TECHNICAL REPORT
ON
STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)

HELD AT

ILORIN SOUTH LOCAL GOVERNMENT FUFU KWARA STATE

BY
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ND/23/BAM/PT/0481

SUBMITTED TO
THE DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT
INSTITUTE OF FINANCE AND MANAGEMENT STUDIES (IFMS)

KWARA STATE POLYTECHNIC, ILORIN
IN PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE AWARD
OF NATIONAL DIPLOMA IN BUSINESS ADMINSTRATION

APRIL, 2025

CERTIFICATION

This is to certify that the bearer has successfully completed the Student Industrial Work Experience (SIWES).

_____   _____

Department Cordinator   Date

_____   _____

SIWES Director   Date

DEDICATION

This report is dedicated to the almighty God, the giver and sustainer of life, for His unconditional love and mercy granted to me throughout the period of my Industrial Training.

ACKNOWLEDGEMENTS

I give thanks to almighty God, who gave me the gift of life, and made everything possible and kwara state polytechnic for the privilege of this siwes program. I also take this opportunity to express a deep sense of gratitude to compliment my mentor for his cordial support valuable information and guidance which helped me in completing

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CHAPTER ONE

1.1 INTRODUCTION

This program called (SIWES) student industrial work experience scheme is compulsory to all ND1 student who offer science course or any other practicable course. It enables student to have the experience of the aspect which have been taught in school.

1.2 AIMS AND OBJECTIVES OF SIWES

The student industrial work experience scheme (SIWES) can be define as a technical skills and acquisition of knowledge from the organization, industrial sector. It is also serving as the complement the learning which student have acquired in the lecture room or theoretically. The objective of the student industrial work experience scheme is as follow It enables the student to practically different test from what they learnt theoretically in the lecture room.

- It also enlighten student to various s division of industrial or organization of work in which the course of study can be radicalized.
- It relate the student to the labor market and how it being operated.
- To enable student to defend his or her self in anywhere he or she found itself.
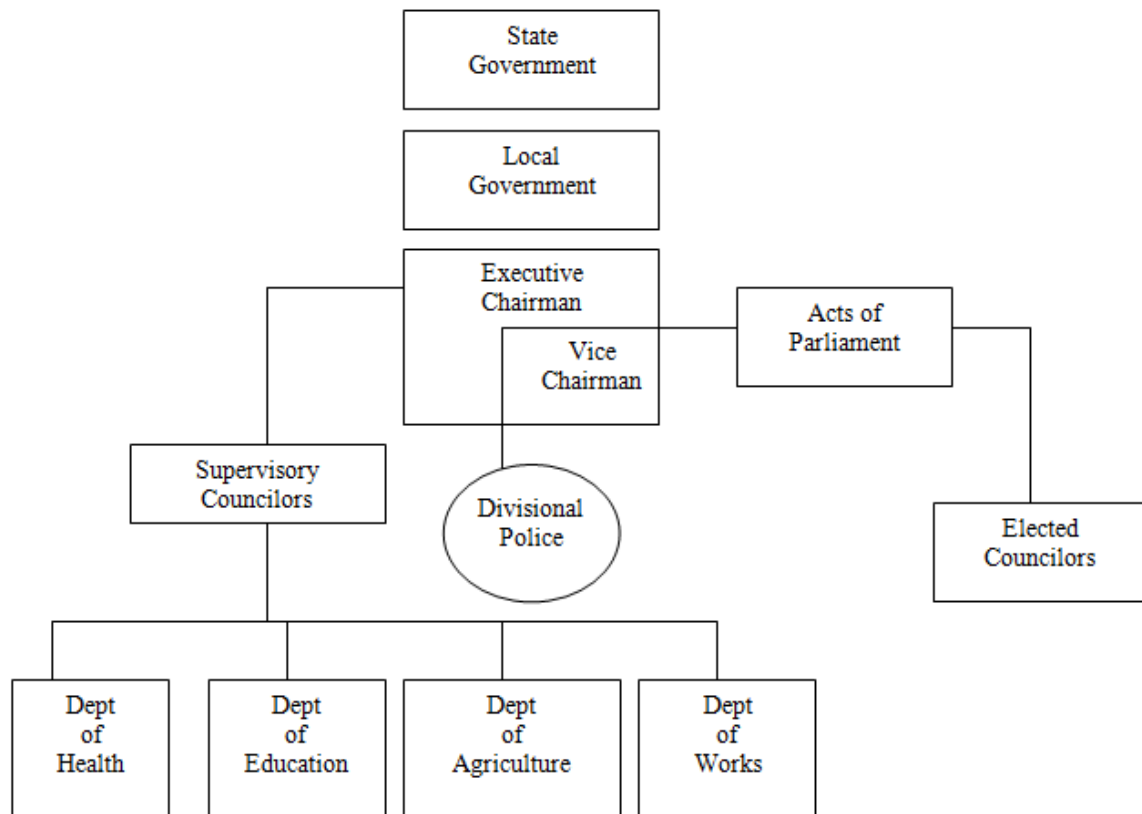
CHAPTER TWO

2.1 HISTORICAL BACKGROUND OF THE ORGANIZATION

The name of the organization is Ilorin south local government fufu kwara state

The aims and objective of the organization is to train both SIWES and its student and also individual how to know much or deep about and they have taught in their various institutions.

2.2 ORGANIZATION CHART

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3 MAJOR ACTIVITIES IN THE ORGANIZATION

1. Providing and Maintaining Infrastructure:

- **Roads and Transportation:** Construction, maintenance, and lighting of local roads, streets, and footpaths; provision and regulation of public transportation and traffic management.
- **Public Utilities:** Provision and maintenance of water supply, sewage and refuse disposal, and sometimes electricity and gas distribution.
- **Public Buildings and Facilities:** Construction and maintenance of town halls, libraries, community centers parks, gardens, sports facilities, markets, motor parks, and public conveniences.

2. Delivering Essential Services:

- **Waste Management:** Collection, disposal, and management of solid waste and refuse.
- **Public Health:** Provision of primary healthcare services, disease prevention and control, health education, sanitation, and food safety.
- **Education:** Establishment and maintenance of pre-primary, primary, and adult education centers; vocational training.
- **Social Welfare:** Provision of social assistance to vulnerable populations, including the elderly, disabled, and those in need of homes for the destitute or infirm.
- **Emergency Services:** Firefighting, disaster preparedness and response (often in coordination with higher levels of government).

3. Regulatory and Control Functions:

- **Planning and Development Control:** Preparation of local development plans, zoning regulations, building permits, and enforcement of these regulations.
- **Licensing and Permits:** Issuance of licenses for businesses, trades, vehicles (non-mechanized), and specific activities (e.g., sale of liquor, outdoor advertising).
- **Public Order and Safety:** Working with police and other agencies to maintain law and order, prevent crime, and enforce local laws and regulations.
- **Environmental Protection:** Implementing and enforcing local environmental regulations, managing pollution, and protecting natural resources.
- **Control of Public Nuisances:** Regulating noise, sanitation, and other activities that may affect public well-being.

4. Governance and Administration:

- **Law-making:** Enactment of local laws (bye-laws) on matters within their jurisdiction.
- **Budgeting and Finance:** Collection of local taxes, fees, and charges; management of local government finances; allocation of resources for services and projects.
- **Representation:** Representing the interests of the local community to higher levels of government and other organizations.
- **Community Engagement:** Facilitating citizen participation in local government decision-making through consultations, public hearings, and other means.
- **Registration of Vital Statistics:** Recording births, deaths, and marriages within their jurisdiction.
- **Naming of Roads and Numbering of Houses:** Maintaining proper addressing systems within the local government area.

5. Promotion of Local Economic Development:

- Creating an enabling environment for local businesses and investment.
- Supporting local agriculture and natural resources (excluding major mineral exploitation in some contexts).
- Promoting tourism and local attractions.
- Providing business support services.

4.1   Student involvement at various section/ unit

It provide me practical exposure for me to the workings of local governance and a deep understanding of public administration.

1. Administrative Unit

- **Roles**: Students can assist in clerical duties, document handling, data entry, and general administrative tasks. They may also help with scheduling meetings, organizing files, and preparing reports.
- **Skills Gained**: Time management, communication, understanding of administrative procedures, and the importance of record-keeping in local governance.

2. Finance/Revenue Unit

- **Roles**: This unit involves working on budgeting, financial planning, and revenue collection. SIWES students might assist in processing financial reports, auditing documents, or helping with tax collection and assessments.
- **Skills Gained**: Understanding of public finance, budgeting processes, revenue generation, and accounting.

3. Public Relations and Information Unit

- **Roles**: In this unit, students can work with the local government's PR team to manage public communication. They might help prepare press releases, social media posts, or community newsletters, and assist in organizing public events or meetings.
- **Skills Gained**: Communication skills, event management, media relations, and public speaking.

4. Legal Unit

- **Roles**: Students may assist in reviewing legal documents, preparing cases for litigation, or offering administrative support to legal officers. They can also learn about local government laws and regulations.
- **Skills Gained**: Legal research, understanding of municipal laws, contract management, and compliance with regulations.

5. Planning and Development Unit

- **Roles**: In this unit, SIWES students might be involved in urban planning, infrastructural development, or environmental management. They can assist in surveying land, drafting development proposals, or participating in community planning initiatives.
- **Skills Gained**: Understanding urban planning, sustainable development, land use regulations, and community-based projects.

6. Human Resources Unit

- **Roles**: I can assist in the recruitment process, maintain employee records, and help with training and development programs. They may also assist in employee welfare initiatives and performance evaluation.
- **Skills Gained**: Knowledge of HR practices, talent management, me to relations, and organizational behavior.

7. Health and Social Services Unit

- **Roles**: I involve assisting in public health campaigns, social welfare programs, or helping to coordinate health initiatives for the community. Students might help with surveys, awareness programs, and data collection.
- **Skills Gained**: Public health knowledge, social work practices, community health outreach, and awareness campaign strategies.

8. Environment and Sanitation Unit

- **Roles**: I contribute to environmental projects, waste management programs, and public cleanliness campaigns. They may also participate in planning environmental sustainability efforts.
- **Skills Gained**: Environmental policy, sustainability practices, waste management, and community engagement.

9. Security and Emergency Services Unit

- **Roles**: I assist in the coordination of emergency response activities, safety audits, and disaster preparedness programs. They can also help with community outreach and safety awareness programs.
- **Skills Gained**: Crisis management, emergency response planning, and public safety protocols.

10. Education Unit

- **Roles**: I assist in planning educational programs, helping in the development of local school initiatives, or even supporting the administration of local educational policies.
- **Skills Gained**: Educational policy, program development, and educational outreach.

CHAPTER FIVE

5.1   communication in organization

communication within local government organizations is crucial for ensuring smooth operations, transparency, accountability, and effective service delivery to the public.

1. Types of Communication in Local Government Organizations

a. Internal Communication

Internal communication is essential for ensuring that all employees within the organization are well-informed, aligned with the local government's goals, and able to collaborate effectively.

- **Horizontal Communication**: This involves communication among colleagues or departments at the same level. For example, communication between the planning and health departments when organizing a community health initiative. Horizontal communication promotes teamwork, problem-solving, and cooperation across departments.
- **Vertical Communication**: Communication that flows up and down the organizational hierarchy.
    - **Downward Communication**: Information that flows from senior management or leadership to lower-level employees. This typically includes directives, policies, procedural changes, and official memos.
    - **Upward Communication**: Information flowing from lower-level employees or units to higher management. This often includes feedback, reports, suggestions, or requests for resources. It's crucial for decision-making and addressing concerns at the grassroots level.
- **Diagonal Communication**: Communication that happens between individuals at different levels of the organization but within different departments. For example, a communication between a staff member in the HR department and a manager in the Finance department. It helps to solve issues that require cross-departmental cooperation.

b. External Communication

Local governments engage in communication with the public, other governmental bodies, and external stakeholders. External communication is essential for transparency, accountability, and public trust.

- **Public Communication**: Local governments must keep citizens informed about policies, programs, services, public events, and other important matters. This is typically done through:
    - **Press Releases**
    - **Public Service Announcements**
    - **Social Media Platforms (Facebook, Twitter, etc.)**
    - **Official Websites**
    - **Newsletters**
- **Community Engagement**: Engaging the public through town hall meetings, surveys, consultations, and focus groups allows the local government to hear directly from citizens, understand their concerns, and involve them in decision-making.
- **Media Relations**: Local governments communicate with the media to disseminate information, respond to inquiries, and clarify any issues or misconceptions. This includes press conferences, media interviews, and responses to media reports.

- **Inter-Governmental Communication**: Communication between the local government and other levels of government (state, national) is essential for coordinating efforts, sharing resources, and addressing cross-jurisdictional issues. This may involve:
  - Coordination of services like transportation, education, and healthcare.
  - Collaboration on large-scale infrastructure projects.
  - Sharing data or resources between various levels of government.

2. Channels of Communication in Local Government

a. Formal Communication Channels

Formal communication is typically structured, planned, and follows the established hierarchy or official procedures. This ensures clarity, consistency, and accountability.

- **Official Memos and Reports**: These are formal written documents used to communicate directives, policy changes, reports, and updates to staff and departments.
- **Emails**: A widely used tool for both internal and external communication, especially for official correspondence, updates, and sharing important information.
- **Meetings and Briefings**: Regular meetings are essential for decision-making, updates, and collaboration. These can be department-level meetings, inter-departmental meetings, or broader staff meetings.
- **Public Documents**: These can include ordinances, resolutions, budgets, and minutes from council meetings, which are shared with the public to maintain transparency.

b. Informal Communication Channels

Informal communication occurs spontaneously and may not follow official channels or structures. Although less formal, it can still be highly effective in enhancing collaboration and resolving issues quickly.

- **Face-to-Face Conversations**: Many government employees interact informally through quick conversations, which can help build relationships and foster cooperation.
- **Phone Calls**: Personal, direct, and quick communication for resolving issues or clarifying doubts.
- **Instant Messaging**: Some local government offices use instant messaging systems for day-to-day communication between employees.

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3. Importance of Communication in Local Government

- **Transparency and Accountability**: Clear communication between the local government and the public ensures transparency in operations, policy changes, and the allocation of resources. It helps build trust and ensures that citizens are informed about government decisions that affect their lives.

- **Effective Service Delivery**: Good communication ensures that local government services are effectively delivered to the public. This includes clear communication about service availability, schedules, requirements, and any changes or disruptions.
- **Decision-Making and Policy Implementation**: Effective communication ensures that local government leaders and officials have the information they need to make informed decisions. Proper communication channels allow for timely feedback, which helps improve policies and services.
- **Crisis Management**: In times of emergency (such as natural disasters or public health crises), timely and accurate communication is vital to ensure that the public is informed, resources are allocated efficiently, and emergency responses are coordinated.
- **Public Engagement**: Communication allows the local government to engage with citizens, gather feedback, and ensure that the public has a voice in local governance, increasing the legitimacy of government actions.

CHAPTER SIX

6.1   communication in organization with individual

1. Communication in Organization with Individuals in Local Government

Communication in a local government organization involves not only the transmission of information between departments, but also the effective interaction between individuals within the organization. This type of communication is vital for building a cohesive working environment, ensuring productivity, and delivering quality services to the public. It helps ensure that the goals, expectations, and issues at the individual level are aligned with the broader objectives of the local government.

Here's an overview of how communication occurs between individuals within a local government organization:

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1. Types of Communication Between Individuals in Local Government

a. One-on-One Communication

- **Direct, Personal Communication**: This is the simplest and most direct form of communication. It occurs between two individuals in a local government setting. It can be either formal or informal, and it helps build personal relationships, trust, and mutual understanding.
- **Feedback and Performance Reviews**: One-on-one communication is critical when providing feedback on individual performance. Supervisors or managers may meet with employees individually to discuss performance, set goals, and provide professional development guidance.

b. Formal Communication (Written or Verbal)

- **Emails and Official Correspondence**: Written communication plays an important role in formalizing messages, documenting decisions, and keeping records. Emails, memos, and letters are often used for internal communication between individuals.

6.2 Relevance experience I gained in the field of local government

1.   I Understanding Administration and Governance

- **Exposure to Administrative Functions**: In local government, you get an understanding of the administrative processes that govern the smooth running of public services. From budgeting to policy implementation, you will learn how local government policies affect the daily lives of citizens and how they are executed at the local level.
- **Governance Structures**: Local government provides insight into the hierarchy and functions of different departments, from the executive (mayors, councilors) to various units like health, education, finance, and urban planning. You'll understand how local governments serve as intermediaries between national governments and communities.

2. Skill Development in Communication and Public Relations

- **Improved Communication Skills**: Working in local government often involves communicating with the public, stakeholders, and inter-departmental teams. This experience helps you refine verbal and written communication skills, including drafting reports, emails, and official documents, as well as handling public relations tasks.
- **Public Engagement**: Interacting with the public gives you a firsthand understanding of how government decisions impact citizens and how to effectively address their concerns. This experience is useful for future roles that require public-facing communication and stakeholder management.

3. Exposure to Policy Implementation and Public Service Delivery

- **Hands-On Experience in Public Service Delivery**: Working in a local government setting allows you to see how services such as healthcare, sanitation, education, transportation, and housing are planned, funded, and delivered to the public. You gain insight into the challenges and successes of service delivery at the local level.
- **Problem Solving and Policy Application**: Local government work often requires the application of existing policies to solve real-world problems.
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- **4. Exposure to Budgeting and Financial Management**

- **Budgeting and Financial Oversight**: Many local government activities involve budgeting for various public services and projects. Working in this environment provides valuable experience in managing finances, working with budgets, and understanding government spending processes.
- **Resource Allocation**: Understanding how local governments allocate resources and prioritize projects based on available funding is key to grasping the challenges governments face in providing services.

5. Enhanced Organizational and Project Management Skills

- **Teamwork and Collaboration**: Local government work often requires close collaboration across departments, teams, and various stakeholders. This experience improves your teamwork, adaptability, and interpersonal skills, as you'll need to coordinate with different personalities and skillsets.
- **Project Management**: Local government work frequently involves managing projects that require adherence to timelines, budgets, and regulatory requirements. This fosters project management skills such as planning, execution, and monitoring.

6. Exposure to Legal and Regulatory Frameworks

- **Understanding of Legal and Regulatory Compliance**: Local governments are often involved in creating, enforcing, and adhering to laws and regulations that affect local communities. Working in this environment gives you an understanding of the legal structures that govern local public administration and service delivery.
- **Policy Evaluation and Compliance**: The experience of working in local government helps you understand how policies are evaluated for their effectiveness and whether they comply with national laws or regulations.

7. Community Development and Stakeholder Engagement

- **Community Needs Assessment**: Through your role in local government, you will be involved in assessing and understanding the needs of the community you serve. This knowledge is crucial for anyone pursuing a career in public service or community development.
- **Stakeholder Management**: Local government often involves engaging a wide range of stakeholders, from community members to other levels of government and private sector partners. This experience sharpens your ability to manage diverse groups with different interests.

CHAPTER SEVEN

7 Personal Impression about the organization local government

Working within a local government organization offers a unique and insightful experience, and for me , it can be both eye-opening and fulfilling. Based on the role and the nature of local governance, here's a personal impression of what one might feel about such an organization:

1.Community-Centered and Impactful

Local government is, in many ways, the most direct connection between the public and the government. Unlike larger, more abstract national or state bodies, local governments operate at the grassroots level, making decisions and providing services that have a tangible impact on the daily lives of citizens. From improving public infrastructure to addressing community health, education, and welfare issues, the sense of contributing to the well-being of the community is a powerful motivation.

2. Sense of Purpose and Accountability

One of the most striking aspects of local government is the sense of purpose it provides to those involved in its day-to-day operations. Local government staff members often know that their work directly influences their local community. This sense of purpose can be incredibly fulfilling and adds an element of accountability, as you realize that decisions made within the organization affect the lives of the people you live among.

- **Example**: Participating in town hall meetings or public consultations helps you realize how local governments are held accountable by their citizens, and how the feedback from the community plays a role in shaping the policies or services provided.

3. Bureaucratic Challenges and Red Tape

While the positive impact of local governments is clear, the bureaucratic nature of these organizations can sometimes be frustrating. The hierarchical structure, regulations, and lengthy decision-making processes can create delays and obstacles in implementing policies or projects quickly. While rules and regulations are necessary, the pace at which things get done can feel slow, and the complexity of navigating different departments can sometimes be challenging.

4. Collaboration and Teamwork

Another positive impression is the emphasis on collaboration and teamwork. In local government, success depends largely on the ability of departments to work together to meet community needs. Whether it's urban planning, public health, or housing, various departments must often coordinate efforts to achieve common goals. This creates an environment of cooperation where individuals from diverse fields work together, sharing knowledge and solving complex problems.

5. The Role of Leadership

Leadership in local government often seems more accessible compared to larger organizations. You can observe the impact of decision-makers, such as mayors or council members, more directly in the local context. This creates a unique environment where there is closer engagement between leadership and employees. Leaders in local governments tend to have a deep understanding of community needs and are often more approachable, which can foster an open communication environment.

6. Administrative Complexity and Diversity of Services

Local governments are complex institutions that provide a wide range of services, from education and healthcare to waste management and urban planning. Understanding the breadth of services offered and the intricacies of managing them is an interesting aspect of working in local government. It's not just about enforcing policies but about offering services that touch every aspect of a citizen's daily life. The sheer diversity of services can be overwhelming at times but also offers a broad learning experience.

7. Public Trust and Ethical Responsibility

Another defining impression is the ethical responsibility that comes with working in a government organization. The expectation to act in the public's best interest is at the heart of local governance. There is a constant need for transparency, fairness, and accountability. The trust that citizens place in local government leaders and employees is a significant motivator for many individuals working in the system, and maintaining this trust requires upholding strong ethical standards

8. Innovation and Adaptability

Though local government systems are often steeped in tradition and established processes, there is a growing emphasis on innovation and adaptability in the face of changing societal needs. Whether it's adopting new technology to improve service delivery, like digital platforms for public engagement, or addressing modern challenges such as climate change or urbanization.

CHAPTER EIGHT

8 Recommendation

Local governments should involve SIWES students in community development initiatives, such as organizing public health campaigns, educational outreach, or urban development projects. These initiatives give students the opportunity to contribute directly to the well-being of the community.

Benefits for we Students:

- **Community Engagement:** Students understand the importance of community involvement and how local governments can positively impact the lives of citizens.
- **Project Management Experience:** Working on community-focused projects teaches students how to manage resources, coordinate teams, and ensure projects are completed on time and within budget.