

**Availability and Uses of ICT Facilities among Students in Faculty of Social Science,  
Madonna University, Okija**

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**ABSTRACT**

*The research work is on availability and uses of ICTs facilities among students in Faculty of Social Science Madonna University, Okija. The research was conducted due to high rate of illiteracy levels of students in using ICTs facilities in Madonna University, Okija campus. Finding shows that many of students learned how to use computer and other ICT facilities from home, because the school management is against any social activities with the Internet. Another findings show that ICT facilities can help students to do assignment, research, meet friends, and involves other social activities in academic environment or community. But they are deprived. Descriptive survey was used, the populations of the study are faculty of social science students which amount to seven hundred and fifty-seven in all the eight departments but four departments were selected randomly for the study through **lucky dip**. Questionnaire was source of information for this study The four department's population is three hundred ninety-nine (399) students, but only two hundred ninety- nine questionnaire were returned (299) due to time factors inside of the students. The research was conducted during 2012/2013 second semester examination period, thus, that makes many of the students refused to fill necessary information. The data was analyzed using simple percentage table count. According to the findings, lead the researchers to made some recommendations for the school management about the needs of ICT usage among students in the 21<sup>st</sup> century.*

**Keywords:** ICT Facilities, Uses, Libraries, Availability, Students

## INTRODUCTION

The rapid development in information Technology has brought tremendous revolutionary changes in processing, storage dissemination and distribution and has indeed become a key factor in bringing about the rapid change witnessed in every sphere of human endeavour. According to Ezeani and Ekere (2009) opined that society has constantly been evolving and so have the library patrons. Library user are fast becoming impatient in their question for information. They want information now for the library professional to live up to their mattle, then application of these ICT has become inevitable (Issa, 2010.) ICT has been described to be the medium by which the highest service in the library and information profession can be achieved (Ezeani and Ekere 2009). The authors observed their librarians must be versatile in the use of information and communication technology (ICT) as this encourages diversity and builds a foundation for continuous innovative learning. They further observed that librarians must reinterpret traditional library skills, and explore new ways of putting these skills through the effective use of ICT which has been variously defined by scholars.

Computer has become increasingly common place in today's world. They are used in every aspect of our lives, such as in banking in the form of cashless banking, electronic funds Transfer (EFT) and automated Teller machines (ATM). While library used it to store a wide range of information in the area of health, family, education, entertainment, management as well as industrial activities etc. As a result, most people use computers daily without realizing they are doing so. It is therefore expedient that students of library and information science and other fields should be able to deals with computers utilization because it will help them in future work-place. Knowledge of computer and their application will no doubt revitalize our service delivery to our customers or patrons (Ezeani 2010). Again when we realize that the unique feature of libraries all over the world; is their ability to provide information services and respond to particular questions and need of individuals, in a timely manner, the application of ICT to our services can no longer be neglected. Dempsey (2006) as cited in Ezeani, (2010), in agreement to this assertion explained that over the last ten years we have witnessed the convergence of the human-readable web with increased connectivity. According to the author, the word is flatter because computing and communications are more pervasive of our working and learning lives we create, share and use digital content and services as no generation in the brought tremendous advantage to libraries cardinal among these advantage are; speed, storage ease of use and availability of resources in all formats . Despite the above advantages of ICT Libraries, it is pertinent to know the extent to which Nigeria libraries have acquired, delivery, particularly private universities which are the focus point of the researchers. In area of electricity there is nothing written home about in Nigeria. Its epileptic nature and the constant power failure is one of the dearth diseases that eat up infrastructure facilities in any organizations. They are other challenge that affects uses of ICT in universities of Nigeria.

In conclusion, Nigerian Libraries need to develop ICT library and to adopt electronic media for its collection so that it can fulfill the requirement of students libraries and library profession should make efforts for setting digital libraries and conversion of resources into a digital format in our academic environment. Where more is micro document to micro piece of information with the medium from clay tablets to paper and to electronic and optical media. The world of both communication and production of information are changing at a very fast pace and the convergence of these had huge impact of information and communication technologies and their impact is seen in the form of digital library (Devi and Singh, 2004). Therefore, it is against this backdrop. Thus, the study tends to know the use of

ICT facilities among students in faculty of social science at Madonna University, Okija Anambra State Nigeria.

### **Statement of the Problems**

There are various studies and opinion on the use of ICT facility for library functions in Nigerian University libraries particularly private institutions, and ICT facilities were primarily use for library functions and are still in use. However none has been found in literature as regards the area of departmental level uses, and the facilities. In Madonna University, Okija each department have a good ‘Departmental Library’ apart from the central library that serves general purpose of research, teaching, and learning for both faculty members and students. Hence the study tends to address this gap by identifying the extent of ICT facilities use by students in various departments in faculty of social science in the school.

### **Research questions**

1. What are ICT facilities are use for various operations and services in the department library?
2. To what extent has the use of ICT helps student’s access information resources?
3. What are the obstacle students face in using ICT facilities in their department library?

### **Objective of the Study**

The general purpose of this study tends to know the use of ICT facilities among students in faculty of social science at Madonna University library, Anambra State Nigeria. In addition, specific objectives:

1. To find out the level of ICT facilities use for various operation and service in the library
2. To ascertain the extent of the use of ICT facilities and students access to information resources
3. To find out the problem students face in using ICT facilities in their department library.

### **Literature Review**

#### **Uses and Application of ICT facilities in Nigeria Universities libraries for users.**

The functions performed in the University libraries as indicated by Tuttle (1983) cited by Anunobi and Edoka (2010) are acquisition, processing, public service and preservation. These functions are synonymous with the functions performed in the university library though with some peculiarities emanating from the nature of serials. Therefore ICT facilities used in the broad university library are also applicable to the serials Unit but also with peculiarity occasioned by the nature of serials. These services and operations have been transformed using ICT. Aina (2004) Informed that there is efficiency in resources organization as delivery and dissemination of information have become effective and easy. Repetitive and routine tasks in the library have been eliminated. Furthermore, the availability of bibliographic database, full text documents and digital library collection is now taken for granted as noted by Chesenge, (2004). The (ICT) facilities use in the library is defined by the America library Association (1993) as “the application of computers and other technology to the acquisition organization, storage, retrieval and dissemination of information. Ifidon (1985) enumerated the function available for ICT use in the library to include ordering and acquisition with the following activities ordering, receiving, settlement of invoice and administration of records and expenditure. Further to that, Oketunji, (2001) and Chisenga (2004) listed library functions in which ICT could be applied to include acquisition, cataloguing circulation, serials control, selective dissemination of information services and

preparation of management information. Furthermore, the application of ICT facilities in the library could be in the stand alone or integrated form.

Many countries and institutions are at varying level of ICT application in their library operation. Islan and Iskn (2007) document the use ICT in libraries in Baryladaash and informed that though the use started between 1964 and 1995, progress was not made until 1996. In Nigeria many universities are at the advanced stage of ICT use in library operations. Annuobi, and Benard (2007) informed that in their study of ICT availability for library operations in the Imo State of Nigeria only two of the four academic libraries; Federal University of Technology Owerri and Imo State University show evidence of using ICT for library operation Emorjorho & Nwalo (2009) found in their study that only very few libraries in the Niger-Delta of Nigeria use ICT in library operations where university libraries have more ICT facilities than the special libraries. Nok (2006) document the use of ICT in Kashim Ibrahim library, Almadu Bello university zaria while kpengong (1997) presented the situation in special libraries in Nigeria's. All Esin and Edom (2005) also studies the use of ICT in Nigeria University Libraries.

For catalogue, acquisition or serials operation, Agbeje (2002:27) informed that "information technology can be an effective trend-med to serials management at every stage of management process and irrespective of content, use format serials and overall strategy adopted for serials management by the organization in question.

"Akinyotu (1977) Alabi (1985), Oketunji (2001) Agbeje (2002) and Oni (2004) noted that using various approaches, ICT facilities in serials unit can be for the following function and activities; subscription control, procurement process, order preparation, fund analysis and accounting. This can also be used for bibliographic file control, cataloguing of new serials preparation of serials record entries and transaction control. Effecting serials additions, changes and deletion or collection control can be performed with ICT facilities. Service and preservation functions such as servicing request for serials publication, binding control file, missing issues, holdings accession of want list as well as union lists as well as union lists are amenable to ICT facilities use. In their findings on the use of computer for library services in Bangladesh, Isiam and Islam (2007) discovered that all the libraries surveyed used ICT for serials control as well as other activities. The services provided according to them include CD-ROM searching online searching, networking, photocopying online information services and database searching services. In Nigeria according to them and Ajala (2000), preliminary use of ICT in the library started with its use to produce union list of serials sponsored by committee of university libraries of Nigeria. That notwithstanding, its continuous use for various serials function is yet to be known.

### **Challenges of ICT usage in Nigeria libraries**

Three major problems have been identified with ICTs particularly in Nigeria according to the Agboola, Oduwole and Ajegbomojun (2006):

- ❖ Financial
- ❖ Management and
- ❖ Accessibility to materials

Attempt at ensuring success in ICTs will therefore have tackled these obstacles.

According to UNESCO (1998), Igwe (2005) and Nwagwu and Ahanihe (2006), cited in Agboola, Oduwole (2006) efforts to improve ICT access in Africa have been hampered by a number of factors, these are summarize as follows:

- ❖ Prospective ICT users that have expertise, competencies and equipment to benefit from access to electronic information networks are minute in numbers;
- ❖ There is shortage and high of equipment, software and information compared to situations in the industrialized nations;
- ❖ There is lack of reliable and accessible physical telecommunications infrastructure; telecommunication monopoly, associated with overly restrictive regulations and high cost, and
- ❖ Lack of interregional networking and cooperation among national universities and international institution.

In the same vein, Commonwealth of Learning International (2001), made it clear also that the inadequacy of essential services must be developed to levels that could support the declared scale of open and distance education in order to increase administrative network and develop a proper link between faculty and students learning. Perhaps, another most serious challenge facing distance education at this level in Nigeria is the need for the integration of new ICT literacy knowledge into academic courses and programs. This state of affairs grew mainly from the political isolation that Nigeria experienced during the military eras. Nigeria's professionals were not able to benefit from international assistance and lack of international networking and cooperation or from courses, conferences and seminars abroad. This denial of assistance and interaction has adverse consequences, both on the psyche of faculty and on the development of infrastructure necessary for professional development (Col International, 2001)

Ebunwele and Yaya (2008) cited Shepherd (2000) stated that, there are some common pit falls that interfere with computerization of this library services. The first among which is poor communication between management, staff may misinterpreted the reasons for the introduction of a new system and improperly evaluates its benefits, poor communication will turn people off, cause worry, and convert potential information technology advocates into opponents. Second, unanticipated technical problems associated with the change. Technical problems may arise if there are no manuals, if forms are badly designed or if the system software still has "bugs" in it.

### **Information and Communication Technologies (ICTs) and students learning outcome**

ICT offers great potentials in enhancing students learning. Research by Cradler and Bridgeforth (n.d), Davis and Tearle, (1999), Lopez, (2003) among others, have revealed the following advantage for students. Firstly, information and communication technologies offer a constructivist approach to learning through the provision of interactive learning experiences when interactivity is provision of interactive learning experiences. When interactivity is prominent in learning it increases students performance ICTs also increase interactivity with instructional programmes. Secondly, learning through ICTs is more effective as they provide opportunities for using multiple technologies (video, computer, telecommunication, etc) thereby providing visualization aids in the internalization and understanding of difficult concepts and processes. This gives opportunities for providing links between theory and practice.

Thirdly, ICTs provided opportunities for students to gain valuable computer skills which are germane in today; job market. That is they can be used as a ready means of preparing today students for future works places. Student as future employees will be equipped with the requisite competence and knowledge to use ICTs within their, thereby increasing the preparation of students for most careers and vocations. Also, ICTs provide opportunities for flexible learning as course information are always available and accessible, thereby catering for students of different learning styles. These increases opportunities for

students constructed learning, and individualization of instruction. Students are therefore encouraged to develop their problem solving skills and this promotes students creativity.

In addition, ICTs increase students' opportunities for collaboration and communication of projects. They aid students in collaboration on group works as students can develop their own group pages and discussion board. Furthermore, they can collaborate with lectures and professional opportunities. ICTs also provide student with repertoire of resources to enhance-learning. Students have access to current and up-to-date materials (Topez, 2003). Information with ease students can revise and update learning resources available to them. It should be stressed that ICTs also have plethora of benefits for tertiary institutions teaching.

### Research methods

The design for this study is a descriptive research method. The research instrument used in this study is a standard questionnaire, which was titled, use of ICT facilities among students in faculty of social science. The questionnaires were distributed during second semester examination period of 2012/2013 session. And Data generated from respondents were collected via the tally system to obtain the frequency of the scores, and the total score occurrence were computed and analyze using simple percentage. The largest population of this research is the entire students in faculty of social science. The total number of student in various departments is about seven hundred and fifty-seven (757). And the breakdown is as follows:

N/S	Name of department	Population
1.	Sociology	73
2.	Public Administration	103
3.	Library and Information Science	13
4.	Mass Communication	248
5.	Psychology	95
6.	Philosophy	10
7.	Political science	101
8.	Economics	114
	<b>Total</b>	<b>757</b>

### Sources of information: Admission Officer

Because of time factors, the researchers selected four (4) departments: Public Administration two hundred eighteen (218), Sociology seventy-three (73), Psychology ninety-five (95), Library and Information Science thirteen (13). A total number of three hundred and ninety nine (399) questionnaires were randomly distributed to obtain as much information as possible, out of them two hundred ninety-nine (299) questionnaires were retrieved. The reason is that many of the students didn't fill the questionnaires due to time factor and their mindset for the examination. They took the questionnaire to their hostel without returning it.

Below is a step by step analysis and presentation of the responses from the respondents in the school. Findings are also discussed.

### DATA ANALYSIS

#### Background Information (Biodata)

SEX	NO. OF RESPONDENTS	PERCENTAGES %
Male	98	32.7%

Female	201	67.3%
<b>Total</b>	<b>299</b>	<b>100%</b>

As can be seen from the table above of 201 (67.3%), respondents are female students, while 98 (32.7%) analysis. One may include that majority of the respondents (students in the faculty of Social Science are female students in the school which cut across all levels).

#### Are you aware of anything called ICT application in your school?

RESPONDS	NO. OF RESPONDENTS	PERCENTAGES %
Yes	241	80.6%
No	58	19.4%
<b>Total</b>	<b>299</b>	<b>100%</b>

From the above table, 241 (80.6%) of the students said that n they are aware of what is called Information and Communication Technology (ICT) in the school while 58 (19.4%) of the respondents said they have no analysis. Above one may include that majority of the students especially 200 level to final year are aware of ICT while majority of 100 level students tick 'No'. this show that students makes use of ICT as they advance in their academic environment.

#### Do you think it can help you in your study?

RESPONDS	NO. OF RESPONDENTS	PERCENTAGES %
Yes	241	80.6%
No	58	19.4%
<b>Total</b>	<b>299</b>	<b>100%</b>

The above table 3 clearly shows that 241 (80.6%) of the respondents know that ICTs can help them in their study through process of getting assignment done timely. While 58 (19.4%) said No. as a result of this, it means that majority of student in faculty of Social Science in Madonna University Okija Campus know that ICT Facilities will help them academically.

#### ICT Facilities use in your departmental library

RESPONSES	NO. OF RESPONDENTS	PERCENTAGES %
Computer	40	13.4%
GSM	100	33.4%
Television/DVD	50	16.7%
Projector slide for presentation	9	3.01%
DSTV	20	6.7%
Social Media-Networks facilities(Internet connectivity)	80	26.8%
<b>Total</b>	<b>299</b>	<b>100%</b>

The table above revealed that 100 (33.4%) use GSM as one of the ICT facilities, Social media network facilities (Internet connectivity) 80 (26.7%), television/DVD 50 (16.7%), Computer 40 (13.4%), DSTV 20 (6.7%), while Projector slide for presentation 10 (3.3%).

By the responses the researchers can infer that the use of GSM as ICT Facilities is very common among students in higher institutions of Nigeria.

#### **What is your purpose of using ICT Facilities?**

<b>RESPONSES</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGES %</b>
For Assignment	45	15.05%
For Social activities	99	33.1%
For Research	50	16.7%
For Friendship	105	35.1%
<b>Total</b>	<b>299</b>	<b>100%</b>

The table above shown that 105 (35.1%) use ICT Facilities for friendship reasons, for Social activities 99 (33.1%), for Research 50 (16.7%), while for Assignment 45 (15.05%). This shown that students are made interested on friendship, social events when using ICT Facilities than their academic reasons. This is what affect their education background in school.

#### **Do you find any problems in using ICTS Facilities?**

<b>RESPONDS</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGES %</b>
Yes	299	100%
No	Nil	—
<b>Total</b>	<b>299</b>	<b>100%</b>

The table above shown that the total number of the respondents 299 (100%) agreed that using ICT Facilities causes a lot changes to them. This clearly shown that no matter the advantage of ICT in our society still have many problems that affect every facets of life.

#### **Findings**

In an attempt to transform the objectives into reality, research questions were asked from which items of the questionnaires were subjected to statistical analysis simple percentage was used in analyzing the bulk of the entire data collected. Based on the questions and statements analysis was carried out, the percentage pages and the following were inferred firstly, table 1, it was indicated that the respondents used in this investigation were both females and males students in Madonna University, with the female having a higher number than the males, which shown that female population are more than male in every sector in a society.

This study discovered that the great numbers of respondents are aware of ICT Facilities in school and at home because, majority of them have the knowledge in 200, 300 and 400 levels. And this study found out that ICT Facilities can help students to do assignment, research meet friends, and involves other social activities in academic environment or community.

One major finding revealed out the total respondents that returned their questionnaire agreed that GSM is the common ICT facilities used among students. And they use it for social activities out the school, because the school management is not allowing use of camera phones in the school premises. They are all (contraband). This find agreed with Amkpa's



(2006) GSM phones have come to be associated with social class. Today, it is estimated that over 85% of Nigerians own GSM phones especially the youths.

Another major finding reveals that all the students have problems in using ICT Facilities in school. This reason have the same view with Edoka (2000) that identified four major problem on the use of ICTs such as inadequate funds, time consuming, erratic power supply, condition of use by teachers. Finally this study shows that majority of the students have interest for preferred to Camera hand set from information needs but the management off school did not allowed student because social activities of it in the society.

## **Conclusion**

Following the findings of this study, the researchers wish to conclude as follows:

1. That student is interested to make use of ICT facilities in all level of educational fields.
2. ICTs component will enable students do effective assignments and research work in academic environment if the school can make them available to students in various department.
3. That the uses of ICTs facilities are preferable in school than usage at home, but they are deprived due to law and regulations of the school management.
4. That student's interest and attitude is geared sound towards ICTs courses.
5. The problems can be solved if the management of the school are ready to increase the budget of the school to buy and maintain the ICT facilities available regularly.

## **Recommendation**

From the aforementioned finding and conclusions, the recommendations are made:

1. That the authorities of the Madonna University, Okija Campus should endeavour to make ICTs facilities available for students that is, they should be given chance to operate the facilities in order to acquired more knowledge as new innovation coming up daily in the digital era.
2. That the use of ICTs facilities during teaching and learning situation is one of the effective ways to inculcate learning on them. Therefore, the researchers recommend that it should becomes a teaching method in our institution higher of learning.
3. That the management of school should make available in the library ICT facilities especially free access to the 'electronic library' this will go a long way in helping the students in their assignments and research work instead of using their camera phones that they usually hide to use.
4. It is also recommended that the body responsible for the maintenance and upgrading ICT facilities should be alert with ICTs in the market because the world is moving fast in technology equipments and innovation.

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