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INSTITUTE OF FINANCE AND MANAGEMENT STUDIES
DEPARTMENT OF BANKING AND FINANCE

STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)
REPORT

PLACE OF ATTACHEMENT
SUCCESS COMPUTER STATIONARY, OMU-ARAN, KWARA STATE

PRESENTED BY

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TABLE OF CONTENTS

TITLE PAGE	i
TABLE OF CONTENTS.....	ii
ABSTRACT.....	iv
CHAPTER ONE: INTRODUCTION.....	1
1.1 Background information on SIWES	1
1.2 Objective of SIWES.....	1
CHAPTER TWO:DESCRIPTION OF THE ESTABLISHMENT OF ATTACHMENT	3
2.1 Location and Brief History of Establishment	3
2.2 Objective of Establishment	3
2.3 Organization Structure	3
2.4 The Various Departments/Units in the Establishment and Their Functions.....	5
CHAPTER THREE: REPORT OF ACTIVITIES CARRIED OUT	7
3.1 General Activities	7
3.2 Specific Activities.....	7
CHAPTER FOUR: EXPERIENCE AND LESSONS LEARNED	9
4.1 Experience Gained	9
4.2 Trainings and On-the-Job Experience	10
4.3 Lessons Learned.....	12

CHAPTER FIVE: SUMMARY, CONCLUSION, AND RECOMMENDATION.....	13
5.1 Summary of Attachment Activities	13
5.2 Problems Encountered During the Program	13
5.3 Suggestions for the Improvement of the Scheme	13

ABSTRACT

This report presents an in-depth account of my Student Industrial Work Experience Scheme (SIWES) undertaken at Success Computer Stationary, Omu-Aran, Kwara State, a cyber cafe and business center that specializes in internet services, document processing, printing, scanning, lamination, online registration, and IT consultancy services.

During my six-month industrial attachment, I was actively involved in various operations, including assisting customers with browsing, processing documents using Microsoft Office tools, troubleshooting hardware/software issues, and handling online registrations for JAMB, WAEC, NYSC, and other government-related services.

The report details the background of SIWES, the objectives of the program, the structure of the organization where I trained, tasks performed, challenges faced, and knowledge gained. Furthermore, it provides recommendations on how to improve the SIWES program to enhance students' practical knowledge and employability skills.

CHAPTER ONE: INTRODUCTION

1.1 Background information on SIWES

The Students' Industrial Work Experience Scheme (SIWES) is a mandatory undergraduate program designed to provide Nigerian students with practical work experience in their chosen field of study. Established in 1973 by the Industrial Training Fund (ITF), SIWES aims to bridge the gap between theoretical knowledge acquired in the classroom and practical skills required in the industry. The program is a collaborative effort between the ITF, the National Universities Commission (NUC), and the National Board for Technical Education (NBTE), with the objective of producing graduates who are job-ready and equipped to contribute to Nigeria's economic development.

SIWES is typically undertaken by students during their long vacation, usually after completing 300-400 level of their undergraduate program. The duration of the program is 3 months. Students are placed in organizations relevant to their field of study, where they gain hands-on experience and apply theoretical concepts learned in the classroom. SIWES helps students develop essential skills such as problem-solving, communication, teamwork, and adaptability, making them more employable upon graduation. Participating organizations also benefit from the program by identifying potential talent and contributing to the development of Nigeria's workforce.

1.2 Objective of SIWES

- i. To provide students with practical work experience in their chosen field of study.
- ii. To bridge the gap between theoretical knowledge acquired in the classroom and practical skills required in the industry.

- iii. To develop students' skills and competencies in problem-solving, communication, teamwork, and adaptability.
- iv. To enhance students' employability and prepare them for the workforce.
- v. To foster collaboration between academia and industry, promoting mutual understanding and benefit.
- vi. To produce graduates who are job-ready, innovative, and capable of contributing to Nigeria's economic development.

CHAPTER TWO

DESCRIPTION OF THE ESTABLISHMENT OF ATTACHMENT

2.1 Location and Brief History of Establishment

SUCCESS COMPUTER STATIONARY is located behind Secretariat, Omu-Aran, Kwara State. The establishment was founded with the goal of providing high-quality services in various sectors such as internet access and research assistance, high-quality printing and photocopying, scanning and document lamination, online registrations and payments etc.

Over the years, Success Computer Stationary has developed a reputation for reliability and customer satisfaction. The company operates within the bustling commercial environment of Omu-Aran where it has grown to become a key player in its sector.

2.2 Objective of Establishment

The primary objective of Success Computer Stationary is to provide essential computer-related services, internet access, and document processing solutions to individuals, businesses, and students. The establishment is committed to delivering high-quality services that meet the technological and administrative needs of its customers. The establishment strives to remain a reliable technology service provider in the community, enhancing digital access and improving customer satisfaction through efficient and professional service delivery.

2.3 Organization Structure

Success Computer Stationary is organized into several key sections, each of which plays an important role in ensuring the smooth operation of the business. The organization is divided into the following main units:

- 1. Executive Management Team:** This includes the CEO and other senior management personnel responsible for making strategic decisions. They are responsible for overall

business decisions and supervision of all activities, ensures the business runs effectively and profitably, oversees customer service quality and employee performance, ensures all departments function properly and efficiently and handles administrative tasks and customer-related issues.

2. **Computer Operators (Cyber Cafe Unit):** They provides internet access to customers also assists with online applications, document editing, and digital services.
3. **Printing & Photocopy Technicians:** Handles printing, photocopying, and document binding/lamination and ensures the proper functioning of printers and scanners.
4. **ICT and Technical Support Staff:** Manages computer repairs and troubleshooting, installs and updates software for smooth operations and provides assistance with system/network maintenance.
5. **Sales & Stationery Staff:** Manages sales of computer accessories and office stationery and maintains inventory and ensures stock availability.
6. **Trainees/Interns (SIWES Students):** Learns from various departments during the training period and assists with basic operations such as typing, printing, and troubleshooting.

Below is a simple representation of the organizational hierarchy:

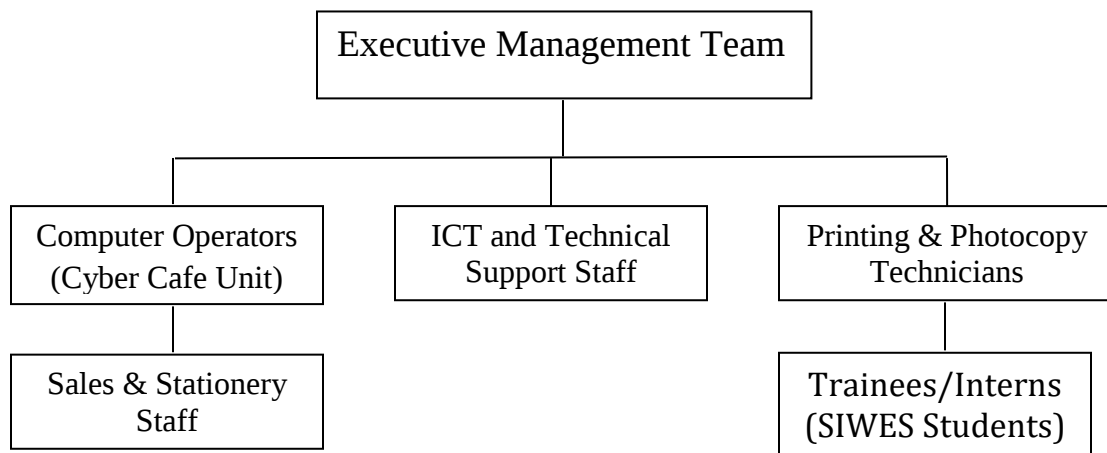


Figure 2.3 Organogram of Success Computer Stationary

The organizational structure ensures a well-coordinated workflow where responsibilities are clearly defined. Each department/unit plays a critical role in delivering quality ICT, printing, and sales services to customers.

2.4 The Various Departments/Units in the Establishment and Their Functions

The organization is structured into different departments/units, each playing a crucial role in ensuring smooth operations. Below are the major departments and their respective functions:

- i. Computer Operations and Cyber Cafe Unit: This unit is responsible for managing computer-related services, including internet access and document processing.
- ii. Printing and Photocopy Unit: This unit handles printing, photocopying, and document reproduction services.
- iii. ICT and Technical Support Unit: This unit provides technical support and ensures the smooth operation of all computer systems and network infrastructure.

- iv. Training and Skill Development Unit: This unit offers basic computer training and skill development programs for individuals interested in improving their computer literacy.
- v. Sales and Stationery Unit: This unit is responsible for selling computer accessories and office stationery.

Each department plays a vital role in the daily operations of the business. By working together, these units ensure efficient service delivery to customers. My SIWES training allowed me to observe and participate in the various activities within these departments, giving me hands-on experience in the ICT and cyber café industry.

CHAPTER THREE: REPORT OF ACTIVITIES CARRIED OUT

3.1 General Activities

During my SIWES attachment, I participated in various activities that were crucial to the day-to-day operations of the business. I was actively involved in assisting customers with internet browsing, email access, and online registrations, handled Microsoft Office applications (Word, Excel, PowerPoint) for document processing, operated printers, scanners, and photocopy machines, provided technical support for basic system troubleshooting. I also observed the general workflow of different departments, which allowed me to better understand the roles and responsibilities within the organization.

3.2 Specific Activities

During my SIWES, I engaged in various activities that enhanced my practical knowledge of computer operations, internet services, document processing, and customer service. Below are the specific activities I participated in throughout the training:

1. Computer System Operations and Maintenance: identification of computer parts, basic system setup, system troubleshooting, and computer maintenance.
2. Microsoft Word and Document Processing: Typing and Formatting, shortcut keys usage, saving and retrieving documents, and printing and scanning documents.
3. Internet and Online Services: web browsing and email management, online registrations, and social media handling.
4. Cyber Cafe Operations and Customer Support: Handling customers' requests, managing user sessions and ensuring safe browsing.
5. Printing, Photocopying, and Binding Services: Photocopying Documents, Binding and Lamination.

6. Computer Training and Skill Development: Typing practice with Mavis Beacon and Typing Master, training on Desktop Navigation and Microsoft Office training.

7. Sales and Inventory Management: Selling computer accessories and managing stock records

The SIWES training provided me with hands-on experience in computer operations, customer service, and office technology. It improved my technical skills, communication skills, and ability to work in a professional setting.

CHAPTER FOUR: EXPERIENCE AND LESSONS LEARNED

4.1 Experience Gained

The SIWES training provided me with hands-on experience in computer operations and business management, allowing me to apply classroom knowledge in a professional setting. Some of the key experiences I gained include:

- i. **Computer Hardware and Software Proficiency:** Understood the different components of a computer system (CPU, monitor, keyboard, mouse, printer, etc.), gained knowledge on basic troubleshooting techniques for system malfunctions and learned how to install and update essential software applications.
- ii. **Microsoft Office Application Skills:** Acquired proficiency in Microsoft Word for document processing (typing, formatting, editing, and printing), Microsoft Excel basics for data entry and calculations, and Used Microsoft PowerPoint for creating simple presentations.
- iii. **Internet and Online Services:** Developed skills in web browsing, email account setup, and online document uploads, assisted customers with JAMB, WAEC, NYSC, and job application registrations also learned safe internet practices to avoid cyber threats.
- iv. **Customer Service and Office Administration:** Gained experience in handling customer inquiries and resolving complaints professionally, also I learnt the importance of patience and good communication skills in attending to customers, and managed basic sales transactions for computer accessories and stationery items.

Printing, Photocopying, and Document Processing: Operated printers, scanners, and photocopy machines, learned document binding, lamination, and organizing hard copies for clients and developed skills in adjusting printer settings for high-quality output.

These experiences improved my technical competence, problem-solving ability, and teamwork skills in a professional work environment.

4.2 Trainings and On-the-Job Experience

As part of the SIWES training, I participated **in** various structured training activities and practical work assignments that improved my technical and business management abilities.

These include:

Introduction to Computer System and Components: Learned about different parts of a computer system, including the CPU, monitor, keyboard, and mouse.

Understood the functions of each hardware component and how they work together.

- i. Introduction to Computer System and Components: I learnt about different parts of a computer system, including the CPU, monitor, keyboard, and mouse. Also I understood the functions of each hardware component and how they work together.
- ii. Introduction to Windows Operating System: I understood how to navigate the Windows environment and learnt about file management, system settings, and control panel functions.
- iii. Hands-On Computer Training: I was trained on computer setup, file management, and desktop organization. I practiced using keyboard shortcuts and efficiency techniques for faster operations.
- iv. Typing and Document Processing Practice: Used Mavis Beacon and Typing Master software to improve my typing speed and accuracy also practiced editing, formatting, and structuring documents professionally.
- v. Desktop Background and Icons: Understood the role of desktop icons, taskbar, and the recycle bin and learnt how to customize the desktop background and manage files.

- vi. Introduction to Microsoft Word: Learned how to open, edit, format, and save documents in MS Word and further practiced inserting tables, charts, graphics, and document layout customization.
- vii. Introduction to Microsoft PowerPoint: Learned the basics of creating and formatting presentations and understood how to use slide transitions and animations.
- viii. Storage Devices and Their Uses: Studied different types of storage devices such as USB drives, external hard drives, and cloud storage and practiced saving and retrieving files from different storage media.
- ix. System Shutdown and Rebooting: Learned the proper methods of shutting down and restarting a computer, and understood the importance of system updates and regular maintenance.
- x. Introduction to Programs and Applications: Gained knowledge about various software applications used in office environments and learnt how to install, update, and uninstall applications.
- xi. Introduction to Software Concepts: Differentiated between system software and application software and understood how software interacts with hardware to perform tasks efficiently.
- xii. Internet-Based Training: Learned how to download, upload, and share documents via email and cloud storage, and understood how to use Google Search effectively for research purposes.
- xiii. Printing, Scanning, and Photocopying Training: Practiced printing documents in different formats (PDF, DOCX, JPEG, etc.) and learnt how to troubleshoot common printer errors and refill ink cartridges.

These training sessions enhanced my ability to operate a computer efficiently, assist customers, and handle business-related tasks effectively.

4.3 Lessons Learned

One of the major lessons I learned during my time at Success Computer Stationary was the importance of teamwork and collaboration in achieving business goals. I also learnt the importance time management. Furthermore, effective communication with customers and team members is key to ensuring smooth business operations.

CHAPTER FIVE: SUMMARY, CONCLUSION, AND RECOMMENDATION

5.1 Summary of Attachment Activities

Throughout my SIWES program, I was involved in a variety of tasks that enhanced my understanding of business operations. From sales and marketing to logistics and customer service, I gained hands-on experience in different aspects of business management. The experience helped me to understand how businesses operate in a dynamic market and how to address challenges effectively.

5.2 Problems Encountered During the Program

Despite the numerous benefits of the SIWES program, I encountered some challenges, which include:

- i. **Limited Access to Advanced Equipment:** The organization had basic computer systems, but some lacked updated software, which limited exposure to advanced applications.
- ii. **Power Supply Issues:** Frequent power outages disrupted workflow, leading to delays in completing assigned tasks.
- iii. **Limited Internet Connectivity:** Unstable internet connections sometimes made it difficult to complete online tasks such as registrations and email processing.
- iv. **Inadequate Training Materials:** There were few reference materials available, making self-learning more challenging.
- v. **High Workload and Time Constraints:** Balancing multiple tasks within a limited timeframe was sometimes overwhelming.

5.3 Suggestions for the Improvement of the Scheme

To improve the SIWES program, I would suggest:

- Introducing more structured training sessions for students to better equip them with the skills required for their assignments.
- Enhancing communication between different departments to ensure smoother operations.
- Providing more hands-on experience with software systems used in inventory management and accounting.
- Employers should invest in modern computer systems and software to expose students to the latest technology.
- The use of alternative power sources such as solar energy or generators can help mitigate electricity challenges.
- Organizations should ensure stable and high-speed internet to facilitate smooth online operations.
- Employers should provide manuals, guides, and online resources to aid students in self-learning.
- Supervisors should create a structured training schedule to balance learning and practical tasks efficiently.