly nail products to support sustainable construction.
14. Strengthen partnerships with major distributors and construction firms.
15. **Customer Relations and Front Desk Operations:** Customer service excellence is fundamental in retail businesses, particularly in the fashion industry, where client satisfaction drives revenue growth. Major contributions include:

3.2 Assisting in Nail Treatments and Application of Polish

While Aare Nigeria Enterprises primarily focuses on manufacturing construction nails, we recognize the growing beauty industry's demand for high-quality nail products. Our company supports salons, beauty professionals, and individuals by supplying essential nail care items, including manicure and pedicure accessories. Our dedication to nail treatments and polish application includes:

- **Quality Nail Products:** We provide high-quality nail care tools, including nail files, buffers, and polish removers, ensuring professional results.
- **Durable Nail Enhancements:** Our artificial nails and coatings offer long-lasting wear for individuals seeking beauty and durability.
- **Professional-Grade Polish:** We supply a variety of nail polishes, from classic shades to long-lasting gel formulas, catering to diverse preferences.
- **Healthy Nail Care Solutions:** We promote nail treatments enriched with vitamins and strengthening formulas to maintain healthy nails.
- **Training & Education:** Aare Nigeria Enterprises collaborates with beauty professionals to educate and provide guidance on nail care best practices and polish application techniques.

By supplying superior nail care products and fostering innovation in the beauty industry, we contribute to Nigeria's expanding self-care and beauty market.

Sustainability & Corporate Responsibility

The company is committed to environmentally friendly manufacturing practices, reducing waste, and ensuring a safe working environment for its employees. Through community engagement programs, it supports local initiatives and contributes to skill development in the industry.

Future Goals

- Expand operations to other West African countries.
- Invest in modern machinery for increased production efficiency.
- Develop eco-friendly nail products to support sustainable construction.
- Strengthen partnerships with major distributors and construction firms.
-



3.3 Managing Appointments and Scheduling

Efficient appointment management and scheduling are crucial for ensuring smooth business operations at Aare Nigeria Enterprises. We prioritize organized scheduling to enhance customer experience, optimize workflow, and ensure timely service delivery. Our approach includes:

- **Advanced Booking System:** We utilize a structured appointment system that allows customers to book product consultations, bulk order discussions, and service inquiries in advance.
- **Time Management Efficiency:** We ensure that all appointments are scheduled efficiently to minimize waiting times and provide prompt service.
- **Reminders & Confirmations:** Our system sends timely reminders to customers via phone, email, or SMS, reducing missed appointments and ensuring effective communication.
- **Flexible Scheduling:** We accommodate urgent requests and reschedule appointments when necessary to meet customer needs.
- **Customer-Centric Approach:** Our scheduling process is designed to enhance customer satisfaction by providing dedicated time slots for personalized attention.

- **Coordination with Sales & Logistics Teams:** We synchronize appointments with product availability, deliveries, and service support to streamline operations.

By implementing a structured scheduling system, Aare Nigeria Enterprises ensures seamless business operations and a hassle-free experience for customers.

Sustainability & Corporate Responsibility

The company is committed to environmentally friendly manufacturing practices, reducing waste, and ensuring a safe working environment for its employees. Through community engagement programs, it supports local initiatives and contributes to skill development in the industry.

3.4 Learning About Different Nail Care Products and Tools

At Aare Nigeria Enterprises, we believe that knowledge is key to providing excellent products and services. Understanding various nail care products and tools is essential for ensuring high-quality customer service and product recommendations. Our approach includes:

- **Product Knowledge Training:** Our staff and partners receive training on different types of nail care products, including nail polishes, removers, cuticle oils, and nail treatments.
- **Tool Usage Education:** Employees learn the proper use of nail care tools such as clippers, buffers, files, cuticle pushers, and electric nail drills.
- **Understanding Nail Health:** We emphasize knowledge about nail health, including how different products contribute to strong and healthy nails.
- **Keeping Up with Trends:** Regular updates on industry trends and innovations in nail care ensure that we offer the latest products and techniques.
- **Customer Education:** We provide customers with guidance on choosing the best nail care products for their needs.

By continuously learning about nail care products and tools, Aare Nigeria Enterprises remains at the forefront of the industry, ensuring that customers receive expert recommendations and high-quality solutions.

3.5 Customer Relationship Management

Maintaining strong relationships with customers is a core priority at Aare Nigeria Enterprises. Our approach to customer relationship management includes:

- **Understanding Customer Needs:** We take the time to listen to and understand the unique requirements of each customer.
- **Personalized Service:** We offer tailored solutions and recommendations to meet specific project demands.
- **Loyalty Programs:** Special discounts and offers for returning customers to encourage long-term engagement.
- **Effective Communication:** Regular updates on new products, promotions, and industry insights through calls, emails, and social media.
- **Feedback & Improvement:** We actively seek customer feedback to improve our services and products.

3.6 Inventory Management of Nail Products

Efficient inventory management ensures that our products are always available to meet customer demand. Our system includes:

- **Stock Monitoring:** Real-time tracking of product levels to prevent shortages.
- **Supply Chain Coordination:** Working closely with suppliers to maintain consistent stock availability.
- **Inventory Optimization:** Balancing supply and demand to minimize overstocking and wastage.
- **Quality Control:** Regular checks to ensure all products meet the highest quality standards.
- **Automated Record-Keeping:** Using digital systems to track inventory and sales efficiently.

Basic Bookkeeping and Cash Handling

Aare Nigeria Enterprises maintains accurate financial records to ensure smooth business operations. Our approach includes:

- **Daily Transaction Records:** Keeping track of all sales, purchases, and expenses.
- **Cash Flow Management:** Monitoring income and expenses to maintain financial stability.
- **Secure Payment Processing:** Accepting multiple payment methods while ensuring safe and secure transactions.

- **Financial Accountability:** Implementing checks and balances to prevent errors and fraud.
- **Tax Compliance:** Maintaining proper records for tax reporting and business audits.

3.7 Marketing Strategies for a Small Business

To grow and sustain our business, we implement effective marketing strategies, including:

- **Social Media Marketing:** Engaging customers through platforms like Facebook, Instagram, and Twitter.
- **Brand Awareness Campaigns:** Promoting our products through advertisements, community events, and collaborations.
- **Referral Programs:** Encouraging satisfied customers to refer new clients through incentives.
- **Customer Engagement:** Hosting educational sessions and product demonstrations to build brand loyalty.
- **Online Presence:** Maintaining a user-friendly website with updated product listings and easy contact options.

Learning About Different Nail Care Products and Tools

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CHAPTER FOUR

4.1 Business Strategies

Use of social media marketing to attract customers.

The use of social media marketing has become a crucial strategy for businesses to attract and engage customers in today's digital age. By leveraging platforms such as Facebook, Instagram, Twitter, LinkedIn, and TikTok, companies can create targeted campaigns that enhance brand awareness, foster customer relationships, and drive sales. Through engaging content, interactive posts, influencer collaborations, and paid advertisements, businesses can effectively reach their target audience, generate leads, and convert prospects into loyal customers. Additionally, social media analytics provide valuable insights into customer preferences and behaviors, allowing companies to refine their marketing strategies for better results. Ultimately, an effective social media marketing strategy helps businesses establish a strong online presence, build credibility, and achieve long-term growth."

Binding Machine: Used to assemble and organize hard copies of business reports, invoices, and other important documents for easy reference.

Offering discounts and loyalty programs.

"Offering discounts and loyalty programs is an effective strategy for businesses to attract new customers, retain existing ones, and increase overall sales. Discounts, whether in the form of seasonal sales, promotional offers, or bulk purchase deals, encourage customers to make purchases by providing them with cost-saving opportunities. Meanwhile, loyalty programs reward repeat customers through incentives such as points-based systems, exclusive discounts, cashback offers, or personalized rewards. These programs help businesses build long-term relationships with customers, enhance brand loyalty, and improve customer satisfaction. Additionally, well-structured loyalty programs provide valuable customer data that can be used to personalize marketing efforts and improve the overall shopping experience. By combining discounts with a strong loyalty program, businesses can strengthen customer engagement, boost retention rates, and drive sustainable growth."

Ensuring high-quality services to build customer trust.

Ensuring high-quality services is essential for businesses to build customer trust, enhance brand reputation, and foster long-term relationships. By consistently delivering exceptional service, businesses can meet or exceed customer expectations, leading to increased satisfaction and loyalty. High-quality service includes prompt and professional customer support, attention to detail, personalized experiences, and a commitment to continuous improvement. When customers feel valued and receive reliable, efficient, and courteous service, they are more likely to return and recommend the business to others. Additionally, maintaining high standards helps businesses differentiate themselves from competitors and establish credibility in the market. Investing in quality assurance, employee training, and customer feedback mechanisms further strengthens service excellence, reinforcing trust and long-term success."

4.2 Financial Management

1. Maintaining Proper Records of Income and Expenses

"Maintaining accurate and up-to-date records of income and expenses is essential for effective financial management in any business. Proper record-keeping helps businesses track their financial health, manage cash flow, and ensure compliance with tax regulations. By keeping detailed records of sales, purchases, operating costs, and other financial transactions, businesses can make informed decisions, identify potential cost-saving opportunities, and prepare for future growth. Additionally, well-maintained financial records simplify budgeting, auditing, and reporting processes, reducing the risk of errors and financial mismanagement. Implementing modern accounting software or professional bookkeeping services can further enhance accuracy and efficiency in financial tracking."

2. Setting Competitive Prices While Ensuring Profitability

"Setting competitive prices while ensuring profitability is crucial for business success and sustainability. A well-balanced pricing strategy considers factors such as production costs, market demand, competitor pricing, and customer purchasing power. By analyzing these factors, businesses can establish prices that attract customers while maintaining healthy profit margins. Offering value-based pricing, discounts, or bundled deals can further enhance customer appeal without compromising profitability. Regular market research and cost evaluations help businesses adjust pricing strategies to remain competitive while ensuring long-term financial stability."

3. Managing Operational Costs Effectively

"Managing operational costs effectively is vital for maximizing profitability and ensuring business efficiency. Businesses must regularly monitor expenses, optimize resource utilization, and eliminate unnecessary costs to maintain financial stability. Strategies such as streamlining processes, negotiating better supplier deals, adopting cost-saving technologies, and reducing waste can significantly lower operational costs without affecting service quality. Additionally, budgeting and forecasting play a crucial role in identifying areas where expenses can be minimized while ensuring smooth operations. By maintaining cost efficiency, businesses can improve overall productivity, reinvest in growth opportunities, and enhance their competitive advantage in the market."

4.3 Customer Service

1. Effective Communication with Clients

"Effective communication with clients is essential for building strong relationships, ensuring customer satisfaction, and fostering trust. Clear, professional, and responsive communication helps businesses understand customer needs, address concerns, and provide timely solutions. Whether through in-person interactions, phone calls, emails, or social media, maintaining open and transparent communication enhances the overall customer experience. Active listening, empathy, and personalized interactions further strengthen client relationships, leading to higher customer loyalty and positive brand perception. By prioritizing effective communication, businesses can create a customer-centric approach that drives long-term success."

2. Understanding Customer Preferences and Trends

"Understanding customer preferences and market trends is crucial for businesses to stay competitive and meet evolving consumer demands. By analyzing customer behavior, purchasing patterns, and feedback, businesses can tailor their products, services, and marketing strategies to better serve their target audience. Utilizing data analytics, conducting surveys, and staying updated with industry trends allow businesses to anticipate changes in customer needs and adapt accordingly. This proactive approach not only enhances customer satisfaction but also helps businesses innovate and maintain a strong market presence."

3. Building Long-Term Relationships with Customers

"Building long-term relationships with customers is key to achieving business growth and customer loyalty. Establishing trust, providing consistent quality, and offering personalized experiences contribute to stronger customer connections. Loyalty programs, excellent after-sales service, and ongoing engagement through social media, emails, and special offers help maintain lasting relationships. Satisfied customers are more likely to return, refer others, and contribute to a business's reputation through positive word-of-mouth. By prioritizing long-term customer relationships, businesses can ensure sustained success and a loyal customer base."

CHAPTER FIVE

CHALLENGES, RECOMMENDATIONS, AND CONCLUSION

5.1 Challenges

That's a strong introduction! Do you want to expand on the specific challenges you faced and how you overcame them? You could mention challenges like managing customer expectations, inventory control, time management, or adapting to a fast-paced retail environment. Let me know how you'd like to proceed

"Minimal Prior Exposure to Business Administrative Operations: Initially, during my internship, I struggled to grasp fundamental business administration tasks, including inventory oversight, payroll management, and financial record-keeping. However, with consistent hands-on practice and mentorship from my supervisor, I gradually gained expertise in these crucial business functions."

Lack of Financial Incentives for SIWES Students:

Although SIWES offered invaluable hands-on experience, the absence of financial support created difficulties, particularly for students managing transportation and other costs. Providing a modest stipend for interns could serve as an incentive and boost overall productivity."

Technical Challenges with Office Equipment: The photocopier, scanner, POS machine, and other office equipment occasionally developed technical faults, causing delays in administrative processes. Learning basic troubleshooting and maintenance techniques became necessary to ensure smooth workflow and prevent operational inefficiencies.

5.2 Conclusion

The Student Industrial Work Experience Scheme (SIWES) at AARE NIGERIA ENTERPRISES, E28 Emir's road ilorin kwara state. provided me with invaluable hands-on experience in business administration, enhancing my understanding of key administrative functions such as inventory management, financial documentation, payroll processing, and customer relations. Through practical engagement in these tasks, I developed essential workplace skills, including effective communication, problem-solving, multitasking, and digital proficiency in business tools like Microsoft Excel.

Despite the challenges encountered, such as handling customer complaints, managing high workloads, and adapting to technical and inventory-related issues, these obstacles ultimately contributed to my professional growth, resilience, and adaptability in a real-world business environment. Additionally, my exposure to various administrative duties deepened my knowledge of business operations, stock control, and financial record-keeping, which are vital components of any successful organization.

The insights gained from this experience have reinforced my passion for business administration and have equipped me with the necessary skills to navigate the corporate world with confidence. Moving forward, I believe that implementing the recommendations proposed—such as structured departmental exposure, investment in modern business tools, financial support for interns, and digital skills training—will further enhance the SIWES program, ensuring that future students gain even greater practical knowledge and professional competence.

Overall, this experience has been a significant stepping stone in my academic and career journey, preparing me for future roles in business administration and corporate management. The lessons learned will remain invaluable as I continue to develop my expertise and contribute meaningfully to any organization I become a part of.

5.3 Recommendations

Based on my industrial work experience, I propose the following recommendations to improve the SIWES program and enhance its benefits for future students:

- 1. Comprehensive Departmental Exposure:** All students undergoing SIWES, especially in business-related organizations, should be given the opportunity to work across various departments, such as inventory management, financial records, sales, and customer service. This will ensure a holistic learning experience and allow students to discover areas where they excel.
- 2. Investment in Modern Business Tools and Equipment:** Private organizations should invest in modern office equipment to facilitate administrative efficiency. Upgraded computers, payroll software, efficient POS systems, and stock management applications will help streamline operations, reduce errors, and enhance productivity.

3. **Provision of Financial Support for SIWES Students:** Given that students actively contribute to business operations, organizations should consider offering stipends or transportation allowances. This will motivate students, enhance commitment, and reduce financial strain, particularly for those who live far from their place of primary assignment (PPA).
4. **Incorporation of Digital Skills Training:** Business organizations should provide training on digital tools such as Microsoft Excel, accounting software, and customer management systems. These digital skills are essential in modern business administration and will significantly benefit students beyond their internship period.
5. **Structured Feedback and Evaluation:** Companies should implement structured feedback sessions for SIWES students, allowing them to identify their strengths and areas for improvement. Regular evaluations from supervisors will help students develop professional competencies and enhance their future career prospects.