

## EFFECT OF SERVICOM INFORMATION SERVICE DELIVERY SYSTEM ON WORKERS' ATTITUDE IN NARICT, ZARIA – NIGERIA

Adamu Ibrahim

National Research Institute For Chemical Technology,  
(NARICT) BASAWA - ZARIA

Abu Yusufu

Department of Library and Information Science,  
Ahmadu Bello University, Zaria



Katamba Abubakar Saka

Department of Library & Information Technology,  
Federal University of Technology, Minna.

### Abstract

*This study investigated the effect of SERVICOM information service delivery system by NARICT, Zaria, Basawa-Zaria in Nigeria. It was a case study and involved a population of 358 staff of which 193 were selected using simple random sampling technique. Variables for the study include: sources/medium of information service delivery; workers' satisfaction with information service, workers' participation in the SERVICOM information service delivery and participatory management. Questionnaire was the main instrument used in data collection. Out of 193 copies of questionnaire distributed to the various departments, 135 were retrieved, giving 62% response rate. Research findings showed that printed materials was the main source of information service delivery; high level of workers' satisfaction with the information service delivery; average level of workers' participation in information service delivery system. Other research finding was the low participation by staff in the decision making process of information service delivery system of NARICT SERVICOM which means there is low participatory management. The conclusion was that there was adequate information service delivery through ICT usage probably due to low ICT literacy level of respondents and no adequate motivation for staff. Autocratic leadership practiced do not give room for staff participation in the delivery of information services in NARICT. Possible recommendations include prompt and adequate service delivery using ICT facilities; adequate staff motivation and democratic leadership style be adopted in NARICT SERVICOM to ensure effective information service delivery for optimum productivity.*



## **Introduction**

In our daily activities, individuals are involved in either receiving, sending or disseminating information. The concept of information is data that have been subjected to processes and capable of answering user's query. Information are of various categories vis: cultural, political, health, agricultural, educational and entertainment (Uhegbu, 2007). The role of information in any given organization cannot be under-estimated hence it's being use in decision making process to ensure effective governance, achieving ideological re-orientation (Bello, 2007); and reduce certainty.

Information services in libraries are of different types e.g. reference service, circulation services, current awareness service etc. One of the information service i.e., providing up-to-date information to users in their field of study. The place of information in any given organization, community or institution cannot underestimated hence it reduces uncertainty, enhances effective decision making as well as ensuring high productivity. In fact information is regarded as the fifth factor of production. It is against this backdrop that one of the criteria used to categorize a nation as under- developed or developed is dependent on the degree to which the nation develops information systems at various levels of operation to attain its socio-economic and political objectives (Aguolu and Aguolu, 2002)

The National Institute for Chemical Technology (NARICT), Zaria was formerly known as leather Research Institute of Nigeria (LERIN). In April 1988, the institute received mandate to expand to include research and development, chemical and chemical technology and the institute was renamed NARICT, Basawa Zaria. Presently NARICT is under Federal Ministry of Science and Technology. NARICT is located at Basawa in Sabon Gari Local Government

Area, Kaduna State, Nigeria. The acronym SERVICOM means Service Compact with all Nigerians. The SERVICOM Programme was initiated by the former President of Nigeria (Chief Olusegun Obasanjo) on 21st March 2004.

## **Statement of the Problem**

Every organization is set to achieve objectives for which it is established. In order to attain such objectives, the organization must provide efficient services. However SERVICOM being a new programme in Nigeria has not enjoyed much of empirical investigation which have been carried out to ascertain its service delivery system in organizations. Information service delivery constitutes an important aspect of service in any organization.

## **Review of Related Literature**

Information according Uhegbu (2007) is seen as data that have been subjected to processing functions that would be answer clientele question. Features or characteristics of information include economic resources, natural abundance, intrinsic power, cost, medium of communication. The categories of information include economic information, political information, social information, cultural information, health information, sport and entertainment information, security information, educational information, agricultural information and scientific and technological information.

In order to make library materials more readily available to Nigerian university users, Ifidon (2005) used "free' based service" concept to survey 46 University libraries in the 26 federal and 29 state universities in Nigeria. Library users in six University libraries were adopted using a combination of random, cluster and stratified sampling technique to select six university libraries i.e



one from each of the six geo-political zones. Questionnaire was the main data collection instrument used. The questionnaire designed was centered on users' perception of information, types of information resources needed most and users' willingness to pay for the information they required in terms of class assignment, teaching or research. Out of 3,600 registered library users adopted for the study, 3,200 (90%) respondents filled and returned their copies of questionnaire. Major findings from the study are as follows:

- a. Fee based services are already in existence in Nigerian university library existence in Nigerian university libraries these including photocopying services, e-mail, internet connectivity, CD-ROM search, computer typing and document delivery, abstracting and indexing, reference service, interlibrary loan etc.
- b. Fee-based library and information services makes the job of librarians services makes the job of librarians easier, provide access to library collection easily.
- c. The reduction, dwindling in book budget without notice; rising cost with continuous cost in the purchasing power made Nigerian university libraries to instituted fee-based library and information services.

Based on the findings, the study recommended that Nigerian Federal and State University libraries should made fee-based LIS an official policy. Ape (2007) investigated the services and problems in selected Medical School libraries in Nigeria with a sample size of 1,560 out of 1,834 librarians from University of Nigeria Nsukka, Ahmadu Bello University, Zaria and University College Hospital, Ibadan. The research revealed that general reference, lending, operating hours, photocopying, current awareness, user training and instructing services are available in the surveyed medical school libraries.

A write-up on strategies for delivering information services to users by academic libraries in Nigeria in the digital age, Abubakar (2008) highlighted some challenges which include poor funding of academic libraries, education, politics in resource allocation. Both traditional and modern tools must be used if academic libraries are to effectively deliver information services. The traditional tools include pre-coordinate indexing systems that cater for author and dictionary catalogue. The modern tools are the new ICT facilities.

Abdullahi and Haruna (2008) investigated the application of ICT for information service delivery in University libraries in Adamawa State using survey research method. The study revealed disparity in the level of computer utilization in university libraries under study. Level of information service delivery in the surveyed libraries showed that 275 (53.2%) respondents indicated high, 172 (33.3%) moderate and 70 (13.5%) low level of information service delivery respectively. Major problems associated with the use of ICT in the information service delivery were the frequent power failure and lack of alternative power supply.

Dada (2010) investigated the correlation between teachers' participation and productivity in school management in south west Nigeria Secondary Schools. It was reported that the levels of teachers' participation in school management and productivity were low.

#### **Methodology**

Case study method was used as it deals with in-depth study of a single entity in an organization. According to Aina and Ajiferuke (2002) case studies enable researcher to have an in-depth study about single entity given detailed analysis of a research problem. In African in particular, research studies in library and information science are mostly case studies whereby a



single organization is treated in detailed. The population of the study comprises of 385 staff including both research and non-research staff as this figure represents 2006/2007 financial year period. Out of 385 staff, 193 were randomly sampled, given 50% of the population. Questionnaire was the main instrument for data collection as it generates large amount for data within a short period of time. Questionnaire is divided into four sections:

1. Respondents' departments
2. Sources/medium of information service delivery
3. Workers' satisfaction with information service delivery
4. Workers' participation in the SERVICOM information service delivery
5. Participatory Management in the SERVICOM.

Procedure for data collection involve presentation of letters of introduction to

respective heads of departments units in NARICT together with copies of questionnaire. The content of the letter was on the mission of the research and the need for cooperation of the subjects of the study. Copies of questionnaires were therefore administered via respective heads of departments/units. Follow-up was made to retrieve the completed copies of questionnaire from the respondents. Data were analyzed by simple descriptive statistics i.e., tabulation, frequency counts and percentages. This was done according to the various sections in the questionnaire.

### Data Analysis and Discussion

#### Response Rate

Out of the 193 copies of questionnaire randomly administered, 135 copies were retrieved and found usable, giving 62% response rate.

**Table 1: Respondents by Departments**

Departments	Responses	Percentage (%)
Administration/Finance	06	04
Research	75	56
Planning, statistics and Information Technology	30	22
Department Not indicated	24	18
<b>Total</b>	<b>135</b>	<b>100</b>

Completed copies of the questionnaire were sort out according to various departments in NARICT. High response rate was discovered from research department with 75(56%) respondents. This is followed by 30(22%) respondents from planning, statistics and information technology department. Few

respondents were from administration/finance department and are 06(04%) of the respondents. Through the sorting process, it was found that 24(18%) respondents could not indicate their departments.

**Table 2: Sources/Medium of Information Service Delivery**

Sources/Medium	Frequency	Percentage (%)
Printed Materials	114	87
ICT Facilities	21	13
Electronic Mass Media	..	..
Oral Form Total	..	..
<b>Total</b>	<b>135</b>	<b>100</b>

Perception of respondents on sources/medium of information service delivery showed that printed materials were the chief source with 114 (87%) respondents. The printed materials could be books, journals, references sources, pamphlets, leaflets new bulletins etc. the popularity of this source may be attributed to being the cheapest information sources that everyone lay hands on. Information and Communication Technologies (ICTs) although being the driven force in the world

today attracted few responses with 21 (13%) respondents probably due to expensive nature of computer and accessories; not everyone can have access to computer even if information is deliver via internet. Another reason could be the ICT literacy level of the respondents which may discourage them from using computer. None of the respondents indicated to have benefited from information service delivery through electronic mass media and oral information

**Table 3: Workers' satisfaction with information service delivery system of SERVICOM in NARICT**

Level of satisfaction	Frequency	Percentage (%)
High satisfaction	62	46
Low	33	25
Average	21	15
No response	19	114
<b>Total</b>	<b>135</b>	<b>100</b>

Table 3 above reveal responses from respondents on levels of satisfaction derived from the information service delivery by SERVICOM in NARICT. It was found that 62(46%) respondents indicated to have derived high satisfaction from the

SERVICOM information service delivery. This was the highest. This can be attributed to data on table 2 where respondents indicated printed materials as the main source of information service delivery. This is followed by 33(25%) respondents that



claimed to have derived low satisfaction and that 21 (15%) respondents were on average satisfaction. The average satisfaction here means a 50% satisfaction with the service delivery as being provided by the SERVICOM this may likely be those that indicated ICT facilities in table 2. It was found that 19(14%) respondents could not

indicate any of the alternative levels of satisfaction.

In the same vein, respondents were requested to indicate their level of participation on SERVICOM information service delivery system of the NARICT. The responses are presented in the table 4 below:

**Table 4: Workers' participation in information service delivery system**

Level of participation	Frequency	Percentage (%)
High satisfaction	09	04
Average participation	58	43
Low participation	52	39
No response	15	12
<b>Total</b>	<b>135</b>	<b>100</b>

From Table 4, it was found that 120 respondents participated in the SERVICOM information service delivery system though at varying levels of participation. It is evident that 58(43%) respondents participated on average basis, 52(39%) respondents' participation was low. Analysis of data

shows that 15(12%) respondents did not indicated any level of participatory management or extent by which they are involved in the implementation of relevant activities particularly in the SERVICOM information service delivery. Workers' responses are presented in the table below:

**Table 5: Extent of Participatory Management in the Information service delivery system**

Level of participation	Frequency	Percentage (%)
High satisfaction	06	04
Average participation	38	28
Low participation	71	53
No response	20	15
<b>Total</b>	<b>135</b>	<b>100</b>

In Table 5, It can be discovered that majority of the respondents in NARICT have

not been given opportunity to take part in the decision making process as well process as



well as implementing the policies relating to information service delivery. High responses were discovered from 71 (53%) respondents that indicated low opportunity to participate in the organization's policy implementation. On average status, 38(28%) respondents participated very and low response was discovered from 6(4%) respondents that the opportunity to have a say in decision making process or participated in the information service delivery was high. Though the level of participation is very high but very few respondents were given the opportunity to participate in the implementation of the service delivery as only 6(4%) respondents indicated this level.

### **Discussion of Major Research Findings**

From the data analysis and interpretation of research findings, it was found that NARICT workers receive information mainly via printed materials which is contrary to the findings by Abdullahi and Haruna (2008) who discover high level of ICT usage formation service delivery. Workers were highly satisfied with the information service delivery system of SERVICOM. The high satisfaction corroborates the findings by Ape (2007) who discovered the availability of general reference, lending photocopying, current awareness services, etc in all the surveyed medical School libraries in Nigeria.

Research findings on workers' participation in information service delivery systems in NARICT showed that 58 (43%) of respondents were averagely satisfied. This is contrary to the findings by Ifidon (2005) who discovered that fee based library and information services makes the job of librarians easier and provide accessibility to collection, this respondents might not feel happy with the fees charged as these fees goes to the account of organization and not the individual pocket.

Extent of participatory management in the information service delivery system of

NARICT revealed that majority of respondents i.e., 71 (53%) respondents have low participation in the affairs of SERVICOM information service delivery. This showed that NARICT workers are not given full opportunity to participate in the decision making process. This finding corresponds with that of Dada (2010) who discovered low levels of teachers' participation in school management. Based on the discussion above, the findings are that:

1. NARICT workers benefited from SERVICOM Information Service delivery mainly through printed sources.
2. NARICT workers were highly satisfied with the information service delivery system;
3. NARICT workers willingly participated in the information service delivery system through on average bases
4. NARICT workers were not given full opportunity to participate in the planning and implementation of SERVICOM information service delivery.

Guided by the above research findings, the conclusion was that:

- (i) Printed materials seem to be the cheapest source of information service delivery.
- (ii) The information service delivery system of SERVICOM was adequate enough for NARICT workers to perform efficient jobs.
- (iii) There was no adequate motivation to enhance full commitment of NARICT staff to duties, particularly participating in the decision making process of SERVICOM information service delivery.
- (iv) The leadership style being practiced in NARICT is autocratic type which give no room for workers' participation in decision making process.

Recommendations are hereby proffered:



1. Prompt and adequate service delivery should be on continuous basis with emphasis on use of ICT facilities to deliver information service.
2. NARICT Management should involve its staff in decision making as a means of motivating staff to contribute positively to organization.
3. To this end, the management of NARICT should adopt democratic leadership style so as to involve staff in the planning and execution of SERVICOM service delivery.

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