A REPORT ON

STUDENTS INDUSTRIAL WORK EXPERIENCE SCHEME (SIWES)

UNDERTAKEN AT

A&J WEB TECHNOLOGY

GBAGBA AIRPORT ROAD

BY

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SUBMITTED TO

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DEDICATION

This report is wholeheartedly dedicated to Almighty God, whose guidance and protection saw me through the successful completion of my Students Industrial Work Experience Scheme (SIWES). I also dedicate this work to my loving parents for their unwavering support, prayers, and encouragement throughout my academic journey.

ACKNOWLEDGEMENT

I give all glory to God for His grace, strength, and good health during the course of my industrial training. My sincere appreciation goes to the management and staff of [Cyber **A&J WEB TECHNOLOGY**] for granting me the opportunity to undergo my SIWES training in their establishment. Their mentorship, guidance, and friendly disposition made the entire experience rewarding.

I also express my gratitude to the Industrial Training Fund (ITF) and the SIWES unit of Kwara State Polytechnic for their effective coordination of the program. Special thanks to my departmental lecturers for their academic support and to my colleagues, friends, and family who stood by me.

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CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

The Students Industrial Work Experience Scheme (SIWES) is a practical training program established by the Industrial Training Fund (ITF) in Nigeria to provide students with an opportunity to gain hands-on experience in their respective fields of study. It aims to bridge the gap between theoretical knowledge acquired in the classroom and real-world professional practices. As a student of [Your Department], I undertook my SIWES at [**A&J WEB TECHNOLOGY**], where I was exposed to various activities related to computer usage, customer service, printing and internet services.

1.2 Objectives of SIWES

- To provide students with practical experience in their field of study.
- To enable students apply theoretical knowledge in real work situations.
- To prepare students for the demands and challenges of the work environment.
- To develop technical and soft skills relevant to professional growth.

1.2 Scope of the Report

This report covers the entire period of my training, detailing the organizational structure, duties performed, equipment used, skills acquired, challenges faced, and solutions provided.

1.3 Significance of the Training

The training was significant in enhancing my technical competence, interpersonal skills, and workplace discipline. It helped me understand the relevance of ICT in everyday services and business operations..

1.5 Report Structure

This report is divided into five chapters for better understanding, covering from the introduction to the conclusion and recommendations.

CHAPTER TWO

DESCRIPTION OF THE ORGANIZATION

2.1 Name and Location

The name of the cyber café is [**A&J WEB TECHNOLOGY**], located at [GBAGABAIRPORT ROAD], Kwara State.

2.2 Historical Background

[**A&J WEB TECHNOLOGY**] was established in [Year] to provide accessible and affordable ICT services to students, businesses, and individuals. The café has since grown to become a popular destination for internet services, printing, and online registrations.

2.3 Organizational Structure

The organization is headed by the Manager, supported by various staff members assigned to specific units including customer service, technical support, and administration.

2.4 Services Rendered

- Internet browsing and research
- Online registration (WAEC, JAMB, NYSC, etc.)
- Printing and photocopying
- Typing and document formatting
- Lamination and scanning services
- Sales of computer accessories

2.5 Departmental Functions

- **Customer Service Unit**: Handles customer inquiries and manages the front desk.
- **Technical Unit**: Manages system maintenance, software installation, and troubleshooting.
- **Document Unit**: Typing, formatting, and printing of documents.

CHAPTER THREE

TRAINING ACTIVITIES

3.1 Daily Activities

Each day began with the setup of computer systems and ensuring internet connectivity. My tasks included:

- Assisting clients in online applications and registrations
- Printing and photocopying documents
- Typing assignments and official letters
- Scanning and saving documents for clients
- Troubleshooting basic computer issues

3.2 Software and Equipment Used

- Microsoft Word, Excel, and PowerPoint
- Google Chrome and Mozilla Firefox
- Adobe Acrobat Reader
- HP and Canon printers and scanners
- Antivirus and file recovery tools

3.3 Skills Acquired

- Typing and formatting documents accurately
- Navigating the internet for information and online services
- Operating office machines like printers, laminators, and scanners
- Effective customer communication and time management

3.4 Problems Encountered

- Frequent power outages
- Occasional internet network issues
- High influx of customers during peak periods
- Dealing with difficult clients

3.5 Solutions Provided

- Use of a standby generator
- Switching between service providers when necessary
- Delegating tasks among staff for better efficiency
- Maintaining a calm and professional demeanor with customers

CHAPTER FOUR

INDUSTRIAL EXPERIENCE GAINED

4.1 Practical Application of Knowledge

I was able to apply classroom knowledge in Microsoft Office applications, internet usage, and customer relations in the real work environment.

4.2 New Insights and Exposure

I learned the importance of speed and accuracy in document preparation, the role of ICT in business communication, and how to handle confidential documents.

4.3 Professional Conduct and Ethics

I observed the principles of punctuality, responsibility, respect, and honesty while dealing with both customers and colleagues.

4.4 Personal Development

My interpersonal skills, confidence, and problem-solving abilities greatly improved during the training.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATION

5.1 Summary

The SIWES training at [**A&J WEB TECHNOLOGY**] was an eye-opening experience that provided me with valuable practical skills and professional exposure. I actively participated in daily operations and learned how a business environment functions.

5.2 Conclusion

The training was a vital component of my academic development. It helped me bridge the gap between theory and practice and prepared me for the challenges of the workplace.

5.3 Recommendations

- Institutions should maintain regular supervision of students on SIWES.
- Students should be encouraged to take their training seriously.
- Cyber cafés should be equipped with modern ICT tools to enhance learning.
- More time should be allocated to SIWES to allow deeper learning.