

# **INFLUENCE OF QUALITY OF INFORMATION RESOURCES ON TERTIARY STUDENTS' SATISFACTION IN ACADEMIC LIBRARIES IN NIGER STATE, NIGERIA.**

**BY**

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## **Abstract**

The study investigated the influence of the quality of information resources on tertiary students' satisfaction in academic libraries in Niger State. The study employed survey research design. Stratified sampling techniques was used to draw 364 students out of a population of 6,970 students from six tertiary institutions in Niger State that were used for the study. Three (3) research questions guided the study. Influence of Quality of Information Resources on Tertiary students' Satisfaction Questionnaire. (IQUIRTSQ) was used as data collection instrument. The instrument passed through validation by lecturers/researchers in the field of Librarianship for their inputs. The modified version of the instrument was used to conduct a pilot test in libraries outside the study location using a split-half method. The data generated were analyzed using Cronbach Alpha formula. The result showed that the instrument generated 0.719 reliability coefficient on the Cronbach Alpha scale. The instrument was administered on respondents with the help of trained research assistants in each faculty/school of the institutions under investigation. Response rate showed that out of 364 copies administered 266 copies were duly filled and returned representing 73% response rate of the total sample. Descriptive statistics was used for both demographic data of respondents and research questions. The study revealed that the available information resources in the libraries possess such considerable qualities as relevance, accessibility, adequacy, authenticity, good authority and clarity and have to a very great extent satisfied users information need. Inadequate reading chairs and tables, rampant power outage, poor ventilation and lightening, lack of awareness on the arrival of new library materials, improper user education etc. were inhibiting factors to effective utilization of information resources and users' satisfaction in academic libraries in Niger State. The study recommended that academic libraries in Niger State should be adequately stocked with adequate information resources, academic libraries in Niger State should make available qualitative information resources, the library collection should be relevant current, reliable to meet users' satisfaction. Current awareness services, seating materials, etc should be adequately taken care of.

**Keywords: Quality, Information resources, Tertiary Institutions, Academic libraries, Users' satisfactions, Niger state, Nigeria.**

## **Introduction**

Information is not only important but a necessity as it affects day-to-day life. It reduces uncertainty and influences decision making. Information according to Chimah, Okoro and Akpom (2015) is the pivot for which the survival of any society rests. It remains the major ingredients in taking decision and assists in reducing the degree of uncertainty. The authors further asserted that information and its use are as old as man stressing that without information there can be no communication. To this end, academic libraries as custodians of knowledge are in the best position to support institutions in achieving their mandate of producing quality graduates as well as adequate manpower for the growth and development of the nation. Thus, provision of quality information resources and services for effective teaching, learning and research in academic libraries cannot be overemphasized. Popoola (2008) supports this view that the information resources and services available in institutional information systems must be capable of supporting research activities among the students and faculty members.

An information resource is anything from which information is derived or extracted. Information resources are defined as information carriers or information sources. It could also be seen as means of information supply. Therefore, information resources according to Popoola and Haliso (2009) are those information-bearing materials that are in both printed and electronic formats such as textbooks, journals, indexes, abstracts, newspapers and magazines, reports, CD-ROM databases, the internet/e-mail, video tapes/cassettes, diskettes, magnetic disk, computers, microforms and so on. To achieve the ultimate goal of library and information centres, these resources must not only be accessible but should be of good quality such that the needs of the users are always met. Quality of information resources includes currency, relevance, adequacy

authority, reliability, accuracy and purpose of the information resources. These features are also used as criteria for assessing information resources prior to selection and acquisition.

User satisfaction is the level at which a person meets his/her expectations or pleasures, fulfillment or gratification. Users satisfaction is that level at which services rendered to users meet their expectations and pleasures. Satisfaction with the resources and services of a library portrays the accuracy adequacy, relevance and currency of their information resources and services. While the low quality library services are the low satisfaction users derived from them. It could therefore be seen that there exist a strong relationship between the quality and use of information resources in attaining user satisfaction in any library. Satisfactory level of library users is often characterized by the type of information resources, quality library service delivery, infrastructural facilities, simplicity of presentation of information resources(clarity), librarian`s friendliness, availability and accessibility of information resources and services in the library. The level of users` satisfaction therefore, is completely interwoven with the information resources and its quality. User satisfaction is an evaluation of a product or service in terms of whether that product or service has met their needs and expectations (Motiang, Wallis & Karodia, 2014).

Academic library like any other type of library acquire variety of resources both in print and non-print formats which are referred to as holdings of the library. The information resources in the academic libraries include; textbooks, journals, newspapers, magazines; reference materials such as dictionaries, encyclopedias, directories, almanacs, electronic databases, computer and internet resources as well as audio-visual resources. This indicates that academic libraries are supposed to collect both published and unpublished materials to support learning, teaching and research activities of their parent institutions.

## **Statement of the Problem**

Academic libraries are established to support the objectives of their parent institutions. Thus, the objectives of academic libraries are to acquire process, store, retrieve and disseminate information to meet the academic and research needs of the academic community they serve. Despite the efforts made by academic libraries to provide quality information resources to meet the information needs of users, the information resources have not been effectively utilized. One wonders the factors that could be responsible for this negative situation. The determination of these factors is a gap in knowledge. It is against this background that this study is carried out to investigate the influence of quality of information resources on user satisfaction in academic libraries in Niger State.

## **Objectives of the Study**

The general purpose of this study was to determine the influence of quality of information resources on user's satisfaction in academic libraries in Niger State. The specific objectives are to:

1. Determine the type of information resources available in academic libraries in Niger State.
2. Identify the quality of information resources in academic libraries in Niger State.
3. Determine the extent to which quality of information resources influence users' satisfaction in the academic libraries in Niger State.
4. Determine the inhibiting factors to effective utilization of information resources and users satisfaction in academic libraries in Niger State.

## **Research Questions**

The following research questions guided the study:

1. What type of information resources available in academic libraries in Niger State?
2. What is the quality of information resources in academic libraries in Niger State?
3. To what extent does the quality of information resources influence users' satisfaction in the academic libraries in Niger state?
4. What are the inhibiting factors to effective utilization of information resources and users' satisfaction in academic libraries in Niger state?

## **Literature Review**

Information resources and services are two basic and correlated phenomena in the field of librarianship. Information resources connote sources of information or sources of information supply. Bitagi and Garba (2014) asserts that information resources constitute a range of materials and equipment gathered by the library in order to meet the information needs of both intended and anticipated users. Aliyu (2006) asserts that information resources are made up of a variety of materials which information could be stored, retrieved and disseminated for use. He further stated that information resources include things such as books, journals, theses, dissertations, technical report and all related materials in print format and information and communication technology (ICT) and related electronic gadgets which store or provide information worldwide without any serious geographical barrier capable of satisfying the diverse information needs of researchers. There are various types of information resources in academic libraries. Hussain and Kumar (2013) opined that nowadays information resources are the important services of library and information centres.

Availability of these information resources are important to meet the information and academic needs of researchers and students. Bitagi and Udoudoh (2013) believed that the availability of all forms of information resources in academic libraries is highly imperative if these libraries are to meet with the information needs of researchers in their parent institutions. Popoola (2008) supports this view that the information resources and services available in institutional information systems must be capable of supporting research activities among the students and faculty members. Academic libraries as the information system organ do establish this by means of acquiring, processing, store, provide access and disseminating information resources that are relevant to the various programmes offered in the institutions.

The existence of information resources determines the information services existence. Information services are carried out with the use of information resources in the library. Bitagi and Garba (2014) also defined information services as the various ways and means by which information professionals provide, organize, store, retrieve and disseminate information to researchers and users generally. Meeting information needs of users is however, established by making information resources adequate, available and accessible. Furthermore, Oyedipe, Ajiboye and Olanrewaju (2014) assert that:

*Provision and usage of resources is the centerpiece around which library services revolve. Adequacy in the provision of resources to faculties and learners will guarantee qualitative university education. This is why the library is seen as an important support to faculties in their bid to dispense knowledge to their students.*

It is also important to note that for available information resources in any given library to be effectively utilized, it must be properly organized in accessible and retrievable formats. Access to information resources is very crucial in research and has been one of the major roles of librarian in libraries all over the world. It is as important as the information itself. Having a large

number of information resources is not enough to say well of a library unless such resources are organized in an easily accessible formats. Ani, Ngulube and Onyancha (2014) posits that access to information is imperative to successful conduct of research in universities. This view is affirmed by Hoq (2012) that ‘access and use of information is vital in efficient research process. Further buttressing this point, Aina (2012) pointed out that access to information is critical in research in Africa and the world at large.

Effectiveness of a library and worthiness of its services in the present digital age depends largely upon the adequacy and accessibility of its services and resources (Abbas, 2012). These are very crucial ingredients as it directly affects satisfaction of researchers and other library users. User satisfaction is the pleasure and fulfillment that users derived from using the information resources of a library. According to Ikenwe and Idowu(2014) user satisfaction is a concept that includes how users feel after visiting public libraries, their likelihood to return to these libraries when next information is needed by them. User satisfaction is viewed by Muhammed (2006) as the extent to which library user`s information needs are fulfilled with the available information resources and services of a given library.

Satisfying the request of users implies providing the actual information or services that will meet the needs of an information seeker or user (Bassey, 2006).Norliya (2009) affirms that satisfying users` needs in the academic libraries has been the primary objective of libraries and librarians.

Satisfaction according to Motiang, Wallis and Karodia (2014) may lead to users using the services of the library over and over again and even recommending it to others.The performance of a library according to Singh and Chand (2014) can be judged on the basis of the extent of

satisfaction it provides to its users. Hence, there is a need to conduct the use and user satisfaction studies to assess the satisfaction of users with the services and facilities provided by the library.

Several factors contribute to satisfaction level of library users. For instance, Thakuria (2007) describes different factors which contribute to user satisfaction thus:

- i. Availability of up-to-date information brings, accessing the facility and assistance.
- ii. The library should organize its facilities to be visible to the users.
- iii. The library services and resources should be easily accessible.
- iv. The library staff should be very courteous and friendly in their arrangements with the users.
- v. Appearance of a library, its facilities, collection, staff and services should be attractive and pleasant.

## **Methodology**

The study employed survey research design. This is because survey research design deals with features, opinions, activities and attitude of a group of individuals. Survey according to Bell (2010) is concerned with demographic characteristics, the social environment, the activities, or the opinions and attitude of some group of people. The target population of the study consisted of 6,970 students in six tertiary institutions in Niger State namely: Federal Polytechnic Bida (2132 students), College of Agriculture Mokwa (1357 students) Federal University of Technology Minna (1821students),institute of Legal and General Studies Minna (1200 students), Federal College of Education Kontagora (240 students) and School of Health TechnologyTungan-Magajiya (220 students).In obtaining the desired number of students to form the sample size, the study used Krejcie and Morgan (1970) sample size estimation table. From



the Krejcie and Morgan table, for a population of 7,000, a sample size of 364 is sufficient. Out of this total 6,970, 364 students were drawn using stratified sampling technique since the population is not homogeneous.

## Results

Out of a total of 364 copies of questionnaire that were administered to respondents, only 266 were returned (representing 73%) and were found valid and usable for analysis. While the remaining 98 (47%) were not returned.

**Table 1. Distribution of Respondents by Institutions and Faculties/Schools**

<b>Institutions</b>	<b>Faculty/school</b>	<b>Copies of questionnaire administered</b>	<b>Copies of questionnaire returned and usable</b>	<b>Percentage (%)</b>
Federal Polytechnic, Bida	Engineering	109	78	21.4
College of Agriculture, Mokwa	Animal production/health	73	47	12.8
Federal University of Technology, Minna	Agricultural technology	91	63	17.2
Institute for Legal and Administrative Studies, Minna	Law	55	42	11.5
Federal College of Education, Kontagora	Education	22	22	6.0
School of Health Technology Tungan-Magajiya	Community health (chew)	14	14	3.8
<b>Total</b>	Six	364	266	73

The percentage of respondents from these institutions was more from Federal Polytechnic Bida (21.4%) and Federal University of Technology, Minna (17.2%). This was followed by College of Agriculture Mokwa (12.8%), institute for Legal and administrative Studies (11.5%), Federal College of Education Kontagora (6.0%) and College of Health Technology Tungan-magajiya (3.8).

**Research question one: What type of information resources available in academic libraries in Niger State?**

**Table 2:** Observation check-list on the availability of information resources.

<b>S/n</b>	<b>Information Resources</b>	<b>Available</b>	<b>Not available</b>
1	Textbooks	239(90%)	27(10%)
2	Journals	206(78%)	60(22%)
3	References Information Sources (e.g. dictionaries, encyclopedias, directories etc.)	200(76%)	66(24%)
4	Newspapers and Magazines	201(76%)	65(24%)
5	Audio-visual resources.	86(33%)	180(67%)
6	Electronic Information Resources (e.g. e-journals, e-books, databases etc.)	196(74%)	70(26%)
7	Bibliographies, Indexes and Abstracts	68(26%)	198(74%)

From table 2 above majority of the respondents agreed that most of the items mentioned on the observation check-list are available in their libraries with responses as: Textbooks 239(90%), journals 206(78%), reference sources 200(76%), newspapers and magazines 201(76%), Electronic information resources 196(74%), while Audio-visuals; Bibliographies, indexes and abstracts scored 86(33%) and 68(26%) respectively indicating that they are not available in most of these libraries.

**Research question two: What quality does the information resources in academic libraries in Niger State possess?**

**Table 3:** Responses on the quality of information resources

S/no	Statement	SA 5	A 4	D 3	SD 2	UD 1	$\bar{X}$	STD
1	Information resources in the library are relevant to my field of study	86(33.1%)	127(47%)	44(17%)	8(3%)	1(0.9%)	4.04	0.80
2	Information resources in the library are current/up-to-date.	17(6%)	44(17%)	128(48%)	67(25%)	10(4%)	2.40	1.56
3	Information resources in the library are adequate for library users.	57(21%)	132(50%)	52(20%)	13(5%)	12(5%)	2.30	1.61
4	Information resources in the library are reliable	63(24%)	130(49%)	40(15%)	21(8%)	12(5%)	3.79	1.03
5	Information resources in the library are accessible to all users.	64(24%)	126(47%)	46(17%)	21(8%)	9(3%)	3.81	1.00
6	The languages used in the Information resources are very clear (clarity).	71(27%)	127(48%)	38(15%)	21(8%)	9(3%)	3.86	1.01
7	Information contained in the Information resources are accurate to my need.	50(19%)	129(48%)	54(21%)	21(8%)	12(5%)	3.69	1.01
8	Information resources in the library are very authentic.	55(21%)	130(49%)	39(15%)	26(10%)	16(6%)	3.68	1.09
9	Information resources in the library are of good authority	62(23%)	134(50%)	32(12%)	22(8%)	16(6%)	3.77	1.08

**Key:** N= number of respondents;  $\bar{X}$ = mean; STD= standard deviation

From table 3 above the respondents indicated that the information resources in their libraries were of good quality such as relevance with 4.04 means score, reliability with a mean score of

3.79, accessibility with a mean score of 3.81, clarity with a mean score of 3.86, accuracy having a mean score of 3.69, authenticity with a mean score of 3.68 and good authority with a mean score of 3.77 and were all accepted. However, it further discovered that the needed information resources available in their libraries were neither current/up-to-date nor adequate. This was indicated by the fact that the means scores and standard deviation for the two items are ( $\bar{X}$  = 2.40, SD=1.56 and  $\bar{X}$  = 2.30, SD=1.61) were below 2.50 which is the criterion set for the acceptance of the mean score.

**Research Question Three: To what extent has the quality of information resources influence users` satisfaction in the academic libraries?**

**Table 3:** Extent of influence of quality of information resources on users` satisfaction

S/n	Statement	VH 5	H 4	L 3	VL 2	M 1	$\bar{X}$	STD
1	The satisfaction I derived from the relevance of information resources consulted is.....	74(28%)	117(44%)	40(15%)	20(8%)	15(6%)	3.81	1.10
2	The satisfaction I derived with from currency of periodicals in the library is.....	47(18%)	131(49%)	56(21%)	23(9%)	9(3%)	3.69	1.53
3	The level of satisfaction from consultation of information resources due to low quality is.....	42(16%)	110(41%)	68(26%)	25(9%)	21(8%)	1.89	1.40
4	The satisfaction I got from information resources due to their accessibility is.....	52(20%)	123(46%)	54(20%)	24(9%)	13(5%)	3.67	1.04
5	The level of satisfaction derived from information resources due to their authenticity is.....	62(23%)	112(42%)	51(19%)	24(9%)	17(6%)	3.67	1.12
6	The extent of satisfaction in using information resources due to their adequacy is.....	61(23%)	116(44%)	41(15%)	22(8%)	26(10%)	3.62	1.21
7	The extent of satisfaction due to accuracy of information resources is.....	64(24%)	113(42%)	46(17%)	26(10%)	17(6%)	3.68	1.13
8	I attained..... satisfaction with information resources because they are very authoritative.	65(24%)	105(39%)	57(21%)	26(10%)	13(5%)	3.69	1.09
9	Clarity of languages in information resources gives me... satisfaction	64(24%)	122(46%)	43(16%)	18(7%)	-	3.90	2.11

**Key:** N= Number of respondents;  $\bar{X}$ = mean; STD= standard deviation

Out of the nine listed qualities of information resources, respondents were satisfied with the information resources due to such qualities with respect to very high, high, very low, low and moderate levels of satisfaction. The mean scores and standard deviation for the items are

relevance ( $\bar{X}$ =3.81, SD=1.10), currency ( $\bar{X}$ =3.69, SD= 1.53), accessibility ( $\bar{X}$ = 3.67, SD= 1.07), authenticity ( $\bar{X}$ = 3.67, SD= 1.12), adequacy ( $\bar{X}$ = 3.62, SD= 1.12), accuracy ( $\bar{X}$ = 3.68, SD= 1.13), authority ( $\bar{X}$ = 3.69, SD= 1.09) and clarity ( $\bar{X}$ = 3.74, SD= 2.11) which show that the means are accepted. Responses further revealed that respondents feels unsatisfactory due to low quality of the available information resources with the mean scores and standard deviation of  $\bar{X}$ = 1.89, SD1.40 respectively indicating the rejection of the means scores as it is below 2.50 acceptance level.

**Research Question four: What are the inhibiting factors to effective utilization of information resources and users` satisfaction in the academic libraries?**

**Table 5** Inhibiting factors to effective utilization of information resources and users` satisfaction.

S/n	Statement	SA 5	A 4	D 3	SD 2	UD 1	$\bar{X}$	STD
1	Lack of current information resources	29(11%)	10(4%)	115(43%)	65(24%)	47(18%)	3.60	1.02
2	Information resources are not relevant to my field	32(12%)	42(16%)	94(35%)	89(33%)	9(3%)	2.35	1.07
3	Information resources are not accessible to me	26(10%)	46(17%)	86(32%)	51(19%)	57(21%)	2.42	1.31
4	Inadequacy of information resources	14(5%)	92(5%)	83(31%)	92(51%)	44(17%)	3.45	1.07
5	The language of presentation is not clear to me	47(18%)	87(33%)	66(25%)	31(12%)	34(13%)	2.32	1.48
6	The information resources are not authentic	44(17%)	128(48%)	67(25%)	17(6%)	10(4%)	2.40	1.56
7	The library environment is not conducive for learning	13(5%)	55(21%)	121(45%)	64(24%)	13(5%)	3.29	1.13
8	Uncooperative/unfriendliness of library staff	53(20%)	76(29%)	67(25%)	51(19%)	19(7%)	3.35	1.20
9	The library staff are not qualified to do the job	46(17%)	57(21%)	86(32%)	51(19%)	26(10%)	2.42	1.34
10	Irregular power supply	53(20%)	85(32%)	63(24%)	48(18%)	17(6%)	3.41	1.18
11	Failure of computers/internet facilities limit use of electronic books/resources	69(26%)	95(36%)	42(16%)	41(15%)	18(7%)	3.66	1.70
12	Poor ventilation and lightening	49(18%)	87(33%)	71(27%)	41(15%)	18(7%)	3.41	1.15
13	Inadequate reading chair and tables	47(18%)	83(31%)	72(27%)	45(17%)	19(7%)	3.35	1.16
14	The location of the library	47(18%)	84(32%)	71(27%)	41(15%)	23(9%)	1.33	0.47
15	Lack of awareness on arrival new information resources	66(25%)	107(40%)	43(16%)	31(12%)	19(7%)	3.64	1.18
16	Improper user education /information literacy programs	47(18%)	87(33%)	66(25%)	31(12%)	34(13%)	2.32	1.48

**Key:** N= number of respondents;  $\bar{X}$ = mean; SD= standard deviation

Table 5 reveals that majority of the respondents were of the view that lack of current information resources and awareness of the new arrivals were the major inhibiting factors. This was indicated by mean scores of 3.64 and 3.60 respectively.

## **Discussion**

The research question one sought to find the type of information resources available in academic libraries in Niger State. The study found that most of the items on the observation check-list are available in academic libraries with the exception of audio-visuals, abstracts, index and bibliographies. It also was discovered that the information resources in the academic libraries in Niger State possessed such qualities as relevance, reliability, accessibility, clarity, accuracy, authenticity and are of good authority. These are very essential features for attaining effective utilization of information resources and users satisfaction in libraries. This findings corroborates that of Bassey and Ogom (2015) who conducted a survey on evaluation of the extent of utilization electronic library resources and services by undergraduate students in University of Calabar Library, the result showed an improved quality of academic work, efficiency in the accessibility and utilization of electronic resources.

It was also discovered from the findings of the research that students who used the academic libraries in Niger State attained high levels of satisfaction with consultation of current periodicals. However, periodicals carry current research findings. This is supported in a study by Saikia and Gohain (2013) on use and user's satisfaction in library resources and services in Tezpur University, India, the result depicts that 39.62% of respondents were highly satisfied with the collection of online journals, This is due to the fact that the information resources in the libraries possess such qualities as relevance, accessibility, authenticity, accuracy, clarity and authority.



The findings from the research also showed that there are certain factors militating against effective utilization of information resources and users' satisfaction in the academic libraries in Niger State. Such factors include lack of current information resources in the library, inaccessibility of the information resources which may be due to improper arrangement or improper cataloging and classification of the resources in the libraries. It also include uncondusive nature of the library environment, unfriendliness of the library staff, quality of library personnel, irregular power supply, failure of computer/ internet facilities, lack of reprographic services, poor ventilation and lightening, inadequate reading chairs and tables as well as lack of awareness on the new arrivals into the library. This findings corroborated that of Bassey and Ogom (2015), that there are certain factors that inhibit effective utilization of the e-library as; irregular power supply, poor attitude of library staff, limited access to available resources, slow speed of internet access, lack of user education and inadequate number of computers.

## **Conclusion**

Based on the findings of this research therefore, it would be concluded that qualities of information resources are a special and inevitable ingredients in the attainment of the aims and objectives of providing timely and effective service delivery by academic libraries in the tertiary institutions in Niger State. This is important in helping students in achieving high levels of satisfaction with information resources in the academic libraries and enhances the academic and research needs of lecturer, researchers and students in academic institutions in the state. Thus, there is need for constant provision of quality information resources in such academic libraries.

## **Recommendations**

The following recommendations were proffered from the findings of this study:

- i. Academic libraries in Niger State should be stocked with adequate information resources.
- ii. Academic libraries in Niger State should make available qualitative information resources.
- iii. The library collection should be relevant, current and reliable to meet users' satisfaction.
- iv. Current awareness services, seating materials, etc should be adequately taken care of.

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