



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

**HELD AT**  
**MINISTRY OF WATER CORPORATION**  
Along Zulu Gambari Road, GRA Ilorin, Kwara State

*BY*  
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## **DEDICATION**

This report is dedicated to the Almighty Allah, the giver of life, wisdom, and strength, whose grace and mercy saw me through the successful completion of my Student Industrial Work Experience Scheme (SIWES).

I also dedicate this work to my beloved parents, whose unwavering support, prayers, and encouragement continue to inspire me in my academic journey.

Furthermore, I dedicate this report to my lecturers, friends, and well-wishers, who have contributed in one way or the other to the success of my training and academic growth.

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I would also like to thank my Industrial Training Supervisor at the Ministry for their patience, mentorship, and willingness to explain and involve me in various administrative activities, which enriched my understanding of public administration.

Special thanks go to my SIWES Coordinator and lecturers at my institution for their academic support, encouragement, and supervision throughout the duration of the program.

Lastly, I am thankful to my family and friends for their continuous prayers, motivation, and support throughout the course of my industrial training.

## **ABSTRACT**

*The Student Industrial Work Experience Scheme (SIWES) is a vital part of the academic curriculum for students in tertiary institutions in Nigeria. It is designed to expose students to real-world work environments, helping to bridge the gap between theoretical knowledge and practical application.*

*This report documents my four-month SIWES training at the Ministry of Water Corporation, Kwara State, from September to December 2024. The report covers a comprehensive overview of the ministry's organizational structure, departmental responsibilities, and the various administrative tasks carried out during the training. It highlights the daily and weekly activities I was involved in, the skills and knowledge acquired, as well as the challenges encountered and the coping strategies adopted.*

*The training provided me with firsthand experience in clerical operations, file management, communication, and general administrative procedures in the public sector. It also enhanced my understanding of how public utilities, particularly water supply and distribution, are managed in a government setting.*

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## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.1 BACKGROUND OF SIWES**

The Student Industrial Work Experience Scheme (SIWES) was established by the Industrial Training Fund (ITF) in 1973 to serve as a bridge between theoretical knowledge and practical application in various disciplines across Nigerian tertiary institutions. It was introduced due to the growing concern among employers that graduates of higher institutions lack the practical background and experience needed for employment in industries and government agencies.

SIWES is a compulsory program for students in disciplines like engineering, sciences, social sciences, management, and administrative studies. It provides students with firsthand experience of how organizations operate, allowing them to apply their classroom knowledge in real-life work environments. The program is structured in a way that ensures students develop occupational competencies and become familiar with the demands and expectations of the workplace before graduation.

The scheme is supervised by the Industrial Training Fund (ITF) in collaboration with tertiary institutions and the National Universities Commission (NUC), National Board for Technical Education (NBTE), and other regulatory bodies. SIWES is part of the academic curriculum and must be completed and documented before a student can graduate.

As a student of Public Administration, participating in SIWES allows for a better understanding of administrative processes, governance structures, policy implementation, and service delivery within a public institution.

## **1.2 OBJECTIVES OF SIWES**

The major objectives of SIWES are outlined below:

- To provide students with an opportunity to gain practical experience in their field of study, thereby complementing theoretical learning.
- To expose students to the work environment and its demands, including organizational structures, office procedures, ethics, and inter-departmental relations.
- To develop students' intellectual and professional skills by engaging them in problem-solving tasks, administrative duties, and public service delivery.
- To bridge the gap between the classroom and the workplace by allowing students to interact with professionals and observe the actual implementation of policies and programs.
- To build students' confidence and prepare them for the challenges of the labor market after graduation.
- To promote the acquisition of soft skills such as communication, teamwork, time management, and leadership.
- To enable students to explore career paths and clarify their career goals by gaining exposure to real-life working environments.

## **1.3 SIGNIFICANCE OF THE TRAINING**

The Student Industrial Work Experience Scheme plays a vital role in the professional development of students. Its significance is multi-dimensional:

- Practical Understanding: It helps students understand how theoretical knowledge acquired in the classroom is applied in real organizational settings.
- Career Exposure: It introduces students to potential career opportunities and helps them develop relevant workplace competencies.
- Professional Development: Students learn workplace etiquette, organizational culture, effective communication, and other important professional practices.
- Networking: The training provides opportunities to connect with professionals in the field, which may be helpful for mentorship or future employment.
- Problem-Solving and Innovation: It enhances students' ability to think critically and solve problems through hands-on tasks and observation.

- Academic Advancement: The experience gained during SIWES strengthens students' understanding of academic concepts, making them better prepared for future coursework and research.
- Contribution to National Development: SIWES contributes to the production of competent graduates who are ready to contribute positively to national growth and governance.

#### **1.4 DURATION AND PLACE OF ATTACHMENT**

For the purpose of the SIWES program, I was posted to the Ministry of Water Corporation, located along Zulu Gambari Road, GRA, Ilorin, Kwara State. The ministry is a government parastatal responsible for the management and distribution of water resources within the state. It plays a critical role in policy formulation, infrastructure development, and service delivery in the water sector.

The duration of my industrial training was four months, beginning in September and ending in December 2024. During this period, I was attached to the Administrative Department, where I actively participated in routine administrative duties and observed various public sector practices relevant to my field of study.

## **CHAPTER TWO**

### **ORGANIZATION PROFILE**

#### **2.1 BRIEF HISTORY OF THE ORGANIZATION**

The Ministry of Water Corporation, Kwara State, is a government establishment under the supervision of the Kwara State Government, created with the mandate to ensure the provision, management, and regulation of potable water supply across the state. The ministry was established in line with the federal and state government's objective to improve access to clean and safe water for all citizens, both in urban and rural communities.

Historically, water supply services in Kwara State were initially managed by the Water Supply Division under the Ministry of Works and Transport. However, due to the increasing importance and demand for water, the division was elevated to a full-fledged ministry to focus solely on water-related projects and services. Over the years, the ministry has undergone structural and operational transformations aimed at ensuring efficiency and meeting international standards in water resource management.

The Ministry collaborates with national and international agencies such as the Federal Ministry of Water Resources, UNICEF, World Bank, and other development partners in executing major water projects. These partnerships have helped to improve infrastructure, water quality, and distribution across different zones within the state.

#### **2.2 ORGANIZATIONAL STRUCTURE**

The Ministry of Water Corporation is headed by a **Commissioner**, who is the political appointee and chief executive officer of the ministry. Under the commissioner is the **Permanent Secretary**, who is the highest-ranking civil servant and is responsible for the daily administration and coordination of all departments.

Below the Permanent Secretary, the ministry is divided into several departments and units, each overseen by Directors or Heads of Departments (HODs). The structure is hierarchical and allows for smooth communication, reporting, and supervision. The departments are functionally specialized to handle key aspects of water management and administration.

**A typical organizational structure is as follows:**

- Commissioner for Water Resources
- Permanent Secretary
- Directors of Departments
  - Administration and Human Resources
  - Finance and Accounts
  - Planning, Research and Statistics
  - Water Engineering and Distribution
  - Water Quality and Sanitation
  - Stores and Procurement
- Heads of Units
  - Registry
  - Internal Audit
  - Legal Services
  - Public Relations

This structure ensures an effective division of labor and supports the ministry's overall mission of delivering safe and accessible water services to the people of Kwara State.

### **2.3 FUNCTIONS AND RESPONSIBILITIES OF THE ORGANIZATION**

The Ministry of Water Corporation has both administrative and operational responsibilities centered on the development, maintenance, and monitoring of water supply services. Its core functions include:

- **Policy Formulation:** Developing and implementing water-related policies in line with state and federal government standards.
- **Water Infrastructure Development:** Planning and executing projects such as borehole drilling, water treatment plants, pipe reticulation systems, and reservoir construction.
- **Water Distribution and Maintenance:** Ensuring the proper distribution of water to homes, offices, institutions, and industries across the state, and maintaining existing infrastructure.
- **Water Quality Control:** Monitoring and testing water sources to ensure that supplied water meets acceptable public health and safety standards.

- Rural and Urban Water Supply Management: Supervising projects that provide clean water to both rural and urban communities.
- Collaboration with Stakeholders: Partnering with other government agencies, NGOs, and donor organizations to fund and implement water projects.
- Public Awareness and Education: Engaging communities through enlightenment campaigns about water conservation, hygiene, and sanitation.
- Revenue Generation: Billing and collecting payments for water usage to support the ministry's financial sustainability.

## **2.4 DEPARTMENTS VISITED**

During the course of my industrial training, I was posted to the Administrative Department, which is one of the core support arms of the ministry. However, through rotational assignments and observation, I was also exposed to the activities of other departments.

**The key departments I visited or worked with include:**

### **- Administration and Human Resources Department:**

This department manages staff welfare, recruitment, postings, training, and promotions. I was involved in tasks such as document filing, preparing memos, and updating staff records.

### **- Registry Unit:**

The registry is responsible for handling official correspondences, maintaining classified files, and dispatching memos to other departments. I participated in sorting, dispatching, and recording documents.

### **- Records and Filing Unit:**

Here, I learned the principles of document archiving, filing systems (manual and digital), and how to retrieve information when needed. This unit is essential for institutional memory and accountability.

### **- Planning, Research and Statistics Department:**

Although I was not formally posted here, I attended briefings and observed how data on water projects, infrastructure development, and budget performance is analyzed to support decision-making.

## **CHAPTER THREE**

### **EXPERIENCE GAINED**

#### **3.1 DAILY/WEEKLY ACTIVITIES**

During my four-month industrial training at the Ministry of Water Corporation, Kwara State, I was actively engaged in various administrative and clerical tasks that enhanced my understanding of public sector operations. My daily and weekly routines were structured around departmental assignments, supervision, documentation, and participation in official meetings or briefings.

##### **Daily Activities:**

- Receiving and Dispatching Mails: I assisted in sorting incoming mails and dispatching outgoing correspondences to various departments.
- Filing and Record Keeping: I maintained and updated physical files for memos, circulars, and personnel records in the registry unit.
- Typing and Document Formatting: I typed official letters, memos, and internal reports using Microsoft Word under the guidance of a supervisor.
- Photocopying and Scanning: I handled the duplication of official documents and scanned important files for digital archiving.
- Front Desk Duties: Occasionally, I supported the reception unit by attending to visitors, recording their entries, and guiding them appropriately.

##### **Weekly Activities:**

- Attendance Monitoring: I assisted in preparing staff attendance sheets and weekly activity reports for the department.
- Meeting Preparations: I helped in setting up the conference room, organizing files, and distributing documents before meetings.
- Administrative Briefings: I attended departmental briefings and staff meetings where discussions on project updates and administrative challenges were held.
- Inter-Departmental Document Delivery: I regularly moved official documents across departments, which helped me understand interdepartmental coordination.
- Assisting with Staff Records Update: I participated in updating personnel files and cross-checking staff promotion or posting details.

### **3.2 SKILLS AND KNOWLEDGE ACQUIRED**

My industrial training at the Ministry of Water Corporation equipped me with both technical and soft skills that are relevant to my academic discipline and future career. Some of the major skills and knowledge areas I acquired include:

#### **Administrative and Clerical Skills:**

- Proper documentation, record-keeping, and file management techniques.
- Drafting and formatting official documents, memos, and internal communications.
- Use of basic office equipment such as photocopiers, scanners, and printers.

#### **Computer Literacy:**

- Proficient use of Microsoft Word, Excel, and basic data entry.
- Formatting and editing of documents, creating tables, and organizing reports.

#### **Public Service Knowledge:**

- Understanding of bureaucratic procedures, civil service rules, and administrative hierarchy.
- Exposure to public sector ethics, transparency, accountability, and the importance of due process.
- Knowledge of how government agencies manage public utilities and services (especially water resources).

#### **Communication and Interpersonal Skills:**

- Professional communication, both verbal and written.
- Teamwork and cooperation with senior staff, colleagues, and other interns.
- Receiving instructions and providing feedback in an office environment.

#### **Time Management and Organization:**

- Prioritizing tasks and meeting deadlines for document submission and assignment completion.
- Managing workload under supervision with minimal errors.

### **3.3 CHALLENGES FACED**

Like many work environments, my SIWES experience was not without challenges. Some of the difficulties I encountered include:

- **Limited Access to Core Operations:** As an intern, I was restricted from participating in sensitive or policy-making processes for confidentiality and security reasons.
- **Repetitive Tasks:** Some of the clerical duties assigned became monotonous over time, such as continuous filing and photocopying.
- **Insufficient Computer Systems:** The number of available computers was not enough for all interns, which sometimes delayed work.
- **Communication Gaps:** As a newcomer to the office environment, understanding certain administrative terms and practices was initially difficult.
- **Limited Engagement during Downtime:** On some days, there was little or no work assigned, leading to underutilization of time and potential learning opportunities.

### **3.4 SOLUTIONS AND COPING STRATEGIES**

To manage and overcome the challenges experienced during my training, I adopted several coping strategies and solutions:

- **Self-Initiative:** When work was slow or unavailable, I requested additional tasks from staff or helped colleagues, which kept me engaged and productive.
- **Observation and Learning:** I paid attention to how senior staff handled administrative processes, which helped improve my understanding and efficiency.
- **Team Collaboration:** I worked closely with fellow interns and staff, which fostered a sense of belonging and made task execution easier.
- **Personal Study and Practice:** I used free time to improve my skills in Microsoft Office, administrative writing, and file classification.
- **Asking Questions:** I did not hesitate to seek clarification when I encountered unfamiliar terms or procedures, which improved my knowledge.

## **CHAPTER FOUR**

### **CONCLUSION AND RECOMMENDATIONS**

#### **4.1 SUMMARY OF EXPERIENCE**

The Student Industrial Work Experience Scheme (SIWES) at the Ministry of Water Corporation, Kwara State, provided me with a valuable opportunity to engage directly with the administrative procedures of a public organization. Over the course of four months (September to December 2024), I gained firsthand exposure to various facets of public service, including clerical work, record keeping, document handling, inter-departmental coordination, and office ethics.

My daily tasks involved assisting with the organization and dispatch of official documents, managing records in the registry, formatting letters and memos, and supporting administrative functions under supervision. I was also exposed to office etiquette, professional communication, and teamwork. I had the privilege of observing how public policies related to water resource management were implemented and monitored within the ministry. The experience helped bridge the gap between the theories I had learned in class and the actual workings of government institutions.

The training not only improved my technical skills and administrative capacity but also helped me develop discipline, adaptability, and a deeper understanding of public sector governance.

#### **4.2 LESSONS LEARNED**

My SIWES experience was rich with practical lessons, many of which have broadened my understanding of public administration and improved my personal and professional development. Some of the core lessons learned include:

- **The Importance of Record Keeping:** Accurate and well-organized records are crucial for the smooth operation of any organization, especially in the public sector.
- **Bureaucratic Structure and Due Process:** I learned how decision-making follows a chain of command and how formal processes ensure accountability and transparency.
- **Professionalism in the Workplace:** Punctuality, respect for hierarchy, teamwork, and effective communication are essential qualities for success in a public office.

- Adaptability and Learning on the Job: I learned how to adjust quickly to new environments and pick up new skills through observation, practice, and guidance from colleagues.
- Value of Public Service: Serving the public requires dedication, patience, and a genuine interest in societal welfare, especially in a sector like water supply, which directly impacts lives.

#### **4.3 RECOMMENDATIONS TO THE ORGANIZATION**

While the Ministry of Water Corporation is a well-structured and functional organization, the following recommendations could further enhance its operations and improve the experience of future interns:

1. Provision of More Working Tools: The ministry should provide more computers and working materials to ensure that all interns and staff can work efficiently without delays or resource competition.
2. Structured Internship Program: A formal orientation program and structured work plan should be introduced for interns to help them understand their roles and maximize their learning.
3. Regular Engagement and Evaluation: Interns should be periodically assessed and given feedback on their performance. This would help them grow and understand areas they need to improve.
4. More Exposure to Departmental Functions: Interns should be allowed to rotate across departments under supervision. This will broaden their understanding of various functions within the ministry.
5. Access to Learning Resources: Provision of manuals, administrative guidelines, or access to relevant documents can help interns gain deeper knowledge of government procedures and policies.

#### **4.4 RECOMMENDATIONS TO FUTURE STUDENTS**

For students who will undertake their SIWES in the future, the following recommendations can help them make the most of the experience:

1. **Be Proactive and Willing to Learn:** Do not wait to be assigned tasks—seek opportunities to help and ask for guidance when necessary.
2. **Respect and Adapt to the Work Environment:** Be respectful to staff, follow office rules, and maintain a professional attitude at all times.
3. **Keep a Daily Logbook:** Document your daily activities and lessons. This not only helps in writing your report but also reinforces learning.
4. **Ask Questions:** Don't be afraid to ask questions, especially when you're unsure about a task or policy. It is an important way to learn.
5. **Be Committed and Punctual:** Treat the internship with the same seriousness as a real job. Be punctual, disciplined, and take all assignments seriously.
6. **Use Free Time Wisely:** If you experience downtime, use it to read about government policies, improve your computer skills, or assist other units.

#### **4.5 CONCLUSION**

In conclusion, the SIWES program is a critical component of academic training, especially for students of Public Administration, as it provides real-world exposure to public service delivery and administrative processes. My experience at the Ministry of Water Corporation, Kwara State, was highly beneficial in helping me understand the inner workings of a government ministry and how public administration theories are practically implemented.

Through my engagement in clerical tasks, document handling, registry operations, and interdepartmental communications, I have gained a deeper appreciation of the roles played by public servants in societal development. The training has not only increased my knowledge and skills but also prepared me mentally and professionally for life after graduation.

I am grateful for the opportunity and hope to build on this experience as I continue my academic and career journey in the field of Public Administration.