

**COLLEGE OF BUSINESS EDUCATION
DAR ES SALAAM CAMPUS**



FIELD PRACTICAL TRAINING.

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PROGRAMME: BACHELOR OF INFORMATION TECHNOLOGY

REGISTRATION NUMBER: 03.2481.01.01.2023

COOPERATION: KILOSA DISTRICT COUNCIL

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ACADEMIC YEAR: 2023-2024

FIELD SPAN: 22 JULY 2023 TO 6 SEPTEMBER

ACKNOWLEDGEMENT

department of Kilosa district council for providing support enabled a lot of preparations and completion of the report. Given the nature of this report a large number from various respective areas have made available contribution.

firstly, I would like to say thanks to the almighty GOD for granting me a good health, mentally, physically, and emotionally fit during the time of when I was practically training and also express my sincerely thanks to the administration of Kilosa district Council in general.

I would like to thanks I.C.T (information communication technology) Officers for allowing me to do practical training in their offices

The task of conducting and writing a field Report in a good and reliable manner was through different support from different people within the organization and outside the organization, no one can stand by his or her own limbs to play this task in high status and different skills. For that matter I did my works comfortably, confidently and trustfully with the facilitation of several people.

Finally, I would like to express my sincerely gratitude to my institute (NATIONAL INSTITUTE OF TRANSPORT) especially to my department of computing and communication technology (C.C.T) for their arrangement on the teaching programs which have enabled me to put into practical what I have leant in theory

ABSTRACT

For a student to acquire a bachelor of Information Technology (BIT). He or she has to go undergo practical training in order to gain more experience. This can be done from a known organization which deal with different computing work to satisfy this requirement I was trained with kilosa district council (KDC).

Here at kilosa district council (KDC) I joined as an ICT officer on 22 July 2024. In this report I have briefly explain experience and skills I learned, challenges that I faced and operations taken in solving problems during my training.

In this training I focused in different things like computer hardware maintenance, networking and software installation some of the activities I did during training include printer connection with computer, assembling and disassembling computer, Ethernet cable termination for network connection. Also, in this training there where, additional skills acquired and among of these is ability to work, and being a sources and good government for improving living standards

DECLARATION

MBARUKU H. LIKONDA. I declare that, this paper is my own work and has not been presented to any other institution of similar or any other professional award. Based on the facts and findings I encountered during the time of learning and observing. Hence, making it the original copy prepared.

Signature.....

Mbaruku h. likonda:

CERTIFICATION

MBARUKU H. LOKONDA. I declare that this field report is my own work and that it has not been presented and will not be presented to any other higher learning institution for a similar or any other Bachelor Degree Awards.

MBARUKU H. LOKONDA.

Candidate's full name

.....

Candidate's Signature

ELIZABETH MASSAWE.

Supervisor's full name

.....

Supervisor's signature

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LIST OF ABBREVIATION

- KDC - KILOSA DISTRICT COUNCIL
- CBE - Collage of Business Education
- CCT - Computing and Communication Technology
- IT - Information Technology
- BIT - Bachelor Degree in Information Technology
- ICT - Information and Communication Technology
- IP - Internet Protocol

CHAPTER ONE:

1:1: Introduction.

The report is about field practical training within the main district council especially to the Information Communication Technology (I.C.T) Department in Kilosa District Council (KDC.) The formation of local government authorities can be traced back to the period before colonization of Africa where different clans lived and worked together

1:2: Historical Background.

Kilosa Districts Council (K.D.C) is one of the seven councils in Morogoro Region. It is one of the oldest district council in the history of Tanzania. Kilosa District Council was established by Local Government Ordinance Cap.333 S.6 (1) of August 1962. KDC has 9 administrative divisions which are in turn sub-division into 46 wards and 164 registered villages and 1010 hamlet, Major settlements are Kimamba, Mikumi, Ruaha, Dumila. KDC has two Parliamentary Constituencies at Kilosa and Mikumi. Also, these are two Township Authority which are Kilosa and Mikumi which cover five wards as follows;

As an element, by then indigenous name of the Kilosa was originated from the word of Chilosa. There was oldest person who was lived for the long time in this area. This person who called Chilosa, He was famous for his activities of helping people to cross the river Mkondoa , due to that the name of Chilosa it form the name Kilosa as whole. So this is the starter of history of Kilosa.

This Kilosa district council has three tribes which are settle in this area for the long time. These tribes are Sagala, Vidunda and Kaguru. These are tribes which are available in the Kilosa district.

1:2:1: MISSION AND VISION

- **Vision**

Better live hood to all

- **Mission**

To provide quality services to the community by creating an environment for their effectively improvement in attaining suitable socio-economic development through efficient and effective use of resources and good government

1:3: Organization structure of Kilosa District Council .

ADMINISTRATIVE STRUCTURE **KILOSA DISTRICT** OF COUNCIL

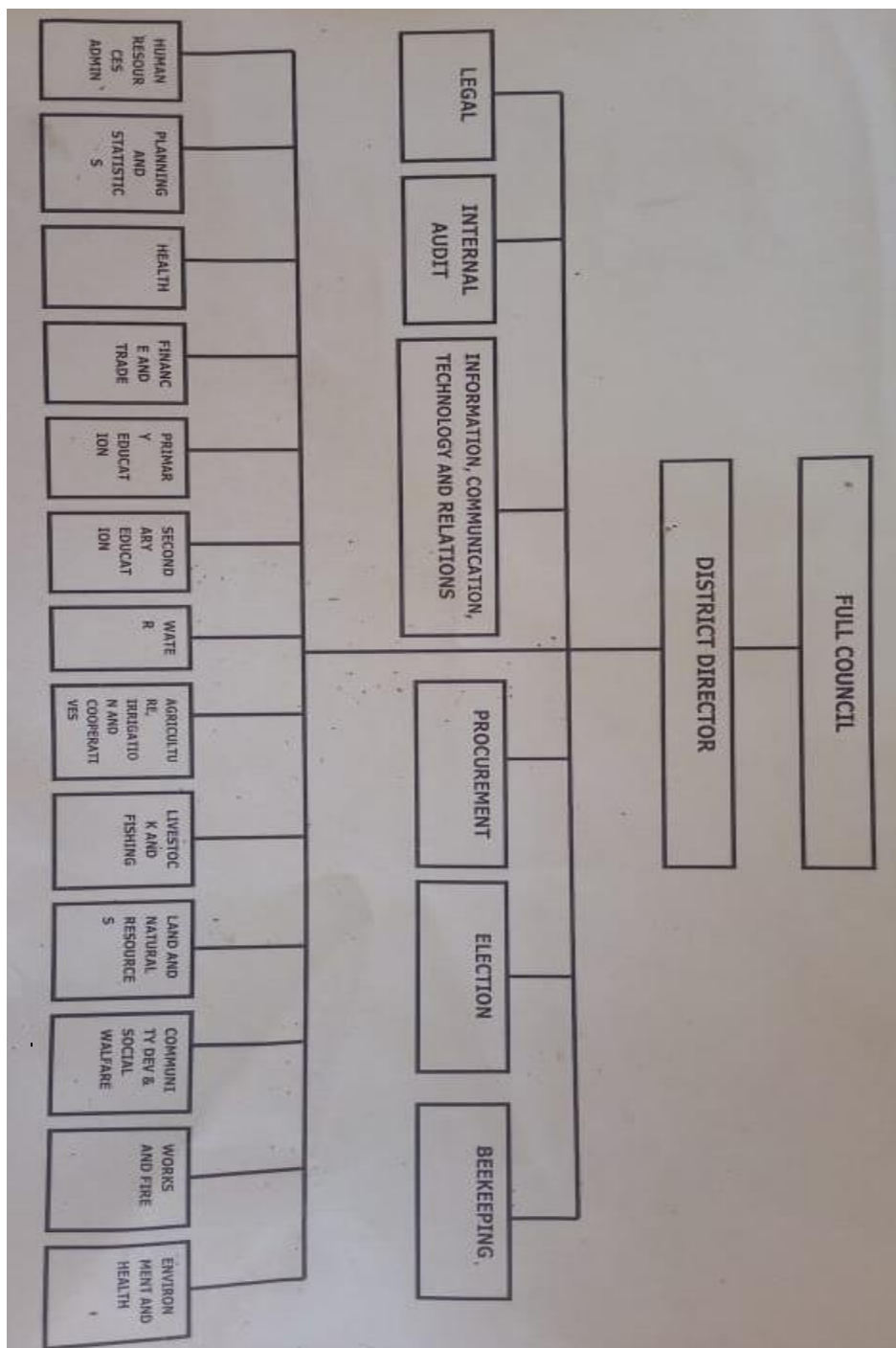


FIGURE 1 CHAPTER ONE.

CHAPTER TWO:

2:1: Activities performed by the organization.

Kilosa district Council is a government organization, it is a non-profit making organization, the district council is mainly concerned in governing the activities within the Kilosa district Council, the **following are functions performed by Kilosa District Council**;

- ❖ To create conducive environments for the district residents so that they can be able to increase their income and thus reduce poverty,
- ❖ To enhance social and economic development of the District Council subject to the United Republic of Tanzania policies and plans,
- ❖ Promotion of social welfare and economic wellbeing of all people within their area of jurisdiction

To maintain and facilitate the maintenance of peace, order and good governance within the council

2:2: Activities and duties performed by the student:

2:2:1: The following are activities performed in the organization; These are..

1. Installation of Ant Virus (KASPERSKY):

During this installation there is some devices were required, like External USB drive, where CD containing software Ant Virus were kept for installation and main aim of Ant Virus installation (internet security) is to provide protection against viruses within the computer and scanning the mailbox flow and messages in mailboxes for viruses and other security threats.

2. Preparation of Ethernet cables, (Network cables):

In making the Ethernet cable their different materials can be used which are, UTP solid cable, RJ45 which is crimp cable connector for cat.6, RJ45 crimping tool which is used as wire cutter, and also tester for testing that it works. Also, ethernet cable is used to connect devices such as PCs, routers, and switches within a local area network

3. Printer connection.

During my practical training I was learned how to connect printers with computers to make sure that the users can print their different documents. There is different type of printer which is local printer or shared printer, this is type of printer in which all the the computers of the users within the office can use only one printer to print their document, and this can be connected by using one computer and then other users can use the name of this computer to print their document in the same printer. And also there is network or wireless printer, this's is the type of printer which print automatically by using its IP address, this IP address can be assigned in all the computers within the office which want to use this printer, so after assign or putting the IP address of this printer into your computer you can print any of your document.

Example of printer



4. Network troubleshooting and maintenance:

It was done to ensure users can access internet. This is also one of the duties I was performed at KDC organization, this was also very important task I performed because without the access of internet to the users in the organization anything cannot be done, here I was done this by helping the user to get access to Internet.

5. Installation of window:

This it was done by using window setup, window setup is the program that installs windows or upgrades existing window installation

There is difference ways can be used to install window in your computer. Example you can install windows by using bootable USB driver which was created by using refuse application

NB: In the past, most Microsoft windows was installed by using Disk, CD or DVD.ROM, or Floppy disk while now many people we use bootable USB driver to install window in our

computers. Thus, for my side I was appreciated this way (bootable USB driver) because it was a simplest way to me

6. Creation of bootable USB driver:

During my practical training I was learned how to create bootable USB driver. This is one among of usefully way of window installation in the computers, and during this process refuse application were used, although there is others application which can be used to create bootable USB driver. Example powerISO

There are lots of uses for a bootable USB driver and the most important is, booting the computer if it will no longer start itself, because of either virus, partition problems, defective hard drive or serious system failure.

7. Router troubleshooting:

According to me, I was defined router as, is device that connect two or more subnetwork. The most important uses of router within the network are,. To receive and send data on computer networks. Sometimes routers are confused with network hubs, modems, or network switches. Hence in Kilosa District Council (organization) the problem of network failure was occurred department were requested to solve this problem including me.the problem was solved through checking wires and cables (tightening and cables replacement), why this? tis because loose or damaged cables can cause wide range of internet issues

2:3: Work environment:

Environment is mostly of team work and friendly environment, during the period of practical training. I was assigned the work with my fellow students together with other workers who always used to train us what we were supposed to do at given department. In each department and section, I was placed, I was trained enough to make me understand clearly without problems. Since the environment was friendly, it made me to understand clearly without problem. Since the environment was friendly, it made me to be free to ask anything which was not well understood. When there are some things which I thought that were simple and suitable to be used in performing the tasks, I was requested to explain and the workers were very attentive and always cooperate with me.

The working environment during my field work was good. The environment helps me to gain experience and knowledge from people I worked with in the I.C.T department. They were highly cooperative and honestly.

Apart from that the environment was conducive because there was no noise, air pollution and transport were available for transporting workers. Therefore, I generally said that I enjoyed doing my Field Practical Training work at Kilosa District council.

2:4: THINGS I LEARNT FROM KILOSA DISTRICT COUNCIL

In KDC I learnt many new things such as what are being taught in class are very important and helpful even at work places, because most of the things are applicable even at work.

Also, I learnt to be punctual. KDC is a very busy organization and work has to be done early as much as possible especially ICT support section, to arrive early in the morning at 7:30am so as to ensure that no network problems and many other including helping other officers whenever they have problems.

I was also learnt how to work efficiently under minimal supervision since I was deployed at different offices where I was minimal supervision but worked fast and efficiently.

I learnt to terminate UTP Ethernet cable which is one of the IT fundamentals. It helped me to learn how to use certain tools like the crimping tool and other instruments like RJ-45, and UTP solid cables.

Also, I was learnt about how to behave when am at work with my fellow workers that we should respect each other, and also to follow the rules and the regulations of the organization, thus to work properly without violating those rules and regulations, also to make sure that things of the company remain inside the organization.

2:5: Problem faced, within the organization:

Despite all these achievements and support I got at Kilosa district Council also I have faced some challenges during my fieldwork but I have managed to archive my mission, I understand that every duty in this world has some challenges. The followings are some of challenges which I faced during my practical training at kilosa district council.

1.Presence of small offices,

The supplies office at district council is small, due to many visitors including fieldwork students has led some students to miss a place to seat also that make some students to get in for shift. Also, during the tender opening, some of bidders were supposed to be out of the office waiting others to finish first.

2. Inadequate cooperation in some activities,

Some employees at Kilosa district council who were not ready to be asked questions by the students who pursue practical training. They do this may be because of.

- I. Confidential information and details which are supposed to be kept secret.
- II. Small knowledge towards some duties and activities done within an organization.
- III. Fear to assign their duties and authority to students due to some reasons.

3. Network failure especially during the filling of the online forms,

For example, some programs used to fill the form were too slow to open, which led to wrong entering of data due to wrong calculations especially for mathematical data and issuing materials. Example when you are dealing with a particular systm online, hence when network failure become late to complete the duties on time.

4. Lack of other alternative sources of energy;

This also was the big challenge which facing Kilosa District council organization especially such as Automatic Generator or Solar Energy in order to produce energy during emergency time. Therefore, due to this situation made some work to stop especial the work which is done technologically by using computer.

2:5 possible solutions to the faced problems:

Despite the challenges I faced at Kilosa district Council but I have managed to complete my field work at the right time, either the knowledge I got from field is very important in my studies and my life, due to that reasons I would to take this time to mention some of the solution which may be taken by leaders in Kilosa district council,

1. To make sure that they provide regulations on their organization in order to conduct their daily activities in a good way.
2. The government should make sure they provide modern technology equipment for keeping records of the organization, to avoid miss representation of data.
3. To make sure that they expand their offices.
4. To give adequate cooperation students who come to learn and work in their office.
5. Organization should make sure they maintain good storage facilities for keeping their goods in proper way.
6. The organization should make sure that they improve and maintain good storage facilities of receiving and issuing of materials.
7. Network should be improved in order to fasten works concerning network like issuing material in a system instead of seating and waiting network
8. Also should find other alternative source of energy; this can help to reduce overdependence of one source of energy (electricity power) and use generator, or solar system to faster work.

2:6, Expectations and the result of the attachment.

After attending practical training at Kilosa district council expected the following things.

1. Team work skills,

At practical training learnt to work as a team, worked with the community development team to ensure that we reach the desired goals settled by the department. Working as a team helped to gain skills such as cooperation, tolerance and communication and enabled the accomplishment of activities on time.

2. Self-confidence and self-dependence,

The field training practical helped to increase confidence by involving to deal with different kind of people both elders and youth. These skills were acquired during field period. I had an interaction of working with people of different kind including Vehicle inspection officer, Engineers, Human resources manager and other Staff members.

3. Subordination of individual interest,

From the field practical training all works were to concentrate doing their activities planned in the office. From this situation I was able to learn and copy the environment by foregoing the private affairs when I was working in the office. In the provision of services to the people I was to put the needs of the public as the first priority. The community felt proud to be helped by the service offered, spend many hours feeling sure that the work would be very rewarding.

4. Experience on office ethics and work,

In my practical training we learnt so many things about office ethics and other general office work. Every organization has its own rules and regulations which any staff should follow them. For example, dressing code was only official wear that is neat and presentable.

5. Tolerance and emotional control skills,

I used to work with people who have got their different views at Kilosa district council. Some of them they were using abusive language which I was needed to hold my temper and speaking with them friendly so that we can reach the conclusion smoothly.

CHAPTER THREE:

3.1 Conclusion:

The practical training should remain to be essential course to all levels of education starting with certificate, diploma and bachelors at COLLAGE OF BUSINESS EDUCATION(CBE). It is worthy to say so because the practical training adds experience and stream the knowledge to the students. Therefore, COLLAGE OF BUSINESS EDUCATION(CBE). should ensure that this program is progressive.

The tasks performed during the practical training revealed for the COLLAGE OF BUSINESS EDUCATION(CBE). students to diversity their skills in order to meet the challenges of the highly labor market, so the students need to use their skills to do better on what they have been assigned.

Also, there is a need for students to know that practical training depends on their efforts and ability to use theories to solve practical problems.

The institute should play a role of making sure that the student are attached to the organization which enable them to compare theories and practical in the organization together with supervisor to visit the student at the organization.

As practical training is a part of learning and gaining more skills, it is important and compulsory to be conducting.

Lastly, practical training builds confidence and good understanding to students in various fields. For instance, for the time I spent at Kilosa district council. I was able to learn many things such as information technology, human resource management, and recording financial statements. Also gained Experience of working with people from different department.

3:1: RECOMMENDATION:

The following are the recommendations concerning the report: -

1. Recommendation to the COLLAGE OF BUSINESS EDUCATION(CBE).

Practical training is very important to be conducted by the student of CBE because it helps to increase knowledge and gain experience on how the work should be done practically and not theoretically.

- The institute should make sure that the supervisors visit to the organizations where students do their practical training this will add the credibility of the institute.
- The institute should make sure that the things which are not taught in theory are involved in the curriculum.
- Also, the institute should ensure that they establish good relationship with different organization which operate in business sector and other sector, so as to enable students get practical training opportunities in those organizations.

2. Recommendation to the student:

- The student of CBE should be serious when they are in the practical training because it helps them to increase knowledge and gain experience on how the work is being performing.
- The student should have discipline and good behavior when they are at field because the two are the main tools when you're at practical training at any organization.
- Also, the student should be obedient to the institute and follow all instructions which are given before going to start the field for example: Give the correct contact information of the organization they are going to do practical training, region and telephone number. This will help the supervisor to reach them for assessment.

3. Recommendation to the organization:

- The organizations should provide more opportunities for students who want to do practical training. In many organizations they do not provide enough opportunities for the student who are assigned to do practical training in their organization.
- Motivation should provide to those who are doing practical training in their organization in order to encourage them and inspire them to work hard for interest of the company/ organization.

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