



SIWES REPORT

AT

MINISTRY OF LOCAL GOVERNMENT CHIEFTAINCY AFFAIRS

COMMUNITY DEVELOPMENT

PRESENTED BY

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REPORT OVERVIEW

This report details the industrial training experience gained during the Student Industrial Work Experience Scheme (SIWES) conducted at Ministry of Local affairs and community Development Ilorin. The report is divided into five chapters:

- Chapter One provides an introduction to SIWES, detailing its background and objectives.
- Chapter Two describes the establishment of attachment, including its location, history, objectives, and organizational structure.
- Chapter Three focuses on the student's specific involvement in various sections and units within the organization.
- Chapter Four discusses the industrial experience, highlighting key lessons learned in digital marketing, Microsoft Word, and PowerPoint.
- Chapter Five presents a summary of attachment activities, problems encountered, and recommendations for improving the SIWES scheme.

CHAPTER ONE

INTRODUCTION

1.1 Background of SIWES

The Student Industrial Work Experience Scheme (SIWES) is a crucial industrial training program introduced in Nigeria to bridge the gap between theoretical knowledge acquired in classrooms and practical skills required in the workforce. Established in 1973 by the Industrial Training Fund (ITF), SIWES was created to address the lack of adequate practical experience among graduates of tertiary institutions in the technical and applied sciences. This initiative has since become an integral part of the curriculum for students in universities, polytechnics, and colleges of education across Nigeria.

The need for SIWES arose from the recognition that many Nigerian graduates, especially in technical and vocational disciplines, lacked the hands-on experience and industrial exposure needed to excel in their respective fields. Employers had often expressed dissatisfaction with the practical competence of graduates, citing a disconnect between the skills learned in school and the requirements of the job market. This led to a concerted effort by the Nigerian government, educational institutions, and industries to design a program that would prepare students for the challenges of real-world work environments.

SIWES is structured to provide students with the opportunity to gain practical work experience in industries related to their fields of study. By participating in SIWES, students are exposed to workplace culture, operational procedures, and the application of theoretical concepts to solve real-world problems. The program fosters collaboration between educational institutions and industries, ensuring that students receive the necessary mentorship and training from professionals in their respective fields.

1.2 The objectives of SIWES are multifaceted and aim to achieve the following:

- i. **Practical Exposure:** To provide students with practical knowledge of industrial operations and processes, bridging the gap between classroom learning and real-world application.
- ii. **Skill Development:** To enhance the technical, interpersonal, and problem-solving skills of students, making them more competent and employable.
- iii. **Professional Ethics:** To inculcate workplace ethics, discipline, and professionalism in students.
- iv. **Technology Transfer:** To expose students to modern tools, technologies, and practices relevant to their fields of study.
- v. **Industry-Institution Linkage:** To strengthen the relationship between educational institutions and industries, promoting collaboration and mutual growth.
- vi. **Career Preparation:** To prepare students for their future careers by providing them with firsthand experience in their chosen fields.

CHAPTER TWO

DESCRIPTION OF THE ESTABLISHMENT OF ATTACHMENT

2.1 Location and Brief History of Establishment

Ministry of Local affairs and community Development. Location at Offa road, Ilorin Kwara State. The Ministry was established in the year 1999. It used to be known as the Ministry of Special Duties of the past military administrations. It was thereafter established by the then incumbent Governor Lamidi Adesina's administration on the 27th July, 1999. The various departments in the ministry include: The Department of Local Government Inspectorate, Department of Local Government Affairs, Department of Chieftain Matters, Department of Finance and Administration and the Oyo State Valuation Office. It has a staff strength of 51 staff members.

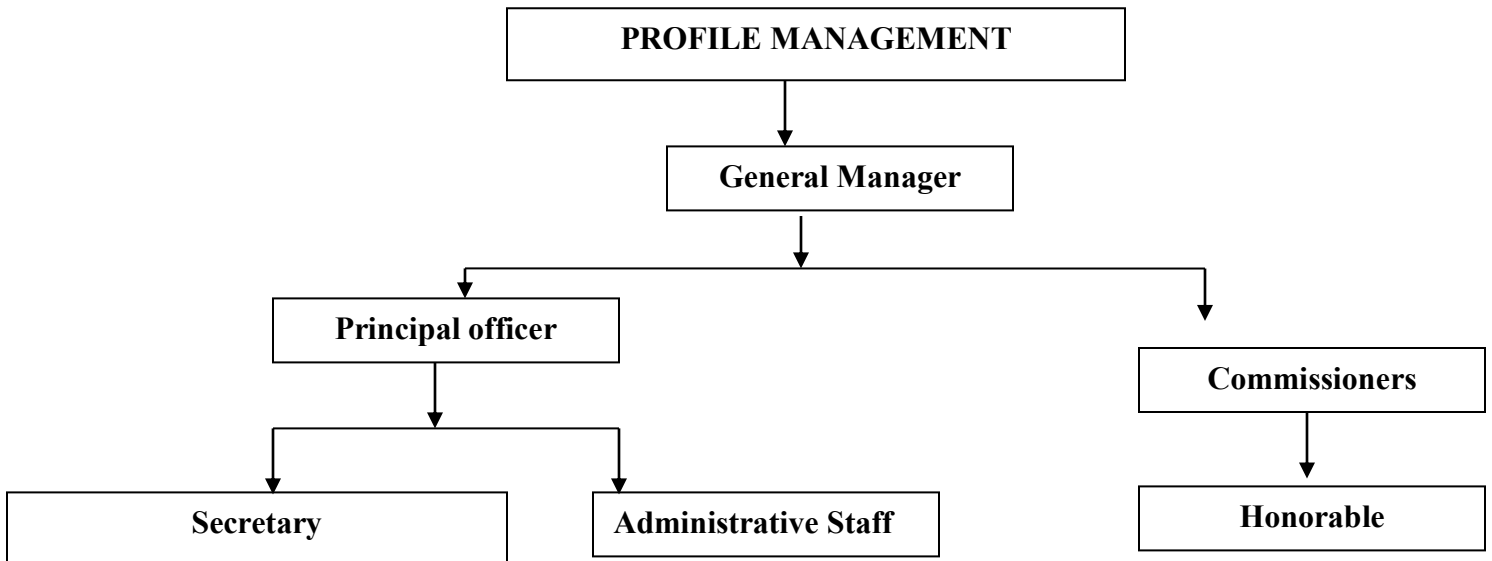
2.2 Objectives of the Establishment

The objectives of MINISTRY OF LOCAL AFFAIRS AND COMMUNITY DEVELOPMENT, ILORIN include:

1. To provide quality soft drinks and alcoholic beverages to customers.
2. To Ensuring that local governments expenditures were strictly adhered to in accordance with the approved current estimates.
3. To inspections of all stationaries supplied or provide to the respective local government
4. To super and monitor the local government activities through the resident inspections of the ministries in each councils
5. To create employment opportunities within the community.

2.3 Organisational Structure

The organizational structure of MINISTRY OF LOCAL AFFAIRS AND COMMUNITY DEVELOPMENT, ILORIN consists of:



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

1. **Department** – sanitizing course and seminars to recommend the relevant workshop to each council
2. **Stock Management Unit** – Responsible for stock inventory, storage, and distribution of products.
3. **Customer Service Unit** – Attends to customer inquiries, complaints, and feedback.
4. **Administrative Department** – Oversees company records, financial transactions, and compliance with regulations.
5. **Honorable** – Oversees ensure that the local government or area of recommendation.

CHAPTER THREE

3.1 STUDENT SPECIFIC INVOLVEMENT IN VARIOUS SECTION/UNIT.

During my SIWES program at BUMJER CLASSIC MULTI-VENTURE LIMITED, I was actively involved in the following sections:

Sales Department – Assisted in Selling Drinks, Managing Customer Orders, and Handling Cash Transactions

During my Student Industrial Work Experience Scheme (SIWES) at MINISTRY OF LOCAL AFFAIRS AND COMMUNITY DEVELOPMENT, ILORIN, I was actively involved in the Sales Department, where I gained practical experience in selling drinks, managing customer orders, and handling cash transactions. This role provided me with firsthand exposure to retail sales operations, financial transactions, and customer relationship management.

1. Selling Drinks and Product Knowledge

As a sales assistant, I was responsible for attending to customers and ensuring they had a smooth shopping experience. My duties included:

- i. **Welcoming Customers:** Greeting customers warmly and assisting them in selecting their preferred drinks.
- ii. **Product Recommendation:** Providing information on the available soft drinks and alcoholic beverages, including brand differences, pricing, and promotional offers.
- iii. **Sales Promotion:** Encouraging customers to purchase promotional drinks, special offers, and bulk purchases to increase sales revenue.
- iv. **Restocking Shelves:** Ensuring that drinks were well-arranged, properly labeled, and restocked to avoid stockouts.

Through this experience, I developed strong **product knowledge** and **persuasive selling skills**, which helped in improving customer satisfaction and sales performance.

The Executive Kwara State Executive powers reside in the Executive Council whose members comprise of The State Governor as Chairman and the Deputy Governor who are both elected for a tenure of 4 years.

The Governor appoints other members of the State Executive Council which include;

- The Secretary to the State Government
- The Chief of Staff and;
- The Head of Service
- The Deputy Chief of Staff
- Commissioners
- Special Advisers
- Permanent Secretaries occasionally in attendance.

The Executive arm is responsible for governance and implementation of programmes of Government as appropriated for by the Legislature.

Directly under the Executive Council is the State Economic Management Team that examines key issues of fiscal governance and makes proposals for consideration by the Executive Council which has its meetings on a weekly basis.

There are State Ministries, Extra-Ministerial Departments, Parastatals, and Agencies of the State Government (commonly called State MDAs). These are headed by Commissioners, Special Advisers, General Managers, Director-Generals, Executive Secretaries or Director as the designation may apply.

CHAPTER FOUR

INDUSTRIAL EXPERIENCE IN ATTENDING TO CUSTOMERS AND MANAGING THE DEPARTMENT

During my internship at MINISTRY OF LOCAL AFFAIRS AND COMMUNITY DEVELOPMENT, ILORIN, The Local Government is the closest level of governance to the people at the grassroots; and as a result, needs to generate enough financial resources to provide services that can help in reducing the poverty index of those it serves. Being under close scrutiny by the people, the inability of its operators to perform to expectation can totally destroy their political goodwill. This article aims at properly locating the role communication can play in promoting effective administration of the Local Government in Cross River State of Nigeria. The agenda-setting theory is used as the theoretical framework. The work reveals that even without money to work with, the Local Government administrators had been under intense criticism by the people because there had not been adequate communication between the government and the governed. The paper, therefore, recommends that Local Government functionaries should be proactive in their communication effort so as to always keep their subjects properly informed. The mass media in order to assist in restoring the functionality of Local Governments in Nigeria so that they can serve their people better, should advocate for revolutionary changes in the administration of Local Governments in the country through their news, features, opinions and editorial comments

Key Responsibilities:

Responsibilities

- Oversight of Local Government Councils. ...
- Coordination of Traditional Institutions. ...
- Community Development Initiatives. ...
- Governance Support and Capacity Building. ...
- Conflict Resolution and Dispute Management. ...
- Policy Development and Implementation. ...
- Cultural Heritage Preservation.

Lessons Learned:

- Developed **product knowledge** and the ability to match customer preferences with suitable products.
 - Improved **interpersonal and communication skills** to engage with diverse customers.
 - Understood the importance of **active listening** in providing tailored recommendations.
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Approach to Resolving Complaints:

Your procedure could include the following steps.

- Listen to the complaint. Thank the customer for bringing the matter to your attention. ...
- Record details of the complaint. ...
- Get all the facts. ...
- Discuss options for fixing the problem. ...
- Act quickly. ...
- Keep your promises. .

Lessons Learned:

In reality the primary objective of community development is simply stated. It is to promote, sustain, support and maintain community action. It stands in relation to community action in very much the same way as education stands in relation to learning.

Lessons Learned:

- Understood the importance of **inventory accuracy and record-keeping**.
 - Developed attention to detail in detecting **damaged or expired products**.
 - Gained knowledge of **stock management techniques** to improve efficiency.
 - Learned how **poor stock management can impact business profits** and customer trust.
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Learning the Importance of Teamwork and Communication in a Environment

A well-functioning business relies on **effective teamwork and clear communication**. Throughout my internship, I worked closely with **sales representatives, stock managers, cashiers, and supervisors**, which helped me understand the significance of collaboration in business success.

How Teamwork and Communication Impacted My Work:

- Coordinated with the **sales team** to ensure that customer orders were processed quickly.
- Communicated with the **stock unit** to restock shelves when products were running low.
- Worked with the **cashier team** to reconcile daily sales and track financial transactions.
- Attended staff meetings where key issues and improvements were discussed.

Lessons Learned:

- Understood the role of **team coordination** in achieving business efficiency.
- Developed **clear and professional communication skills** for workplace interactions.
- Learned how **miscommunication can lead to errors, delays, and customer dissatisfaction**.
- Gained confidence in working collaboratively with colleagues to achieve business goals.

CHAPTER FIVE

SUMMARY, CONCLUSION, AND RECOMMENDATIONS

5.1 Summary

During my SIWES attachment at MINISTRY OF LOCAL AFFAIRS AND COMMUNITY DEVELOPMENT, ILORIN. I gained hands-on experience in retail business operations, particularly in sales, stock management, customer service, and administrative tasks. I assisted in selling drinks, handling customer orders, managing inventory, maintaining financial records, and resolving customer complaints. This experience enhanced my skills in teamwork, communication, problem-solving, and financial accountability. Despite facing challenges such as difficult customers, stock discrepancies, payment processing issues, and workload pressure, I adapted and developed strategies to overcome them. To improve the SIWES experience, businesses should provide better training, inventory management systems, customer service strategies, and payment solutions. Overall, my internship was highly educational, equipping me with practical knowledge and industry-relevant skills that will be beneficial in my future career.

5.2 Problems Encountered During the Program

Despite the valuable experience gained, I encountered several challenges during my industrial training, including:

CONTEMPORARY CHALLENGES OF COMMUNITY DEVELOPMENT IN NIGERIA

Poverty and Illiteracy: One of the major challenges of community development in Nigeria is poverty and illiteracy across the various segments of the country. Harande (2009) believes that the government and the leaders of the community should take the blame because the citizens deserve to enjoy the resources, wealth, and services rendered by the community and government of Nigeria. The communities on their own are expected to support and protect the infrastructures provided by the government for their own benefit. This is because according to Obasanjo and Mabogunje (1991:143).

2. Lack of Information: The diverse nature of Nigeria indicates that the information needs are many and multi-dimensional. Hence, it is imperative to determine the measure of information needs in the country. In Nigeria, there is no comprehensive document on the information needs of the community. The information needs of the Nigerian community according to Harande (2009), include, neighborhood information about the problems of electricity supply, water

availability, road maintenance, and environmental sanitation refuse disposal and good. This is to enable them to prepare for the situation that may arise. Health information need. Information on how an individual can prevent various kinds of diseases that affect the people, thus creating an awareness of available healthcare delivery service and what it costs is another major challenge fronting community development in Nigeria (Harande, 2009). Information on policies of government is another aspect of challenge hindering effective community development in Nigeria. Information is needed by the people on their political rights and obligations and how they can exercise such obligations. This can rarely be found in the communities and rural areas of Nigeria.

Economic Challenges: The escalated unemployment in Nigeria in recent time has not only increase depression in the land, substance abuse, physical illness, and domestic violence, in the country but it has also contributed, in no small measure to the challenges of community development. Economic imbalance and inequality affect the citizen's stress levels, prospects of getting the quality education, access to social services in communities, exposure to violence and toxins, high rate of mortality and high-risk behavior. Nigerian governmental programs and policies for sustainable community development suffer huge setbacks because of the nature of the country economic development strategy which has contributed greatly to the slow pace in achieving unemployment reduction, community development, and structural transformation (Adah & Abasilim, 2015; Osakwe, 2010). This invariably shows that the strategies employed by Nigeria government for prompt development of the various communities has not achieved its capacities and structural transformation and development which are the pivot for sustainable development of the community (Adah & Abasilim, 2015; Osakwe, 2010).

5.3 Suggestions for the Improvement of the Scheme

To enhance the effectiveness of SIWES and improve the overall experience for future interns, the following recommendations are suggested:

1. **Improved Training and Orientation:** Companies should provide structured orientation sessions at the beginning of the internship. Training on customer service, stock management, and financial documentation should be introduced early.
2. **Better Inventory Management Systems:** The company should consider implementing automated stock tracking software to reduce human errors. Regular stock audits should be conducted to prevent losses due to expired or misplaced items.