

Perceptions of Stakeholders on Provision and Management of Welfare and Social Services in Higher Institutions in Yobe State, Nigeria

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Abstract

This study assessed the perceptions of stakeholders on Provision and Management of Welfare and Social Services in higher institutions in Yobe state Nigeria. The study used descriptive survey design. The population involved 42 management staff, 6447 teaching staff, 12344 non-teaching staff and 287 students from representative councils in the eight higher institutions in Yobe state which gave a sum total of 19127. Research advisors (2006) was used to determine the sample size required for the study which stood at 557 namely, management staff 28, teaching staff 129, non-teaching staff 248 and 152 students at 95 percent confidence level and 5 percent margin error. The instrument used for data collection was a questionnaire. The research questions were answered using frequencies, means and standard deviation. All the null hypotheses were tested at 0.05 level of significance, using ANOVA. Findings revealed that, Students' hostel accommodation was fairly provided and managed, and that Health Services were effectively provided and managed in higher institutions in Yobe state, Nigeria among others. From the findings, it was recommended that more students' hostel accommodation should be built with enough facilities for students' comfort and convenience, among others. However, the existing ones should be adequately maintained and the existing health facilities in higher institutions in Yobe State, Nigeria should be maintained and improved upon, among others.

Key Words: Perceptions, Provision, Management, Welfare and Social Service, Stakeholders.

Introduction

Universities and other tertiary institutions are established to achieve a wide variety of goals which include: imparting knowledge, seeking and discovering truth, disseminating research findings so that mankind may shed the shackles of ignorance and want, and developing manpower to induce change and progress in the society. Higher institutions play major roles in national development especially in the development of high level manpower. Higher institutions are the facilitators, the bed rock, the power house and the driving force for the strong socio-economic, political, cultural, healthier and industrial development of a nation as the institutions are key mechanisms increasingly recognized as wealth and human capital producing industries. Higher institutions enable the citizens to acquire skills and techniques which are ploughed into human productivity, creativity, competence, initiative, innovation and inventiveness.

Higher education must address the basic personal needs of students by providing a comprehensive set of out-of-classroom students' services and programmes commonly referred to as welfare and social services. These efforts should be designed to enable and empower students to focus more intensely on their studies and their personal growth and maturation, both cognitively and emotionally. They should also result in enhanced students' learning outcomes. Another important rationale for these efforts is economic, because investments in students' welfare and social services provide a healthy return to national economies as the investments help to ensure students' success in higher education and their subsequent contributions to the national welfare.

For quality education to be achieved, an institution must train its staff members in a way that it creates a sense of facilitation by means of coordination, cooperation, compassion and empathy. Attention should also be given to identifying the dynamic needs of the students for purposes of their satisfaction. Several issues have resulted in a lot of controversies at several academic levels over the effectiveness of Nigerian learners in the universities in relation to their counterparts in the developed world, with particular focus on the provision and management of welfare and social services. Students' welfare and social services are marks that distinguish one institution from the other.

Welfare issues in the context of university education are those services, processes and procedures whose primary purposes are to motivate, maintain and enhance the physical, social, intellectual and emotional well-being of students. Welfare service is one of the wide range of services put in place by school authority, to ensure sound learning of students in the campus. Accommodation, counselling, career information, course information, students' unionism, bursary award/scholarship, degree marketability and transportation as the basic welfare services that would serve the entire students' populace in any higher institution of learning. The National Universities Commission (NUC) (2013) identified students' social services in

universities to include health services, cafeteria, hostels, financial aid, counselling services, library, classroom facilities, instructional materials, and municipal services.

Statement of the Research Problem

In the face of growing enrolment of students in tertiary education globally, students' welfare and social services such as: hostel accommodation, guidance and counselling, library service, health service, transport service cafeteria service, extra-curricular activities and internet service have become major teething problems faced by higher institutions in developing countries context (Sharma, 2012). Those services in the higher institutions are unconducive and deplorable and this affects the academic performance of students and their all-round development (Akuchie, 2014). As a result of limited government resources, governments in developing countries are unable to adequately meet the services demand for all public higher institutions. Over the past two decades, governments in many developing countries have involved private organization providers to participate in building hostels and halls of residence for students' in order to meet the demand for more accommodation infrastructure (Nimako, 2012). This has attracted many private individuals into investment in students' hostel accommodation and other welfare and social services.

Welfare and social services are basic needs in all societies and fundamental right of the students in the university. In advanced countries, welfare and social services are more accessible to all categories of students including the poor and the needy as a result of subsidies from the government. The situation is not the same in developing countries of the world. In Nigeria, for example, accessibility to welfare and social services by the poor is quite a difficult situation which is worsened by the harsh economic conditions and poor enabling environment. Likewise, accessing Welfare and social services facilities by Nigerian students' is no exception, especially where such university operates a non-residential policy. The experiences of students in tertiary institutions in sourcing and securing for their own welfare and social services around university communities are likely to be interesting and significant.

The Purpose of the Study

The main purpose of this study is to assess the perceptions of stakeholders on provision and management of welfare and social services in higher institutions in Yobe State, Nigeria. Specifically, the study is meant to:

1. determine the perceptions of stakeholders on provision and management of hostel accommodation services in higher institutions in Yobe state, Nigeria;
2. ascertain the perceptions of stakeholders on provision and management of health services in higher institutions in Yobe state, Nigeria;
3. examine the perceptions of stakeholders on provision and management of internet Services in higher institutions in Yobe state, Nigeria;

Research Questions

This study sought answers to the following questions:

1. what are the perceptions of stakeholders on provision and management of hostel accommodation services in higher institutions in Yobe state, Nigeria?
2. in what ways do stakeholders perceive the provision and management of health Services in higher institutions in Yobe state, Nigeria?
3. What are the perceptions of stakeholders on provision and management of internet services in higher institutions in Yobe state, Nigeria?
- 4.

Research Hypotheses

The following hypotheses were formulated for the study.

- Ho¹:** *There is no significant difference in the perceptions of stakeholders on provision and management of hostel accommodation services in higher institutions in Yobe State, Nigeria.*
- Ho²:** *There is no significant difference in the perceptions of stakeholders on provision and management of health services in higher institutions in Yobe State, Nigeria.*
- Ho³:** *There is no significant difference in the perceptions of stakeholders on provision and management of internet services in higher institutions in Yobe State, Nigeria.*

Methodology

The researchers adopted descriptive survey research design for this study and the population of the study is 19120 comprised of 42 management staffs, 6447 teaching staff, 12344 non-teaching staff and 287 students' representatives in all in higher institutions yobe states Nigeria .The sample size for the study is 557 comprising of 129 teaching staff, 248 non-teaching staff, 152 students' representatives and 28 management staff. This sample was derived from the Table of sample determination by Research Advisor (2006). Questionnaire was used as the instrument for collecting relevant data for the study.

The researchers used a 5- point Likert's scale as strongly agreed (SA), agreed (A), disagreed (D) and strongly disagreed (SD) undecided (U). The responses were coded as follows: Strongly Agreed=5, Agreed=4, Disagreed=3, strongly disagreed =2 Undecided=1.The collection of data was done through personal administration and employment of two [2] research assistants in the respective Higher Institutions in Yobe State. The exercise lasted for 3 weeks. The purpose of statistical analysis of data collected was to answer the research questions and to test the null hypothesis earlier formulated. The decision mean of 3.0 was used to determine acceptance or rejection of the item statement as structured in the instrument to answer the research questions. Inferential statistics of analysis of variance (ANOVA) was used to test the three null

hypotheses at 0.05 level of significance. The hypothesis was rejected if the calculated p value is less than the alpha value at 0.05 level of significance and they were retained as the p value was greater than 0.05.

Results

Ho¹: *There is no significant difference in the perceptions of stakeholders on provision and management of hostel accommodation services in higher institutions in Yobe State, Nigeria.*

Table 1: Summary of the one analysis of Variance (ANOVA) on the perceptions of stakeholders (management staff, teaching staff, non-tech. staff) on provision and management of accommodation services in higher institutions in Yobe state, Nigeria.

Compromise	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	1.983	3	.661		
Within Groups	583.873	372	1.613	0.413	0.736
Total	585.856	374			

From Table 1, the F-value is 0.413 and the P-value is 0.736 at 0.05 level of significance. Since the P-value is greater than the level of significance set for the study, the hypothesis is therefore retained. Thus, there is no significant difference in the opinions of respondents on provision and management of accommodation services in higher institutions in yobe state, Nigeria.

Ho²: *There is no significant difference in the perceptions of stakeholders on provision and management of health services in higher institutions in Yobe State, Nigeria.*

Table 2: Summary of the one analysis of variance (ANOVA) on perceptions of stakeholders (respondents) on the provision and management of health services in higher institutions in Yobe state, Nigeria.

Compromise	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	8.808	3	2.936	2.035	0.062
Within Groups	522.136	372	1.442		
Total	530.944	374			

From table 2, the F-value is 2.035 and the P-value is 0.062 at 0.05 level of significance. Since the P-value is greater than the level of significance set for the study, the hypothesis is therefore retained. Thus, there is no significant difference in the opinions of respondents on perception of stakeholders (respondents) on the provision and management of health services in higher institutions in Yobe state. Nigeria

Ho³: *There is no significant difference in the perceptions of stakeholders on provision and management of internet services in higher institutions in Yobe State, Nigeria.*

Table 3: Summary of the one analysis of variance (ANOVA) on the perceptions of stakeholders (respondents) on provision and management of internet services in higher institutions in Yobe state, Nigeria.

Compromise	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	9.558	3	3.186	2.211	0.085
Within Groups	496.960	372	1.373		
Total	530.944	374			

From table 3, the F-value is 2.311 and the P-value is 0.085 at 0.05 level of significance. Since the P-value is greater than the level of significance set for the study, the hypothesis is therefore retained. Thus, there is no significant difference in the opinions of respondents on perceptions of stakeholders (respondents) on provision and management of Internet services in higher institutions in Yobe state, Nigeria.

Discussion of Findings

It is established in the findings of this study that students' hostel accommodation is provided and managed but is grossly inadequate in higher institutions in Yobe state Nigeria. This was obtained from the responses of respondents to the structured questions given to them. There was a maximum acceptance of the all items statement on research question one that students' hostel accommodation is provided and managed but grossly inadequate in higher institution among which there is regular supply of electricity in the hostels. There are good toilets facilities in the students hostels in the higher institutions, there is burglary proof to enhance security in the hostels, and higher institution managements provide bunks and mattress for students. It is established by the findings of this study that health services are effectively provided and managed in higher institutions in Yobe state Nigeria. This was obtained from the responses of the respondents to the structured questions given to them. There was a unanimous acceptance of all the item statements on research question two that health services are effectively provided and managed in higher institutions; among which are: functional clinic is provided to the students in the higer institution; Doctors/Nurses are provided all the time in higher institutions; drugs are available in the clinics and managements of higher institutions provide effective health care facilities.

It is revealed by the findings of this study that internet service are provided in most of the higher institutions, but there are issues of inadequate maintenance of the facilities in Yobe State, Nigeria. These were obtained from the responses of the respondents to the structured questions given to them. There was a unanimous acceptance of all the item statements on the research question three, that there are inadequate maintenance of those facilities. There are internet services in the higher institutions, which work every day for the benefit of students. The higher institutions internet services are used

for research by students to improve their academic achievement and higher institutions make provision for free wireless in the campuses.

Conclusion

This study was conducted on perceptions of stakeholders on provision and management of students' welfare and social service in higher institutions in Yobe state, Nigeria. In order to achieve the objectives of the study, three specific objectives were raised and in line with these objectives, three research questions, and three null hypotheses were formulated. Relevant and related literatures were extensively reviewed along with four, descriptive statistic research design was adopted for the study. A total of 385 respondents were sampled from the total population of 19,127. A structured questionnaire was used to collect data from the respondents. The data collected were presented in Tables and were analysed using weighted mean score to answer the research questions. The three hypotheses were tested using one-way analysis of variance (ANOVA) at 0.05 alpha levels of significance. Descriptive statistics were used to analyse the bio- data of the respondents. The study has the following major findings: Student hostels are provided and managed but are grossly inadequate in higher institutions in Yobe State, Nigeria; Health services are effectively provided and managed in higher institutions Yobe State, Nigeria; Internet services are provided in most of the higher institutions, but there are issues of inadequate maintenance of the facilities.

Recommendations

In view of the findings, the following recommendations were made:

1. More students' hostel accommodation should be built with state of the art facilities for students' comfort and convenience. However, the existing ones should be adequately maintained.
2. The existing health facilities in higher institutions in Yobe state, Nigeria should be maintained and improved upon.
3. There should be regular maintenance of existing internet facilities in higher institutions in Yobe state, Nigeria.

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