



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

**HELD AT**

**AL-MUFTY ENTERPRISES**

No 15, Imam Ojoku Street, Off Markaz Agege, Lagos State Nigeria

*BY*

**AJAO MUBARAK AYOMIDE**

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## **DEDICATION**

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

## **ACKNOWLEDGEMENTS**

I am profoundly grateful to the management and staff of AL-MUFTY ENTERPRISES for giving me the opportunity to undergo my Student Industrial Work Experience Scheme (SIWES) training in their establishment. Special thanks go to my supervisor, for the guidance and mentorship provided throughout the program.

My heartfelt gratitude also goes to my institution, [Kwara State Polytechnic, Ilorin], for organizing and supporting this scheme, which has greatly enhanced my practical knowledge and skills.

## **ABSTRACT**

*The Student Industrial Work Experience Scheme (SIWES) is a practical training program designed to expose students to real-life work environments related to their field of study. This report presents a detailed account of my SIWES experience at AL-MUFTY ENTERPRISES, located at No 15, Imam Ojoku Street, Off Markaz, Agege, Lagos State. As a student of Public Administration, the training offered me an opportunity to apply theoretical knowledge to practical administrative tasks.*

*During the course of the training, I was actively involved in various office-related activities such as office administration and management, customer service, documentation, filing, sorting of documents, and data entry. These experiences helped me develop essential skills such as communication, time management, problem-solving, and teamwork.*

*Despite encountering a few challenges, such as adjusting to the work environment and handling difficult tasks, I was able to overcome them with the support of my supervisors and through personal effort. The training has greatly improved my understanding of administrative processes and prepared me for future responsibilities in the public sector.*

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# **CHAPTER ONE**

## **INTRODUCTION**

### **1.1 BACKGROUND OF SIWES**

The Student Industrial Work Experience Scheme (SIWES) was introduced by the Industrial Training Fund (ITF) in 1973 to bridge the gap between theoretical classroom knowledge and practical industrial experience. It is a compulsory program for students in universities, polytechnics, and colleges of education in Nigeria, particularly those in science, engineering, technology, and management-related courses, including Public Administration.

SIWES provides students with the necessary exposure to real-world work environments, allowing them to apply theoretical knowledge gained in their academic institutions to practical situations. It also helps students develop relevant professional skills before graduation, making them more employable in their respective fields.

Public Administration students benefit from SIWES as it enables them to understand how organizations operate, familiarize themselves with administrative tasks, and improve their management and communication skills.

### **1.2 OBJECTIVES OF SIWES**

The major objectives of SIWES include:

1. Bridging the gap between theory and practice – It allows students to apply what they have learned in school to actual work settings.
2. Enhancing students' practical knowledge and skills – It provides hands-on experience in administrative and management roles.
3. Familiarizing students with workplace ethics and professionalism – It helps students understand the culture, discipline, and expectations of a real work environment.
4. Developing problem-solving and decision-making skills – It enables students to learn how to handle challenges and responsibilities in an organization.
5. Improving employability and career development – It prepares students for the job market by exposing them to relevant industry practices.

6. Encouraging self-reliance and entrepreneurship – It gives students insights into how businesses and organizations function, inspiring them to start their own ventures.

### **1.3 IMPORTANCE OF SIWES TO PUBLIC ADMINISTRATION STUDENTS**

SIWES plays a crucial role in the training and development of Public Administration students. Some of its key benefits include:

1. Exposure to Administrative Work: Public Administration students gain firsthand experience in managing office tasks, handling records, and supporting organizational operations.
2. Understanding Government and Private Sector Administration: The program helps students understand the structure, functions, and responsibilities of public and private organizations.
3. Improvement in Communication Skills: Public Administration involves dealing with people daily. SIWES helps students develop effective communication skills required for dealing with colleagues, customers, and the public.
4. Practical Knowledge of Policies and Governance: Students learn about workplace regulations, corporate governance, and administrative policies in real-world settings.
5. Development of Leadership and Management Skills: SIWES provides an opportunity to observe and learn leadership roles in an organization, which is essential for Public Administration professionals.
6. Professional Networking: It enables students to build relationships with professionals in the field, which may help them in securing jobs after graduation.

### **1.4 BRIEF HISTORY OF AL-MUFTY ENTERPRISES**

AL-MUFTY ENTERPRISES is a business organization located at No 15, Imam Ojoku Street, Off Markaz Agege, Lagos State. The company specializes in [insert specific business activities, e.g., trading, services, manufacturing, consultancy, etc.]. Since its establishment, AL-MUFTY ENTERPRISES has built a reputation for [mention key strengths such as quality service, customer satisfaction, professionalism, etc.]. The organization serves a wide range of customers and has continued to grow by adopting innovative strategies and maintaining strong business ethics.

AL-MUFTY ENTERPRISES has been actively involved in supporting students through SIWES, providing opportunities for hands-on training in administrative and business-related functions.

### **1.5 ORGANIZATIONAL STRUCTURE OF AL-MUFTY ENTERPRISES**

The organizational structure of AL-MUFTY ENTERPRISES is designed to ensure smooth operation and efficiency in service delivery. The company operates under a hierarchical structure, which includes:

1. Managing Director/CEO – The highest-ranking officer responsible for overall business decisions, strategy formulation, and company growth.
2. General Manager – Oversees daily operations and ensures that all departments function effectively.
3. Administrative Department – Handles office management, record-keeping, human resources, and customer relations.
4. Finance and Accounts Department – Responsible for financial transactions, bookkeeping, budgeting, and payroll management.
5. Sales and Marketing Team – Focuses on promoting the company's products or services, managing customer inquiries, and increasing revenue.
6. Operations and Logistics – Ensures smooth workflow, including procurement, supply chain management, and service delivery.

Each department plays a crucial role in ensuring the company's success and providing a structured work environment where employees and interns can effectively contribute and gain valuable experience.



## **CHAPTER TWO**

### **ACTIVITIES CARRIED OUT**

During my SIWES training at AL-MUFTY ENTERPRISES, I was actively involved in various administrative and business-related tasks. These activities helped me develop practical skills in office management, customer service, documentation, and data processing. Below are the detailed activities I carried out during my training:

#### **2.1 OFFICE ADMINISTRATION AND MANAGEMENT**

Office administration and management involve overseeing the daily operations of the organization to ensure smooth and efficient functioning. During my time at AL-MUFTY ENTERPRISES, I performed several administrative duties, including:

- **Managing Office Supplies:** I assisted in monitoring office materials, ensuring that essential supplies such as stationery and files were adequately stocked.
- **Handling Correspondence:** I received and distributed official documents, emails, and letters, ensuring timely communication within the office.
- **Scheduling and Appointments:** I helped in organizing meetings, setting reminders for important dates, and ensuring proper scheduling for managerial tasks.
- **Supervising Office Cleanliness and Organization:** I ensured that the office environment remained neat and well-organized to create a conducive working atmosphere.
- **Providing Administrative Support to Staff:** I assisted senior staff members by preparing documents, organizing meetings, and handling minor clerical duties.

#### **2.2 CUSTOMER SERVICE AND COMMUNICATION**

Customer service plays a crucial role in any business, as it helps build a strong relationship between the company and its customers. My responsibilities in this area included:

- **Attending to Customers:** I welcomed customers, listened to their inquiries, and provided information about the company's products and services.
- **Handling Phone Calls and Emails:** I answered phone calls, responded to customer inquiries, and directed calls to the appropriate departments.

- Resolving Customer Complaints: I assisted in addressing customer complaints and ensured their issues were properly handled to maintain satisfaction.
- Providing Assistance to Walk-in Clients: I guided customers on how to access company services and assisted them in completing necessary forms or transactions.
- Maintaining Professional Communication: I learned how to communicate politely and professionally, ensuring that customers received the best service experience.

These activities helped me improve my interpersonal skills, communication abilities, and customer handling techniques, which are essential in Public Administration and business management.

### **2.3 DOCUMENTATION AND RECORD-KEEPING**

Proper documentation and record-keeping are critical in any organization for reference, accountability, and future planning. My tasks in this area included:

- Updating Company Records: I assisted in recording daily transactions, customer information, and other business-related activities.
- Organizing Official Documents: I arranged and stored important company documents in designated files to ensure easy retrieval when needed.
- Maintaining Employee Attendance Records: I helped in tracking staff attendance, ensuring proper records of working hours, and noting any absences.
- Filing Invoices and Receipts: I ensured that financial records such as receipts, invoices, and payment slips were properly documented.
- Assisting in Preparing Reports: I supported the administrative team in compiling periodic reports on business activities and transactions.

Through these tasks, I developed attention to detail, accuracy, and efficiency in handling records, which are essential in administrative work.

## **2.4 FILING AND SORTING OF DOCUMENTS**

Efficient filing and document sorting help in maintaining an organized office system and ensuring that essential documents are easily accessible. My responsibilities included:

- **Sorting and Labeling Files:** I categorized files based on their purpose and labeled them accordingly for easy identification.
- **Arranging Physical and Electronic Files:** I organized paper documents in filing cabinets and also helped update digital records.
- **Retrieving Documents for Staff Use:** I assisted in locating requested files and ensuring that documents were returned to their proper places.
- **Disposing of Outdated or Irrelevant Documents:** I was guided in identifying old files that needed archiving or disposal.

## **2.5 DATA ENTRY AND REPORT PREPARATION**

Data entry and report preparation are crucial in ensuring that accurate and updated information is available for business decision-making. My duties in this area included:

- **Entering Customer and Transaction Data:** I assisted in inputting customer details, sales records, and other relevant data into the company's system.
- **Checking for Errors in Data Entries:** I reviewed information before submitting it to ensure accuracy and completeness.
- **Assisting in Preparing Financial and Administrative Reports:** I supported the preparation of periodic business reports by gathering necessary information.
- **Updating Inventory Records:** I recorded stock movement and ensured inventory data was properly maintained.
- **Using Basic Computer Applications:** I became proficient in using Microsoft Word, Excel, and other office software for data processing.

## **CHAPTER THREE**

### **SKILLS ACQUIRED AND CHALLENGES ENCOUNTERED**

During my SIWES training at AL-MUFTY ENTERPRISES, I gained valuable skills that enhanced my practical knowledge and prepared me for a career in Public Administration. In addition, I encountered some challenges that tested my ability to adapt to a real work environment. This chapter highlights the skills acquired and the challenges faced, along with possible solutions.

#### **3.1 PRACTICAL SKILLS ACQUIRED**

The Student Industrial Work Experience Scheme (SIWES) allowed me to apply theoretical knowledge to real-world tasks. Some of the practical skills I acquired include:

- Office Management Skills: I learned how to handle administrative tasks such as document preparation, scheduling, and maintaining office supplies.
- Customer Service Skills: I developed the ability to attend to customers, handle inquiries, and resolve minor complaints.
- Data Entry and Computer Skills: I became proficient in using Microsoft Word, Excel, and other office applications to enter and organize information.
- Documentation and Record-Keeping: I learned how to maintain accurate business records, file documents, and ensure easy retrieval of information.
- Filing and Sorting Skills: I improved my ability to organize files and arrange documents systematically for efficient record-keeping.
- Time Management Skills: I developed the ability to prioritize tasks, meet deadlines, and complete assignments efficiently.

#### **3.2 ADMINISTRATIVE AND ORGANIZATIONAL SKILLS**

A well-organized office environment is crucial for efficiency and productivity. Through my SIWES training, I acquired the following administrative and organizational skills:

- Planning and Scheduling: I learned how to plan office activities, schedule meetings, and set reminders for important events.

- Office Coordination: I gained experience in organizing office files, maintaining records, and supporting daily operations.
- Teamwork and Collaboration: I worked closely with other employees and learned the importance of teamwork in achieving organizational goals.
- Multi-Tasking: I developed the ability to handle multiple tasks simultaneously, such as attending to customers while managing office records.
- Attention to Detail: I learned to pay attention to small details when handling documents, ensuring accuracy in records and reports.

### **3.3 INTERPERSONAL AND COMMUNICATION SKILLS**

Effective communication is a key requirement in Public Administration. During my training, I improved my interpersonal and communication skills in the following ways:

- Verbal Communication: I learned how to interact professionally with customers, colleagues, and supervisors.
- Written Communication: I improved my ability to draft emails, prepare reports, and organize office documents.
- Customer Relations: I developed the ability to listen to customers, address their concerns, and provide satisfactory responses.
- Professionalism in Communication: I learned the importance of using polite and professional language in both written and spoken communication.
- Confidence in Public Speaking: I improved my confidence in speaking with customers and colleagues, which is essential for administrative roles.

### **3.4 CHALLENGES FACED DURING TRAINING**

Despite the valuable skills I acquired, I also faced some challenges during my SIWES training. These include:

1. Adapting to the Work Environment: Initially, it was challenging to adjust to the structured office setting, as it was different from the classroom environment.
2. Managing Multiple Tasks: At times, I had to juggle several responsibilities at once, which was stressful.

3. Handling Difficult Customers: Dealing with demanding or impatient customers was challenging, especially when resolving complaints.
4. Understanding New Office Procedures: Some administrative tasks, such as filing and report preparation, required careful learning and practice.
5. Time Management Issues: At the beginning of the training, I sometimes struggled to complete tasks on time.
6. Limited Access to Advanced Office Equipment:\*\* Some office processes required the use of advanced software or equipment, which I had limited experience with.

### **3.5 SOLUTIONS TO CHALLENGES**

To overcome the challenges I faced during my SIWES training, I applied the following solutions:

1. Seeking Guidance from Supervisors and Colleagues: Whenever I faced difficulties, I asked for help from experienced staff members, which helped me learn faster.
2. Practicing Effective Time Management: I started organizing my tasks based on priority and learned to complete assignments within deadlines.
3. Improving Customer Service Skills: I observed how senior employees handled difficult customers and applied their strategies.
4. Learning through Observation and Practice: I took note of how administrative tasks were performed and practiced them to improve my efficiency.
5. Developing a Positive Attitude towards Learning: Instead of feeling overwhelmed, I saw challenges as opportunities to grow and gain new skills.
6. Using Available Resources: Since I had limited access to advanced office equipment, I made use of alternative resources and software to complete my tasks.

## **CHAPTER FOUR**

### **CONCLUSION AND RECOMMENDATIONS**

This chapter provides a summary of my SIWES experience at AL-MUFTY ENTERPRISES, highlighting the impact of the training on my career development. It also includes recommendations for future SIWES participants, the organization, and the government to improve the effectiveness of the program.

#### **4.1 SUMMARY OF THE INDUSTRIAL TRAINING EXPERIENCE**

The Student Industrial Work Experience Scheme (SIWES) at AL-MUFTY ENTERPRISES was a valuable learning experience that allowed me to gain practical knowledge in administrative and business operations. Throughout the training, I was exposed to various tasks, including:

- Office administration and management – Handling correspondence, scheduling meetings, and assisting with daily office operations.
- Customer service and communication – Attending to customers, answering inquiries, and resolving minor complaints.
- Documentation and record-keeping – Maintaining accurate business records and organizing important company files.
- Data entry and report preparation – Using computer software for recording transactions and preparing business reports.
- Filing and sorting of documents – Organizing and maintaining proper filing systems for easy document retrieval.

These activities helped me develop essential administrative, communication, and organizational skills, which are crucial for a successful career in Public Administration.

Despite facing some challenges, such as adapting to the work environment, handling multiple tasks, and dealing with difficult customers, I was able to overcome them through guidance from supervisors, time management, and continuous learning.

## **4.2 CONTRIBUTION OF SIWES TO MY CAREER DEVELOPMENT**

SIWES has significantly contributed to my career growth and professional development in several ways:

1. **Bridging the Gap between Theory and Practice:** The training allowed me to apply classroom knowledge to real-life business and administrative tasks.
2. **Skill Development:** I improved my organizational, communication, data management, and problem-solving skills, which are essential in Public Administration.
3. **Workplace Exposure:** The experience gave me insight into how businesses and organizations function, preparing me for future employment.
4. **Professionalism and Ethics:** I learned about workplace ethics, discipline, and the importance of teamwork in an organization.
5. **Improved Confidence and Adaptability:** I became more confident in handling tasks independently and developed a positive attitude towards learning and professional growth.
6. **Networking Opportunities:** I had the chance to connect with professionals in the industry, which could be beneficial for future career opportunities.

## **4.3 RECOMMENDATIONS FOR FUTURE SIWES PARTICIPANTS**

To maximize the benefits of SIWES, I recommend the following to future participants:

1. **Be Willing to Learn:** Approach the training with an open mind and take every task as an opportunity to gain new skills.
2. **Develop Good Communication Skills:** Effective communication is crucial in any work environment, so students should work on improving their interaction with colleagues and customers.
3. **Be Punctual and Disciplined:** Good time management and a positive work attitude will leave a lasting impression on employers.
4. **Ask Questions and Seek Guidance:** When unsure about a task, it is better to seek clarification rather than make mistakes.
5. **Take Initiative:** Instead of waiting for assignments, students should show interest in learning by volunteering for additional tasks.



6. Network and Build Relationships: Connecting with professionals in the industry can open doors to future job opportunities.
7. Maintain Professionalism: Dress appropriately, be respectful to colleagues, and adhere to workplace rules.

#### **4.4 RECOMMENDATIONS TO AL-MUFTY ENTERPRISES**

AL-MUFTY ENTERPRISES provided a conducive learning environment during my SIWES training. However, to further enhance the experience for future interns, I recommend the following:

1. Provide Structured Training Programs: A detailed orientation program at the beginning of the internship would help students understand their roles and responsibilities better.
2. Assign Mentors to Interns: Pairing interns with experienced staff members will improve learning and supervision.
3. Increase Access to Office Equipment and Software: Providing interns with more opportunities to use office computers, printers, and relevant software will improve their practical skills.
4. Encourage More Hands-On Training: Allowing interns to participate in more challenging tasks will help them gain deeper knowledge and experience.
5. Create a Feedback System: Regular evaluations and feedback sessions will help interns identify their strengths and areas for improvement.

#### **4.5 RECOMMENDATIONS TO THE GOVERNMENT AND INSTITUTIONS**

To ensure the success of the SIWES program, both the government and academic institutions should take steps to improve its implementation. I recommend the following:

##### **To the Government:**

1. Increase Funding for SIWES: More financial support should be provided to organizations that train students, ensuring they have the necessary resources.
2. Strengthen Supervision and Monitoring: The government should ensure that companies offering SIWES placements follow proper training guidelines and provide meaningful work experiences.

3. Encourage More Companies to Accept Interns: The government should provide incentives such as tax reductions to businesses that participate in the SIWES program.
4. Improve ICT Training: Since most workplaces use computers, the government should encourage institutions to provide digital skills training before students begin SIWES.

**To Academic Institutions:**

1. Ensure Early Placement of Students: Schools should start the placement process early to help students secure internships in reputable organizations.
2. Provide Pre-Internship Training: Workshops on workplace ethics, communication, and office management should be conducted before students begin SIWES.
3. Monitor Students' Performance: Schools should maintain regular contact with interns and their host organizations to assess their progress.
4. Introduce Certification for SIWES Training: Providing certificates for SIWES completion will add value to students' résumés and improve their employability.

**CONCLUSION**

This chapter summarized my SIWES experience at AL-MUFTY ENTERPRISES and its impact on my career development. The training allowed me to gain practical administrative experience, improve my communication skills, and develop professionalism in a work environment.

Additionally, recommendations were provided for future SIWES participants, AL-MUFTY ENTERPRISES, and the government to improve the effectiveness of the program. If these suggestions are implemented, the SIWES program will continue to be an essential tool for bridging the gap between academic learning and practical work experience.