



**TECHNICAL REPORT ON STUDENT INDUSTRIAL WORK
EXPERIENCE SCHEME (SIWES)**

HELD AT

FAITHEROIC GLOBAL TEAM

NO 8 ABIOLA STREET OLORUNSHOGO, ILORIN, KWARA STATE

BY

**SALAMI FERANMI EMMANUEL
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DEDICATION

This report is dedicated to Almighty allah for His divine mercy on me and my family who has given me the strength, wisdom, knowledge and understanding in working toward my success, I also dedicate this report to my parent and the family for their support and to my supervisor for the success of this report.

ABSTRACT

This report gives a good account of the training and experience which exposed student during the student industrial work experience (SIWES) at Faitheroic global team

CHAPTER ONE INTRODUCTION

1.1 BACKGROUND OF SIWES

The Students Industrial Work Experience Scheme (SIWES) is a program designed to expose students to real-life practical experience in their field of study. Established by the Federal Government of Nigeria in collaboration with the Industrial Training Fund (ITF), SIWES bridges the gap between theoretical knowledge and practical application. It ensures that students gain relevant experience in public administration, preparing them for the workforce.

1.2 Objectives of SIWES

The main objectives of SIWES include:

1. Exposing students to practical aspects of public administration.
2. Enabling students to apply classroom knowledge to real-world administrative settings.
3. Familiarizing students with government policies, procedures, and organizational management.
4. Enhancing students' problem-solving and decision-making skills in public administration.
5. Developing students' communication, teamwork, and leadership skills in the workplace.

1.3 SIGNIFICANCE OF SIWES IN PUBLIC ADMINISTRATION

SIWES plays a crucial role in preparing students for administrative and managerial roles in government institutions and private organizations. It provides hands-on experience in policy implementation, public service delivery, and human resource management.

1.4 SCOPE AND LIMITATION OF THE REPORT

This report covers the practical training received at BEMBELE ICT CONSULT the various activities undertaken, challenges faced, and recommendations. However, due to time constraints and restricted access to certain confidential information, some areas of administrative operations could not be fully explored.

CHAPTER TWO

ORGANIZATIONAL PROFILE

2.1 HISTORY OF THE ORGANIZATION

HISTORICAL BACKGROUND OF BEMBELE ICT CONSULT

Bembele ICT Consult was founded with a vision to enhance digital transformation and administrative efficiency by providing cutting-edge ICT solutions and professional consultancy services. Established in response to the increasing need for technology-driven public administration and business solutions, the company has become a key player in supporting individuals, organizations, and government agencies in Ilorin, Kwara State.

Since its inception, Bembele ICT Consult has been committed to delivering a broad range of services, including administrative consultancy, digital record management, ICT training, business registration, e-governance solutions, and professional development programs. By integrating modern technology with public administration standards, the company has helped businesses, students, and professionals streamline operations, improve service delivery, and enhance organizational effectiveness.

Strategically located in Kwara Polytechnic, Ilorin, Bembele ICT Consult serves as a hub for digital innovation and administrative excellence. With a strong focus on professionalism, efficiency, and customer satisfaction, the company continues to bridge the gap between technology and public sector development, empowering clients with the tools needed to thrive in today's digital economy.

ORGANIZATIONAL STRUCTURE OF BEMBELE ICT CONSULT

1. EXECUTIVE LEADERSHIP

- **Chief Executive Officer (CEO):** Oversees the overall vision, strategy, and growth of the company.
- **General Manager (GM):** Manages daily operations and ensures efficient service delivery.

2. ADMINISTRATIVE & OPERATIONS DEPARTMENT

- **Head of Administration:** Supervises internal operations, human resources, and policy implementation.
- **Front Desk/Customer Service Officer:** Manages client inquiries and provides customer support.
- **Legal & Compliance Officer:** Ensures company activities align with regulations and industry standards.

3. ICT & TECHNICAL SERVICES DEPARTMENT

- **ICT Manager:** Leads all technical and software-related projects.
- **Network & Systems Administrator:** Manages the company's IT infrastructure, networks, and cybersecurity.
- **Software & Web Developer:** Handles software development, website design, and system automation.

4. TRAINING & CAPACITY DEVELOPMENT DEPARTMENT

- **Training Coordinator:** Designs and implements ICT and professional development training programs.
- **ICT Instructors:** Provide digital skills training, certification programs, and workshops.

5. BUSINESS & CONSULTANCY DEPARTMENT

- **Business Development Manager:** Identifies new opportunities, partnerships, and corporate clients.
- **Public Administration Consultant:** Advises government agencies, businesses, and organizations on administrative efficiency and digital transformation.
- **Research & Policy Analyst:** Conducts market research, policy analysis, and strategic planning.

6. FINANCE & ACCOUNTS DEPARTMENT

- **Chief Financial Officer (CFO):** Manages the company's financial health and investment strategies.
- **Accountant:** Handles financial records, invoicing, and tax compliance.

7. MARKETING & PUBLIC RELATIONS DEPARTMENT

- **Marketing Manager:** Develops branding, advertising, and digital marketing strategies.
- **Social Media & Content Manager:** Manages online presence, social media accounts, and content creation.
- **Public Relations Officer:** Handles corporate communications, media relations, and reputation management.

2.3 FUNCTIONS AND RESPONSIBILITIES OF THE ORGANIZATION

The organization is responsible for:

1. Implementing government policies and public service reforms.
2. Managing human and material resources for effective service delivery.
3. Conducting public administration processes such as budgeting, procurement, and personnel management.
4. Ensuring compliance with laws and regulations governing public administration.

2.4 DEPARTMENTS AND THEIR FUNCTIONS

Human Resources Department: Manages staff recruitment, training, and welfare.

Finance and Accounts Department: Handles budgeting, salary payments, and financial records.

Public Relations Department: Communicates government policies and handles citizen engagement

CHAPTER THREE

INDUSTRIAL TRAINING EXPERIENCE

3.1 INTRODUCTION TO WORK ACTIVITIES

During my SIWES training at BEMBELE ICT CONSULT I was assigned various responsibilities that provided hands-on experience in public administration. I was placed in the Policy Research & Consultancy Department where I worked closely with experienced administrators.

3.2 DUTIES AND RESPONSIBILITIES

WEEK 1: INTRODUCTION & OFFICE ORIENTATION

- Understanding company policies and administrative procedures.
- Learning professional ethics in public administration.
- Introduction to government documentation and compliance services.

WEEK 2: OFFICE ADMINISTRATION & RECORD MANAGEMENT

- Assisting in document filing, client registration, and data organization.
- Understanding the importance of public sector record-keeping.
- Observing how government regulatory documents are handled.

WEEK 3: BUSINESS REGISTRATION & LEGAL DOCUMENTATION

- Assisting in CAC, NGO, and business name registration processes.
- Learning about public administration laws and corporate compliance.
- Preparing and verifying official business documents.

WEEK 4 PUBLIC SECTOR FINANCIAL MANAGEMENT

- Introduction to budgeting, invoicing, and financial records.
- Learning how government projects are financed and monitored.

- Assisting in preparing financial reports and tax compliance documentation.

WEEK 5 DIGITAL GOVERNANCE & E-ADMINISTRATION

- Learning how public records are digitized and stored.
- Introduction to government e-filing and compliance tracking systems.
- Assisting in electronic document processing for clients.

WEEK 6 CUSTOMER SERVICE & PUBLIC RELATIONS

- Handling client inquiries related to public administration services.
- Learning how to manage complaints and professional communication.
- Developing skills in writing reports, memos, and official letters.

WEEK 7 BUSINESS & POLICY RESEARCH

- Conducting research on public administration policies and reforms.
- Assisting in preparing policy briefs and government reports.
- Understanding the role of research in government decision-making.

WEEK 8: OFFICE TECHNOLOGY & PUBLIC SERVICE DIGITALIZATION

- Learning about e-Government platforms and digital services.
- Assisting in setting up public administration online services.
- Observing the use of technology in public sector efficiency.

WEEK 9: LEGAL COMPLIANCE & PUBLIC SERVICE ETHICS

- Understanding public service laws and ethical standards.
- Reviewing legal cases involving business compliance and governance.

- Assisting in preparing compliance reports for clients.

WEEK 10: BUSINESS CONSULTING & GOVERNMENT POLICIES

- Assisting in consulting businesses on public administration requirements.
- Understanding how government policies impact businesses and the economy.
- Learning about public-private partnerships and contract bidding.

WEEK 11: PUBLIC COMMUNICATION & SOCIAL MEDIA MANAGEMENT

- Managing social media content for public sector awareness.
- Writing press releases, public announcements, and reports.
- Assisting in organizing public awareness campaigns for businesses.

WEEK 12: LEADERSHIP & PROJECT MANAGEMENT

- Observing organizational leadership and decision-making.
- Assisting in the planning and execution of business projects.
- Learning how government contracts and public sector projects are managed.

WEEK 13: FINAL PROJECT & REPORTING

- Completing a research project on a public administration topic.
- Preparing a final report on business compliance and governance issues.
- Presenting findings and recommendations to the supervisor.

WEEK 14: EVALUATION & CERTIFICATION

- Reviewing skills and experience gained.
- Receiving feedback from supervisors.

- Awarding of certificate of completion from Bembele ICT Consult

3.3 CHALLENGES FACED DURING SIWES

Some of the challenges I encountered during my SIWES training include:

Limited access to confidential information due to organizational policies.

Adapting to bureaucratic procedures and formal communication styles.

Time management issues in handling multiple administrative tasks.

Inadequate office facilities such as outdated computers and slow internet connections.

3.4 SOLUTIONS AND LESSONS LEARNED

To overcome these challenges, I:

Learned to adapt quickly to office culture and bureaucratic processes.

Improved my time management and multitasking skills.

Developed better communication and teamwork abilities.

Gained a deeper understanding of how public administration functions in real-world settings.

CHAPTER FOUR

IMPACT OF SIWES AND RECOMMENDATIONS

4.1 IMPACT OF SIWES ON MY CAREER DEVELOPMENT

SIWES has significantly contributed to my academic and career growth by:

1. Enhancing my practical knowledge of public administration.
2. Improving my organizational and problem-solving skills.
3. Strengthening my ability to work under supervision and in teams.
4. Increasing my awareness of ethical standards in public service.

4.2 RECOMMENDATIONS FOR THE ORGANIZATION

To improve the effectiveness of SIWES training for future students, I recommend that the organization:

Provide better orientation for students at the start of their training.

Allow greater involvement in decision-making processes.

Improve office facilities and access to digital tools for administrative work.

Offer mentorship programs for SIWES students.

4.3 RECOMMENDATIONS FOR FUTURE SIWES STUDENTS

To make the most of their training, future students should:

Be proactive in learning and asking questions.

Adapt quickly to the office environment and follow organizational policies.

Develop strong communication and documentation skills.

Build professional relationships with colleagues and supervisors.

4.4 CONCLUSION

The SIWES training at [Name of Organization] provided me with invaluable practical experience in public administration. It reinforced my theoretical knowledge and prepared me for future roles in government and administrative sectors. I am confident that the skills and knowledge gained will be beneficial in my academic and professional journey.

REFERENCES