COVID-19 PANDEMIC AND CIVIL SERVANTS INFORMATION SEEKING BEHAVIOUR IN NIGERIA

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Abstract:

Purpose: *The study assessed information seeking behaviour of civil servants on Covid-19 pandemic in Nigeria.*

Design/Methodology/Approach: *The research design of the study is quantitative and exploratory culminating into descriptive survey. Three objectives and three research questions guided the study. Random sampling technique was used to select 300 civil servants from the various civil service sectors in Nigeria. The researchers' used online questionnaire via survey monkey as the data collection instrument which contained close ended questions based on the proposition and objectives of the research. Three hundred copies of questionnaire were distributed to the civil servants with a return rate of 94%. The method of data analysis adopted was descriptive statistics covering frequency counts, percentages and weighted average.*

Findings: *The finding indicated that majority of the respondents seek COVID-19 information by browsing various Government Accredited Webpages, the use of information for enhancing one's personal knowledge capacity to meet different needs. The result also indicated factors militating against the accessibility and use of information on COVID-19 by Civil Servants are inability to distinguish fake news from authentic one, high cost of data subscription among others.*

Implication: *It was suggested from the study that civil servants should strive to seek for information from accredited media sources and Librarians should sensitise civil servants on how to differentiate between fake and authentic information, among others.*

Originality/Value: *This is one of the first studies that dealt with how civil servants seek information on COVID-19 as well as the barriers to the access and use of COVID-19 related information. The study will be of great value to the government for policy formulation on civil servant information seeking behaviours it would also be useful to researchers undertaking similar studies.*

Keywords: *Covid-19 Pandemic, Information seeking behaviour, Civil servants, Nigeria.*

Paper Type*: Empirical Research*

Introduction

COVID-19 is the name given to the Severe Acute Respiratory Syndrome Coronavirus-2 (SARS-CoV-2) (European Centre for Disease Prevention and Control, 2020). It is an infectious disease that causes respiratory illness like flu, cough, fever and difficulty in breathing which leads to death if not managed properly. This virus originated from Wuhan City of China.

The World Health Organisation (WHO), declared COVID-19 a pandemic on the 11th of March, 2020 due to its rapid spread across nations of the world and the fatalities recorded from the virus (WHO, 2020).

The declaration of COVID-19 as a pandemic brought great panic and trepidation by professionals in various fields on how to stay safe as the virus is spreading on a daily basis. The Government of Nigeria in view of keeping her citizens safe has given a stay at home directive and other social distancing measures to curtail the spread of the virus. The Government is also aware that in spite of the lockdown directives the country needs to move forward, so it also ordered that Civil Servants above grade level 12 should be exempted from the lockdown to provide essential services to the Nation. However, the advent of the COVID-19 pandemic in Nigeria has changed the information seeking behaviour of Civil Servants. To buttress the aforementioned assertion, Google which is a leading search engine has affirmed that COVID-19 pandemic has dominated searches since the beginning of the year 2020 and most of the searches were on latest news on coronavirus, remote jobs, how to self-isolate in a shared house, what is social distancing, what is shelter in place and things to do at home (Google, 2020).

In this era of COVID-19 pandemic, information is very essential for the survival of the human race, such information may include information on how the virus spreads, its symptoms, prevention, treatment, information on confirmed cases, discharged cases and death toll as a result of the virus. Similarly, Civil Servants require sufficient and requisite information on COVID-19 pandemic to be able to stay safe while carrying out their official duties for the betterment of our nation. Understanding the information seeking behaviour of Civil Servants in this era of COVID-19 plague will establish raw facts about how they seek for COVID-19 related information, how they utilize the information they get, and the factor militating against their accessibility and use. Furthermore, understanding the information seeking behaviour of civil Servants will enable libraries to render services that will meet their information needs, it will also enable Government to formulate policies that boost access and use of information by Civil servants in this period of the COVID-19 plague and in the future. This study is hereby undertaken to explore how COVID-19 has reshaped the information seeking behaviour of civil servants in Nigeria.

Statement of the Problem

COVID-19 has spread to every continent and most countries of the world. The infection and death statistics are very high and yet there is no known cure for the disease. It has thus been described as the worst global health crisis of our time and the greatest challenge the world has faced since World War II. Apart from the health issues of COVID-19, it has also adversely affected the world socio-economic development. There is a total lockdown, the world economy is in crises and the price of crude oil which is Nigeria's major source of earning has drastically crashed. It has thus become the main topical issue of the present time and information concerning it which abound both in print and non-print format is highly sought after.

The wealth and development of a nation is highly dependent on the effectiveness of its civil service. Civil servants require accurate information to meet their needs which enable them to be more competitive and effective. The emergence of COVID-19 pandemic has resulted in a great change in the information seeking behaviour of Civil Servants, as getting the wrong

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information about the pandemic can affect their jobs if not properly handled. For Civil Servants to discharge their duties effectively, they need to have the right and authentic information at their disposal to be able to stay safe and reduce the spread of the virus. Previous studies on the information seeking behaviour of Civil Servants in Nigeria were generic in scope as they were not tied to the COVID-19 pandemic. This lacuna in knowledge prompted the need for the present study. The researchers hereby seek to study Covid-19 Pandemic and Civil Servants Information Seeking Behaviour in Nigeria.

Objectives of the Study

The main objective of the study is to explore how COVID-19 has reshaped the information seeking behaviour of civil servants in Nigeria. The specific objectives are to:

1. Examine how civil servants seek information to meet their needs on COVID-19.

2. Explore how civil servants utilize the information they get on COVID-19.

3. Find out the factors militating against accessibility and use of information on COVID-19 by civil servants.

Research Questions

The study will provide answers to the following research questions:

1. How do civil servants seek information to meet their needs on COVID-19?

2. How do civil servants utilize the information they get on COVID-19?

3. What are the factors militating against the accessibility and use of information on COVID-19 by civil servants?

Literature Review

Global Spread, Severity and Fatality: A source of Serious Concern

The spread of Covid-19 around the planet, has sent billions of people into lockdown as health services and facilities, struggle to cope. By early spring, Europe had become the worst affected region, with Italy, Germany and Spain particularly hard hit. The United Kingdom and United States ofAmerica are equally heavily hit by the infection (The Guardian, 2020).

Cases are rising daily in Africa, America, and Europe (United Nations Development Project (UNDP), 2020). It therefore makes it very difficult to clearly state the statistic of infection and deaths. However, countries are racing to slow the spread of the virus by testing and treating patients, carrying out contact tracing, limiting travel, quarantining citizens, and cancelling large gatherings such as sporting events, concerts, and schools (UNDP, 2020).

The disease is spreading very fast and as at 14th April, 2020, there has been 1,848,435 confirmed cases, 117,217 confirmed deaths from 213 countries, areas or territories (WHO, 2020). A total of 478,934 recovered cases (as at 15 April, 2020) has also been reported and the ten (10) worst infection rate coming from USA, Spain, Italy, France, Germany, UK, China, Iran, Turkey and Belgium in that order (World meter, 2020).

COVID-19 Cases in Nigeria: Infections, Deaths and Measures Taken

The Covid-19 disease was first confirmed in Nigeria on 27th February 2020 when a 44 year old Italian who visited the country was diagnosed coronavirus. From this index case contact tracing commenced to identify and test those who the index case had contact with. As at the 7th March, 2020, twenty-three suspected cases were tested from five states (Edo, Lagos, Ogun, FCT and Kano) with no new positive cases identified. Consequently, on 14th March, 2020, two positive cases were confirmed. (Nigeria Centre for Disease Control (NCDC), 2020). The Federal Republic of Nigeria at this juncture, rolled out preventive measures and polices for Nigerians, through the Nigerian Centre for Disease Control (NCDC) and the Presidential

Task Force (PTF) on COVID 19 towards curtailing the spread of the virus.

The confirmed COVID-19 cases began to rise on daily basis and by 28th March, 2020, sixteen more COVID-19 cases were confirmed bringing the total number of cases in the country to ninety-seven (97) (NCDC, 2020). As at 16th June, 2020 Nigeria has sixteen thousand, six hundred and fifty-eight (16,658) confirmed cases, eleven thousand, three hundred and nine (11,309) active cases, five thousand, three hundred and forty-nine (5349) discharged and four hundred and twenty-four (424) deaths according to the Nigerian Centre for Disease Control (NCDC).However, just like the global scenario, the numbers of infection cases, deaths and discharged cases are constantly changing rapidly and the statistics can change even on hourly bases.

The Nigeria Centre for Disease Control (NCDC) (2020) outlined some measures taken to curb the spread of COVID-19, the measures are temperature checks must be carried out on all employees and customers entering office and business premises, no mask, No entry, No service, All office and business premises must have a hand washing station with running water and soap or hand sanitizer at the entrance, restrict all physical meetings and instead opt for virtual meetings, restriction of movement as well as interstate movement, among others.

The Concept of Information Seeking Behaviour

Information seeking behaviour is a user study area of librarianship research that helps to unveil the information needs, sources of information, information demands, information retrieval strategies, information used, and challenges affecting the access and utilization of information by a particular group of library users. The aim of carrying out such studies is to enable libraries render services geared towards meeting the needs of users with the aim of boosting their access to information and allay

their challenges in information utilization. The study of information seeking behaviour dated back to 1948 at the Royal Society Conference when Bernal and colleagues presented a paper on Scientific Information (Bernal, 1960).

Sultana (2016) affirmed that information seeking behaviour involves a set of actions like information needs, information demand, information evaluation and information selection and finally information use. Generally, library and information services are structured and geared towards the needs of users, the inability to ascertain the accurate information needs of users will mean the library is working in isolation since users' needs are not satisfied or met. This prompted the need for robust studies on information seeking behaviour of different categories of users to enable libraries live up to the expectation in satisfying information needs.

How Civil Servants Seek for Information to Meet their Needs on COVID-19

It is pertinent to note that Civil Servants demand for information from colleagues, and other sources available to them. Tait and Edwards (2016) studied information literacy and information seeking of public sector managers in the Welsh Government. The study revealed that respondents demanded for information on overviews, facts, statistics, contact details or specific documents from online sources. Internet resources are used to obtain requisite information from Government Website. Also, colleagues and networks are important sources. Civil servants demand information for swift answers, authentication of Internet derived information, for local or organisational history and most importantly for professional input. WHO has instructed that members of the public should search for information about COVID-19 from only trusted sources like the WHO Website and local health authority platforms in order to help differentiate fake news from facts (WHO, 2020).

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Information Utilization by Civil Servants on COVID-19

Online Encyclopaedia (2020) posited that information use is concerned with understanding what information sources people choose and the ways in which people apply information to make sense of their lives and situations. According to Savolainen (2009), information use is usually seen as the last phase of the process of being informed. To buttress the aforementioned assertion, information use takes place when the information sought for and found in some sources is internalized by reading a book or using online sources, for example, civil servants use information for various purposes; they use information to do something tangible, information is used to generate ideas, it is used to reduce uncertainty, information is used to confirm or verify something that they know, to predict what may happen, and to develop or maintain personal relationships (Online Encyclopaedia, 2020). Similarly, different researchers in the literature review have outlined different capacities information can be used. Kirk (2002) affirmed that information can be used to make projections and decision making, Al-Fedaghi (2008) posited that information can be used to improve a person's psychological or physical being. The study of Maybee (2006), revealed that some participants consider the use of information as enhancing one's personal knowledge capacity to meet different needs. According to Wilson (1999, 2000) who is popularly referred to as the father of information behaviour, he posited that information use behaviour consists of physical and mental actions when information that has been found is connected to the person's existing knowledge base.

Factors militating against the accessibility and use of information on COVID-19 by Civil Servants

A lot of factors are militating against the accessibility and use of information on COVID-19. Dankasa (2017) studied the effects of cultural, geographical and religious factors on information seeking. The findings of this study revealed that geographical location, culture and religious status as factors that play roles in the processes and directions of information seeking habits of information seekers. Vanderslott (2020) raised the issue of fake news about COVID-19 as they can be shared by trusted friends, family members, and physicians making it difficult for people to trust the source and used them. Ugah (2007) studied obstacles to information access and use in developing countries. The study revealed the following obstacles; lack of awareness of information sources, inaccessibility to information sources, information explosion, bibliographic obstacles, environmental factors, poor infrastructure, and rising costs of information material. Anyanwu, Zander and Oparaku's (2011) study on information needs of civil servants in Imo State revealed the following challenges; the information for development that is generated by government establishments are not made accessible to civil servants and other users of information, most civil servants are not aware of the places where they can get information for decision making, slow or no internet connectivity, as well as very poor information management in Nigeria because of poverty, corruption and political instability.

Research Methodology

Quantitative research method was used for the study. The method is exploratory in nature which is used to understand the reasons, opinions, motivations and trends of thought of the topic under study (Wyse, 2011). Survey research design was applied which is a method of sociological investigation that uses question

based or statistical surveys to collect information about how people think and act (Creswell, 2012). The population of the study is 3,124 civil servants who are level 12 and above working in both Federal and State Universities in Nigeria, as they were the only ones permitted to be on duty during the COVID-19 pandemic hit period. Purposive sampling technique was used to select 10% of the population which amounted to 312 civil servants which was used for the study. The researchers' used online questionnaire (Survey Monkey) as the data collection instrument which contain closed ended questions (Likert scales) based on the proposition and objectives of the research. The method of data analysis adopted was descriptive statistics involving Frequency counts, percentages and weighted average.

Data Analyses and Presentation

Response rate

Table 1 revealed the response rate of the questionnaire distributed for the study.

Table 1: Summary of Response Rate

Civil Servants	No. of Questionnaire Administered	No. of Questionnaire Returned	Percentage (%) of Questionnaire Returned
Total	**312**	**282**	**90%**

A total of 312 copies of the questionnaire were distributed and 282(94%) copies were returned and found usable. The response rate of 90% is considered adequate for the study because the standard and acceptable response rate for most studies is 60% (Dulle, Minish-Majanja & Cloete, 2010).

SECTION A: Demographic Characteristics of the Respondents

Table 2: Summary of Response Rate according To Sectors

Civil Service Sector	No. of Respondents	Percentage (%)
Federal Universities	94	33%
State Universities	188	67%
Total	**282**	**100%**

Table 3: Educational Level of the Respondents

Qualification	No. of Respondents	Percentage (%)
B.Sc./ B.Ed.	91	32.3%
M.Sc./ M.Ed.	148	52.5%
Ph.D	43	15.2%
Total	**282**	**100%**

The data on Table 2 shows that a majority 188(67%) of the respondents are working with state universities while 94(33%) of the respondents are working with federal universities.

Table 3 reveals that 148(53.5%) of the respondents indicates that they possess M.Sc. / M.Ed., 91(32.3%) of the respondents indicates that they possess B.Sc. / B.Ed., this is followed by 43(15.2%) of the respondents who indicates that they possess a Ph.D degree.

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SECTION B: Key Findings of the Study

Table 4: Information Seeking on COVID-19

Information Seeking	Strongly Agree	Agree	Strongly Disagree	Disagree	Total
Discussing with Friends and Family members	115(41%)	135(48%)	17(6%)	15(5%)	282
Searching various Search Engines	98(35%)	143(51%)	20(7%)	21(7%)	282
Browsing Social Media for requisite information	99(35%)	139(49%)	19(7%)	25(9%)	282
Listening to Radio and Television program for information on COVID-19	143(51%)	123(44%)	6(2%)	10(4%)	282
Browsing various online Public Platforms	99(35%)	142(50%)	20(7%)	21(7%)	282
Browsing various governmental accredited Websites to get accurate information on COVID-19	124(44%)	127(45%)	17(6%)	14(5%)	282
Purchasing Newspapers	53(19%)	122(43%)	41(15%)	66(23%)	282
Calling Health Workers to get information on COVID-19	64(23%)	120(43%)	37(13%)	61(22%)	282
Rely on my religious groups for information on COVID-19	38(13%)	88(31%)	44(16%)	112(40%)	282
Request for information from Traditional Rulers/ District Heads	29(10%)	89(32%0	61(22%)	103(37%)	282
Visit the Library to study on COVID-19	40(14%)	106(38%)	57(20%)	79(28%)	282

The table reveals Civil Servants in the area under study mostly search for information on COVID-19 through various sources of information such as Radio, Television programs, Governmental Websites, Newspapers and Social Media. Worship places and Traditional Rulers had the least response, hence Civil Servant been among the educated elites in the country appears to seek for information from the most accurate, reliable and authentic sources.

Table 5 Information Utilization by Civil Servants on COVID-19

Information Utilization	Strongly Agree	Agree	Strongly Disagree	Disagree	Total
I utilize the information to enhance my safety against the COVID-19 disease.	162(57%)	93(33%)	23(9%)	4(1%)	282
To share information on the symptoms of COVID-19 disease	136(48%)	124(44%)	15(5%)	7(2%)	282
To educate my friends and family members on how COVID-19 disease spread.	161(57%)	107(38%)	12(4%)	2(1%)	282
To make more persons aware of preventive measures against the COVID-19 disease	171(60%)	98(35%)	11(4%)	2(0.7%)	282
To share information on how the disease can be treated	125(44%)	115(41%)	19(7%)	23(8%)	282
To share accurate data on confirmed cases and death caused by the disease.	116(41%)	135(47%)	15(5%)	16(6%)	282
To make use of platforms to educate the public on the COVID-19 pandemic.	125(44%)	129(46%)	17(6%)	11(4%)	282
To keep fit during lockdown to militate against the spread of the COVID-19 pandemic	123(44%)	127(45%)	20(7%)	12(4%)	282
To eat the necessary meal that boosts immune system to fight against the disease.	130(46%)	121(43%)	15(5%)	16(6%)	282
To reach the necessary agency contact numbers to report a suspected case of COVID-19	123(44%)	126(45%)	18(6%)	15(3%)	282
To understand government policies to fight COVID-19 in Nigeria	120(142%)	134(48%)	20(7%)	8(3%)	282

The table reveals that the respondents use the information on COVID-19 to prevent themselves, their loves ones and the Nigerian populace against the disease. As such the

information utilization that got the highest response was information on enhancing safety of the civil servants followed by making more persons aware of the preventive measures, followed by information on the symptoms of the disease which was also followed by information on meals that boosts the immune system to fight against the disease. Basically, the Civil servants utilize the information towards prevention, treatment and control of the disease. The finding shouldn't be a surprise because the disease is highly infectious and deadly thus the civil Servant as part of educated elites in the country contributes their quarter to fight against the disease which cripple the Nigerian economy and the World at large.

Table 6 Factors Militating against the Accessibility and Use of Information

Factors Militating against the Accessibility and Used of Information	Strongly Agree	Agree	Strongly Disagree	Disagree	Total
Inability to access accurate and authentic source of Information on COVID-19	78(28%)	107(38%)	44(15%)	53(19%)	282
Insufficient information to search for COVID-19 information	54(19%)	75(27%)	53(19%)	100(35%)	282
Information overloads especially online sources.	88(31%)	155(41%)	34(12%)	45(16%)	282
Inability to distinguish fake news on COVID-19 from authentic and accurate one	107(38%)	104(37%)	42(15%)	29(10%)	282
High cost of Data subscription	105(37%)	105(37%)	37(14%)	33(12%)	282
government policies and information on COVID-19 are not publicized exhaustively	62(22%)	102(36%)	50(18%)	68(24%)	282
Unavailability of Information on COVID-19 treatment and caused	55(20%)	91(32%)	54(19%)	82(29%)	282
The lockdown order by the government has limited me to only online sources	69(24%)	102(36%)	51(18%)	60(21%)	282
Information on COVID-19 pandemic is too cumbersome to comprehend	47(17%)	90(34%)	52(18%)	93(33%)	282
Keeping abreast of data on COVID-19 is very difficult since it changes frequently	42(15%)	122(45%)	47(17%)	71(25%)	282

Table 6 reveals that a lot of factors play roles in preventing the civil servants against access and use of information on COVID-19. The factors that has the highest response and are within the strongly agree and agree side are inability to access accurate and authentic information, followed by information overload especially on online sources, high cost of data subscription, Government Policies, information on COVID-19 not publicized exhaustively as well as the lockdown order by the Government which limits the respondents to only on online sources. The findings shouldn't be a surprise because we are in a period where there is a lot of information demand, information overload as well as unavailability of accurate and reliable information. The government on the other hand is so engaged with so many activities towards finding a lasting solution to the pandemic as such may not have enough time to extensively publicized information on COVID-19.

Discussion of the Findings

The study was carried out to explore how COVID-19 has reshaped the information seeking behaviour of civil servants in Nigeria. The study recorded a return rate of 94% which was considered adequate for the study. The study reveals that majority of the respondents were working with the state civil service sector, this is followed by federal civil service sector, next is respondents working with other sectors and lastly some respondents indicates that they work with government agencies. The study shows clearly that a majority of the respondents possess a M.Sc. / M.Ed. degree, followed by

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respondents that possess a B.Sc. /B.Ed. degree this is followed lastly with respondents with a Ph.D. degree. The data from the study shows that there were more male respondents than female in the study. The study indicated clearly that a majority of the respondents had 6-10 years working experience; this is followed by respondents with 11-15 years of experience, followed next with respondents with 0-5 years of experience and so on. The findings on the age distribution of the respondents reveals that a majority of the respondents were within the 31-40 age bracket, this is followed closely with the respondents aged between 41-50 years and so on.

How civil servants seek for information to meet their needs on COVID-19

The finding indicated clearly that civil servant seek for COVID-19 information by listening to Radio and watching Television programmes, browsing various Government Accredited Webpages, discussing with Friends and Family members, browsing Social Media, browsing various online publishing Platforms, searching via Search Engines, calling Health Workers and so on. This study agrees with the affirmation of the World Health Organisation (WHO, 2020) that recommends that the public should only seek for information on COVID-19 from trusted sources like the WHO Website, and other local health authority platforms in order to help differentiate fake news from facts. This study revealed that a majority of the respondents seek COVID-19 information by browsing various Government Accredited Webpages. This finding also agrees with the study of Tait and Edwards (2016) which reveals that the internet is used to search for requisite information from Government Website.

Utilization of Information by Civil Servant on COVID-19

The findings revealed that the respondents indicate that they utilize the information they get on COVID-19 to enhance their safety against the COVID-19 disease, make more persons aware of preventive measures against the COVID-19 disease, educate their friends and family members on how the COVID-19 pandemic spreads, share information on the symptoms of COVID-19 disease, to eat the necessary meals that boost immune system, share information on how the disease can be treated, make use of platforms to educate the populace on the COVID-19 pandemic, and so on. The finding agrees with the study of Al-Fedaghi (2008) which reveals that information can be used to improve a person's psychological or physical being. The findings also agree with the study of Maybee (2006) which reveals that some participants consider the use of information as enhancing one's personal knowledge capacity to meet different needs. The finding shows that civil servants after acquiring information from various sources make use of the information to take decision to meet their information needs on COVID-19 like ways of enhancing their safety, creating awareness of the pandemic, educating friends and family members, sharing information on the symptoms of the disease and nourishing meals that boost immune system to fight diseases.

Factors militating against accessibility and used of information on COVID-19 by Civil Servants

The findings revealed that factors militating against the accessibility and use of information on COVID-19 by Civil Servants are inability to distinguish fake news from authentic one, high cost of data subscription, information overload especially in online sources, inability to access authentic sources on COVID-19, limitation to only online sources due to the lockdown, government policies and information on COVID-19 are not published exhaustively, unavailability of information on COVID-19 treatment and cause, and so on. The findings agree with the issues raised by Vanderslott (2020) that fake

news about COVID-19 is in the increase, as they can be shared by trusted friends, family members, and physicians making it difficult for people to trust the source and eventually utilize the information. The findings also agree with the study of Anyanwu, Zander and Oparaku (2011) which reveals that the information for development that is generated by government establishments are not made accessible to civil servants and other users of information. Most civil servants are not aware of the places where they can get information for decision making coupled with the issue of slow or no internet connectivity etc.

Conclusion

The COVID-19 pandemic that is ravaging almost all nations in the world has affected the information seeking behaviour of Civil Servants in Nigeria. Civil Servants now mainly seek information on prevention and treatment of the dreaded virus. Civil Servants need information mainly for ensuring safety while performing routine tasks, symptoms of the disease and on prevention of the disease. Sources of information consulted are mainly the mass media; radio, television, government accredited websites and Social Media. The information received is used mainly for staying safe and educating others on staying safe. Civil servants need to be cautious in obtaining information in this period of information overload caused by the pandemic because it is only when authentic information is received that it becomes power.

Recommendations

Based on the findings, the researchers recommend that:

1. Librarians should seek other means of reaching out to users (civil servants) due to the fact that the lockdown prevented them from coming physically to the library.

2. Civil Servants should continue to seek for information from accredited media and sources.

3. Librarians should sensitise civil servants on how to differentiate between fake and authentic information.

4. The Government should reduce the cost of data so as to make access to information more affordable.

5. Increased power supply should be available to enable civil servants keep up with current news.

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