Assessment of the Use of Internet and Online Resources by Non-Academic Staff of Two Universities in Nigeria

Philip U. Akor (Ph.D)[1] & Hadizat T. Mustapha[2]
Department of Library and Information Technology, Federal University of Technology, Minna[1,2]
puakoa@gmail.comhadizatmustapha@gmail.com

Abstract:

Purpose: This study was carried out to investigate the use of internet and online resources by non-academic staff of two universities in Nigeria. The universities considered under this study are federal university of Technology, Minna and Ibrahim Babangida University, Lapia.

Design/Methodology/ Approach: A survey research design was adopted for this study. Four objectives and four research questions were formulated to guide the study. A stratified random sampling technique was used to select a sample size of 104 junior staff of the two universities. Instruments for data collection included a well-structured questionnaire. One hundred and four copies of questionnaire were distributed to the junior staff of the two universities with a return rate of 46 (48.42%) from the Federal University of Technology, Minna and 49 (51.5%) from Ibrahim Badamasi Babangida University, Lapai. The study used frequency counts and percentages as statistical measures for data analysis

Findings: The results revealed that many non-academic staff of the universities used internet and online resources for communication, searching for information, downloading or uploading documents.

Implications: Suggested solutions to problems hindering the use of internet and online resources by non-academic staff of the Universities is that non-academic staff should be encouraged to attend regular workshops and seminars to update their knowledge on the use of internet and online resources.

Originality/Value: It was recommended that facilities such as generating set and solar system should be acquired and put in place to ensure effective use of the internet and online resource.

Keywords: Assessment, Internet, Online Resources, Non-Academic Staff, Universities.

.

Introduction

Staff of universities in Nigeria comprises of management staff, academic staff and the non-academic staff. The non-academic staff are involved in administrative works and are further grouped into senior and junior staff. The senior non-academic staff work in various departments of the institution, such as establishment, academic matters, bursary, student affairs, works and maintenance, etc; along with the junior staff. In each of these departments, several activities which require information to function well are carried out, hence information is being created.

The non-academic staff of the tertiary institutions can be described as all the staff of higher institutions of learning who are not teaching staff (lecturers). The Collins English Dictionary (2014) also defines non-academic staff or non-teaching staff as employees within an academic or vocational environment whose jobs do not involve teaching.

The non-academic staff provides the required enabling environment to ensure achievement of success on the tasks embarked on by academic staff and the smooth running of these institutions. According to Madukoma and Opeke (2013), they are made up of the following divisions within the university: The Registry, Maintenance, Vice Chancellor's Office, Deputy Vice Chancellor's Office, Bursary, Students Affairs, Human Resources/Establishment, Cafeteria, Security, Venture, Bookshop, among others and thus, need information to carry out their duties.

The registry staff of the university carry out duties such as preparation/provision of

transcripts, admission of students, keeping of archives reports, verification of results, producing schedule of classes, course registration forms, name changes, prepare graduate academic records, among other duties, Madukuma and Opeke (2013). On the other hand, the bursary division takes care of financial administrative duties of the university, ensuring that university transactions are promptly executed; the human resources department employs and sees to the welfare of the employees, while the students' affairs division of the university is responsible for programmes and services that focus on students and their university experience; ensures accommodation, counseling, etc. Therefore, all the categories of staff mentioned above, will need information related to their particular duties, Madukuma and Opeke (2013).

A typical Non-Academic staff section can be distributed into the following departments: The Registry Department which comprises of the Registrar, Establishment Officers, Administrative Officers, Computer Operators, Office Assistants, etc. The Student Affairs Department Includes hall administrators and porters and are supervised by the Dean of Student Affairs. The Bursary Includes the Bursar, Store Officers, Clerical Officers, etc. The Library comprises of The Library assistant, Bindery assistant, etc. Physical Planning Department: Includes Engineers, Architects, Artisans, Drivers, Mechanics, Operators, etc. The farm unit includes farm attendants, Farm Managers, etc who work hand in hand with the Department of Agriculture. Security Unit Includes Chief Security Officer as the head, Security personnel, Patrol men, etc. Medical Unit Medical Director, Clinical Officers, Clinical Assistants, Nurses, etc. Consultancy Unit Includes the Director of Consultancy, Casual Laborers, Cleaners and Sachet water factory (FUTMINNA, 2011).

According to Ani and Ahiauzu (2008), the emergence of electronic information resources has tremendously transformed handling and management of information in Nigeria universities and the non-academic staff department is one of its beneficiaries.

The use of Internet and online resources by non-academic staff in tertiary institutions in Nigeria cannot be over emphasized as they are numerous. Its uses by the non-academic staff is for the Institution's effectiveness and enhancement of job related skills, and on a larger scale, better service deliveries which include, but are not limited to the following: Computing review resources, Institutions online job posting (advertisements), conveying announcements to employees and students and building inter-personal report, for example social gatherings and events, access to a wide variety of information which promotes better decision making by senior staff cadre as attested to by Adika, (2003) when he stated that "Electronic information resources make it possible for users to have access to large volumes of information irrespective of their geographical location". Participation in E-conferences is another important area where non-academic staff use the Internet. Travelling within and outside the country is reduced because of the availability of Internet in the offices and also the advent of the new technology which allow people from various geographical locations to dialog and hold meetings and yet they are not in the same hall.

The Internet is a global collection of many different types of computers and computer networks that are linked together. According to Awake (2000), the Internet is a gateway into the world of seemingly inexhaustible resources. He stated that it is sometimes referred to as information super highway. Wikipedia (2014) defines the Internet as a global system of interconnected computer networks that interchange data by packet switching using the standardize Internet protocol suite. The Internet carries various information resources and services, such as electronic mail, online chat, file transfer and file sharing, online gaming and the inter-linked hypertext documents and other resources of the World Wide Web (www).

Rana (2009) stated that ICT holds the key to the success of modernizing information services. Applications of ICT are numerous but mainly it is used in converting the existing paper-print records in the entire process of storage, retrieval and dissemination. Also Odunewu and Olashore (2009) reported that information and communication technologies have been dominant in information provision, processing and handling. Through the use of Internet, a user is able to access through ICT bibliographic and full text information in several millions

Philip U. Akor (Ph.D)[1] & Hadizat T. Mustapha[2]

document descriptors used for describing the documents needed. The non-academic staff make use of these resources in other to get resources relevant to the day to day activities of the institutions which invariably assist them in decision making and building careers generally.

Therefore, in consideration of the importance of Internet and online resources to the non-academic staff, it is worthy to note non-academic staff of tertiary institutions in Nigeria be trained in order to improve their job related skills by acquiring necessary knowledge skills needed to efficiently and effectively carry out their duties. It is in line with the above that the researcher wants to carry out research on use of Internet and online resources by non-academic staff in order to find out how important Internet and online resources are to the non-academic staff.

Objectives of the study

The general purpose of this study was to investigate the use of internet and online resources by non-academic staff of two universities in Nigeria specifically, the study was designed to:

1. Determine the level of the use of Internet and online resources by non-academic staff of universities in Nigeria.
2. Find out the purpose for which the non-academic staff of universities in Nigeria uses the Internet and online resources.
3. Find out the general attitude of non-academic staff to the use of Internet and on-line resources.
4. Discover the problems encountered by non-academic staff of universities in Nigeria in the use of Internet and online resources.

Research Questions

The following research questions guided the study:

1. What is the level of use of Internet and online resources by non-academic staff of universities in Nigeria?
2. What are the purposes for which the non-academic staff of universities in Nigeria uses the Internet and online resources?
3. What are the general attitude of non-academic staff to the use of Internet and on-line resources?
4. What are the problems encountered by non-academic staff of universities in Nigeria in the use of Internet and online resources?

Research Method

The study accessed the use of internet and online resources by non-academic staff of two universities in Nigeria. Survey research method was used for the study. The study was carried out in Federal University of Technology, Minna and Ibrahim Badamasi Babangida University, Lapai. The population of the study is made up of 104 junior staff of the universities. Questionnaire was used for data collection. The researchers collected the instruments from the universities. The data for the study was presented in tables and analyzes using frequency counts and percentage.

Presentation and analysis of Data

Out of the 104 copies of questionnaire that were administered to the junior staff, 46 (48.42%) were retrieved from the Federal University of Technology, Minna and 49 (51.5%) were retrieved from Ibrahim Badamasi Babangida University, Lapai. The data from the retrieved questionnaire are hereby presented using simple statistics tools like frequency count and percentage.

Research Question one: What is the level of use of Internet and online resources by non-academic staff of Universities in Nigeria?

Table 1: Level of usage of Internet and online resources

Options	FUT MINNA		IBBU LAPAI	
	Frequency	Percentage (%)	Frequency	Percentage (%)
High	16	34.78	10	20.41
Average	30	65.22	37	75.51
Low	_	_	2	4.08
Total	46	100	49	100

Table 1 above shows that a large number of respondents uses the Internet and online resources at an average level, with IBBU Lapai having a higher average level usage of 75.51%

than that of the FUT Minna which is 65.22%. Though, FUTMinna has the largest number of staff that makes use of the Internet and online resources at the higher level than IBBU Lapai

which has 20.40% as compare to the 34.78% of the FUTminna. Only a very few staff use the Internet at a low level in IBBU Lapai.

Table 2: Online resources that is most frequently use

Options	FUT MINNA		IBBU LAPAI	
	Frequency	Percentage (%)	Frequency	Percentage (%)
Google	20	40.82	25	51.02
Email	28	60.87	17	34.69
Websites	14	30.43	18	36.72
Social Network	14	30.43	8	16.33
Others	2	4.35	1	2.04
Total	78	166.90	69	140.80

From the table 2 above, It is was observed that most non-academic staff in FUT Minna 60.87% make use of email more than any of the itemized online resources and in IBBU Lapai 51.02% mostly use Google more than any other online resources. While 30.43% of FUT Minna non-academic staff use it for social network and 16.33% of IBBU Lapai non-academic staff use it for social network.

Conclusively Google and email are the most frequently used Internet and online resources in both Universities studied.

Note that the sum total of the percentage is above 100% because most respondents selected more than one online resources listed on the table above which shows that the staff makes use of more than one of the Internet resources under this study.

Research Question 2:

What are the purposes for which the non-academic staff of universities in Nigeria uses the Internet and online resources?

Table 3: Use of internet for communication

Options	FUT MINNA		IBBU LAPAI	
	Frequency	Percentage (%)	Frequency	Percentage (%)
YES	36	84.78	46	93.88
NO	7	15.22	3	6.12
Total	46	100	49	100

From table 3 above, shows that 84.78% of the respondents from FUT Minna uses the internet for communication purpose while 93.88% of the

respondent from IBBU Lapai also use it for communication.

Table 4: Use of internet for enlightenment

Options	FUT MINNA		IBBU LAPAI	
	Frequency	Percentage (%)	Frequency	Percentage (%)
YES	21	45.65	33	67.35
NO	25	54.35	16	32.65
Total	46	100	49	100

From table 4 above, 93.88% of the respondents from FUT Minna and 67.35% from IBBU Lapai make use of the internet to enlighten the

audience, though for FUT Minna, 54.35% vof respondent does not use the internet for enlightenment purpose.

Philip U. Akor (Ph.D)[1] & Hadizat T. Mustapha[2]

Table 5: Use of internet and online resources for information search

Options	FUT MINNA		IBBU LAPAI	
	Frequency	Percentage (%)	Frequency	Percentage (%)
YES	46	100	49	100
NO	-	-	-	-
Total	46	100	49	100

From table 5 above, it shows that 100% of the respondents from both universities use the Internet and online resources to search for information.

Table 6: Use of internet and online resources for decision making

Options	FUT MINNA		IBBU LAPAI	
	Frequency	Percentage (%)	Frequency	Percentage (%)
YES	26	56.52	40	81.63
NO	20	43.48	9	18.37
Total	46	100	49	100

From table 6 above, it was observed that both universities mostly use Internet and online resources for decision making, with IBBU Lapai having 81.63% as compare to 56.52% of FUT minna.

Table 7: Use of internet and online resources to download or upload documents

Options	FUT MINNA		IBBU LAPAI	
	Frequency	Percentage (%)	Frequency	Percentage (%)
YES	44	95.65	47	95.92
NO	2	4.35	2	4.08
Total	46	100	49	100

From table 7 above, it shows a larger population of the respondents from both universities uses the Internet and online resources for downloading or uploading of documents with a minor 4.35% from FUT Minna and 4.08% from IBBU Lapai abstaining from using the Internet to download or upload documents.

Research Question 3:

What are the general attitude of non-academic staff to the use of Internet and online resources?

Table 8: How the respondents feel about the present state of large volume of information on the Internet

Options	FUT MINNA		IBBU LAPAI	
	Frequency	Percentage (%)	Frequency	Percentage (%)
Boring	8	17.39	1	2.04
Manageable	18	39.13	18	36.74
Comfortable	20	43.48	30	61.22
Total	46	100	49	100

In table 8 above, the respondents from both universities are comfortable with the large volume of information on the Internet.

Table 9: Length of staying on the Internet while making use of the Internet facilities

Options	FUT MINNA		IBBU LAPAI	
	Frequency	Percentage (%)	Frequency	Percentage (%)
Less than an hour	9	19.56	2	4.08
An hour	11	23.91	6	12.25
2hours	4	8.70	16	32.65
More than 2hours	22	47.83	25	51.02
Total	46	100	49	100

From the table above, it is evident that a larger percentage of the respondents are comfortable spending more than two (2) hours on the Internet while making use of online resources.

Research Question 4:

What are the problems encountered by non-academic staff of universities in Nigeria in the use of Internet and online resources?

Table 10: Epileptic power supply

Options	FUT MINNA		IBBU LAPAI	
	Frequency	Percentage (%)	Frequency	Percentage (%)
Frequently	10	21.74	14	28.57
Intermittently	17	36.96	20	40.82
Rarely	17	36.96	11	22.45
Not at all	2	4.34	4	8.16
Total	46	100	49	100

The table above, it also shows that 36.96% of respondents from FUT Minna are intermittently to rarely affect by epileptic power supply while using the Internet while in IBBU Lapai, 40.82% of the respondents are intermittently affected by the epileptic power supply.

Table 11: Inadequate internet and online resources

Options	FUT MINNA		IBBU LAPAI	
	Frequency	Percentage (%)	Frequency	Percentage (%)
YES	38	82.61	40	81.63
NO	8	17.39	9	18.37
Total	46	100	49	100

Table 11 above shows that the absence or inadequate Internet access affects the frequent use of Internet and online resources by majority of the respondents from both universities.

Table 12: Lack of subscription to some

Options	FUT MINNA		IBBU LAPAI	
	Frequency	Percentage (%)	Frequency	Percentage (%)
YES	40	89.96	39	79.59
NO	6	13.04	10	20.41
Total	46	100	49	100

Table 12 above shows that a greater percentage of respondents from both universities are affected by the lack of subscription to some databases and this hinders the need to access information.

Conclusion

The internet and online resources use is highly of imperative for non-academic staff of the universities as a result of the multifarious benefits they gained from its usage. Many of

Philip U. Akor (Ph.D)[1] & Hadizat T. Mustapha[2]

them use internet and online recourses for communication, searching for information, downloading or uploading documents, it also aid them in taking good decision on issues relating to their duties.

However non-academic staff of the universities encountered some problems while using the internet such as subscription to some database, slow network and inadequate online resources.

Recommendations

Based on the findings of this study the following recommendations are put in place:

1. Government should provide the enabling environment to enhance effective use of ICTs.
2. Both Universities should have centralized Internet servers that will function for 24 hours.
3. Facilities such as generating set, solar system, should be acquired and put in place to ensure smooth using of the Internet and online resources by the non-academics.
4. Non-academic staff should be encouraged to attend regular workshops and seminar to update their knowledge on the use of Internet and online resources.
5. More funds should be made available by the authorities of the institutions under study for running and maintaining the Internet facilities. The present situation where by the institutions sometimes install but fail to maintain or pay the service provider on time should be stopped.

References

Adika, G (2003). Internet use among faculty members of universities in Ghana. Library Review (1), 29-37

Ani, O. E. and Ahiauzu, B. (2008). Towards effective development of electronic information resources in Nigerian University Libraries.*Library Management* 29(6/7): 504 – 514.

Awake E. (2000). *"The Internet: Is it for you?" Business Education Journal. 12-13*

Collins Dictionary (2014), "Nonteaching staff" Retrieved on 25th Dec, 2013 from: *http://www.collinsdictionary.com/ dictionary/english/nonteaching -staff.*

Federal University of Technology, Minna (FUTMINNA, 2011). Staff brochure. Reviewed with effect from 2011-2015. Pg. 5-7.

Madukoma, E. and Opeke, R.O. (2013). Information Needs and Seeking Behaviour of Senior Non-Academic Staff In Nigerian Universities. *IOSR Journal of Humanities and Social Science (IOSR-JHSS),* 7(6): 01 – 08. Retrieved on 10th jan, 2014 from: http://iosrjournals.org/iosr-jhss/full-issue/vol7-issue6.pdf

Madukuma, E. and Opeke, R.O. (2013). Information use and job performance of senior non-academic staff in Nigerian Universities. Pg. 2-10. Retrieved on 10th jan, 2014 from: http://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=2360&context=libphilprac

Odunewu I. and Olashore B. (2009). The internet and information retrieval: Current trends in library and information science. Essay in honour of late O.K. Odusanya.B.I.B Press Nig. Ltd. 230-237

Rana, H.K. (2009): *Impact of Information and Communication Technology on Academic Libraries in Punjab.* Source: http/www.goarticles.com/cgi-bin/showa/cgi?=1239032 Retrieved 1/03/2013

Wikipedia (2014). "Internet" Retrieved on 10th jan, 2014 from: http://en.wikipedia.org/wiki/internet