

# **Stakeholders' Perceptions on the Provision and Management of Personnel Services in North Central States Colleges of Education, Nigeria.**

**<sup>1</sup>Ojibara, N. B. L. (Ph.D.); <sup>2</sup>Maina, B. A. (Ph.D)**

<sup>1</sup>Department of Educational Foundations, Kwara State College of Education, Ilorin.

<sup>2</sup>Department of Educational Foundations & Curriculum Studies, Faculty of Education, Ahmadu Bello University, Zaria.

## **Abstract**

*This study examined the stakeholders' perceptions on the provision and management of personnel services in North Central States Colleges of Education, Nigeria. The purpose of the study was to ascertain the adequacy of recreational, transport and health/clinic facilities and to assess their level of management and maintenance. Three Colleges of Education from North Central State of Nigeria were used as sample for the study, while the simple random sampling technique was employed in drawing 388 stakeholders made up of students, service staff and top management staff in the Colleges as respondents for the study. Three research questions were raised to guide the study, while a self-designed questionnaire was administered on the respondents. Frequency count and percentages were used in analyzing the collected data. Some of the findings of the study revealed that transport services were available but not free in the Colleges. Based on the findings, it was recommended, among others, that adequate fund should be allocated to the Colleges of Education in Nigeria by the federal and state governments to take care of the personnel needs. Also, the college management should ensure that personnel demands are satisfied in order to maintain free, peaceful, and conducive teaching/learning environment.*

## **Introduction**

Education has always been given great priority in the Nigeria developmental plan because of its importance as an instrument for nation building and its influence on technological development (Lawal-Ojibara, 2011). It was clearly stated in the Federal Republic of Nigeria National Policy on Education (2004) that, education will be geared towards the realization of national goals through inculcation of better human relationship, national consciousness among others. Houge and Paine (1997) opined that to achieve educational objectives in the light of the existing changes, educational institutions must restructure the frame-work of their organization to form learning communities and must be a continuous exercise. For the goals to be achieved, therefore, it becomes necessary to acquire and maintain the human and non human resources. In any educational institution, the strongest element that initiates, sustains and promotes its existence and productivity is the human

resources – staff and students. Based on this assumption, educational institutions must hold firmly with the proper acquisition and management of their personnel. Since learning has been noted to be a continuous process, it can only be meaningful and successful under healthy and determined minds of the learners, lecturers, and the school authority through effective management, (Lawal-Ojibara, 2011)

According to Okebukola in Mahadi (2007), records show that in the 1960s and 1980s most Advanced Teachers' Colleges that turned to Colleges of Education in Nigeria could effectively provide personnel services like feeding, hostel accommodation, adequate classrooms, laboratories, recreational centres, library facilities, medical and financial aids and scholarship. This is simply because the population of students was relatively manageable then. Thus the Colleges of Education could not complain of inadequate funding since they were few in number. However, with the steady increase in students' population and number of Colleges, the provision and maintenance of personnel services can, no doubt, be very cumbersome. Colleges of Education in Nigeria have been under poor services for quite sometime (Mahadi, 2007). Apart from funding, other problems have not been successfully solved by the governments. The causes of these problems could be linked to some factors which include: corruption, mismanagement and misappropriation of funds, politicization of education and poor planning (Ijaiya, 2012). In all countries, education attracts considerable attention in public expenditure because of its position as a social service with direct economic significance (Durosaro, 2012). Perhaps this calls for UNESCO's pronouncement that 26% of every nation's budget should be allocated to education; but the Nigeria government has not been able to implement this recommendation. Frequent crisis in most part of the country coupled with population explosion, where government needs to provide relief materials and rehabilitate as well as provide for the needs of the growing population have no doubt, affected the funding of education, especially teacher education. Furthermore, education has been negatively politicized in Nigeria (Ijaiya, 2012) and to a great extent, this has been one of the factors that contribute to poor personnel services in the school system.

Poor planning is one of the factors that cannot be ruled out as a contributing factor to the poor services in Colleges of Education in Nigeria. Poor planning resulting from inadequate data, which is a bane of planning, as well as inadequate resources to facilitate the implementation of the plan have also contributed to poor personnel services in the institutions. According to Okeke in Ovwigho (2004), the gradual decline in performance of the educational sector as an industry in the process of socio-economic and political development of Nigeria is of different issues and problems such as students' unrest, staff strikes, leadership inefficiency, whose roots can easily be traced to non-availability, and unsuitability of personnel services. This revelation received high support from Situmorang (2008), Mullins (2007), and Edem (2007) who affirmed that the

main problem in our higher institutions of learning is non understanding of students, staff, and other stakeholders' expectations and needs.

According to Kwanashe in Mahadi (2007), personnel services in higher institutions of learning in Nigeria have been frustrated by various constraints ranging from crisis of students population, crisis of funding, crisis of relevance, disruption of students' activities of trade unions. And due to inadequate funds and poor planning, there was a total breakdown in the provision and management of basic facilities and amenities for personnel's services in the Nigerian school system. Thus, there is a dire need to assess stakeholders' views on the provision and management of personnel services in the system. The study, therefore, set out to do this, focusing on Colleges of Education in North Central States, Nigeria. Therefore, the study was set to achieve the following objectives.

### **Objectives of the Study**

1. To ascertain the availability and management of recreational facilities provided in colleges of education in the North Central States, Nigeria.
2. To find out the availability and management of transport services in the North Central States, Nigeria.
3. To access the availability and management of Health/clinic facility provided in Colleges of Education in the North Central States, Nigeria.

### **Research Questions**

1. Are there adequate and well managed recreational facilities in Colleges of Education in North Central States of Nigeria?
2. Are the transport facilities in Colleges of Education in North Central States of Nigeria adequate and well managed?
3. Are there adequate and well managed health/clinic facilities in Colleges of Education in North Central States of Nigeria?

### **Research Method**

Random sampling technique was adopted in selecting four Colleges of Education from the North Central States.

### **Instrumentation**

A questionnaire entitled: "Provision and Management of Personnel Services" was constructed using Likert's rating scale. The questionnaire was designed to collect data and responses from the staff, students and management staff as regard their perceptions on the personnel services provision and management in Colleges of Education in North Central States of Nigeria.

## Validity and Reliability of the Instrument

In this study, content validity method was used as the most suitable for verification of the questionnaire items. Hence, the instrument for this study was validated by experts in the field of Educational Administration and Planning, Research and Statistics.

## Methods of Data Collection and Analysis

The data on stakeholders' perceptions on the provision and management of personnel services in Colleges of Education in North Central States of Nigeria were collated, tabulated, coded and analyzed using statistical measurements such as frequency distribution, and percentage. Statistical Packages for Social Sciences (SPSS) was employed in the analysis.

## Results and Discussion

**Research Question 1:** Are there adequate and well managed recreational facilities in Colleges of Education in North Central States of Nigeria?

**Table 1: Provision and Management of Sports and Recreation Services in Colleges of Education in the North Central States, Nigeria.**

S/No	Item Statements	Respondents	Strongly Disagree		Disagree		Undecided		Agree		Strongly Agree		Total	
			F	%	F	%	F	%	F	%	F	%	F	%
	<b>Sport and Recreation Services</b>													
1	Well managed sport and recreational facilities in colleges of education in Nigeria cover a wide range of activities which satisfy the diverse tasks interest and skills of students	Stakeholders	24	6.2	26	6.7	49	12.5	179	46.1	110	28.4	388	100
2	Proper management encourages students to participate in sport and recreational activities	Stakeholders	8	2.0	24	6.3	26	6.7	194	49.9	136	35.0	388	100
3	Sport open opportunity for students to win various scholarships, bursary, etc.	Stakeholders	8	2.0	34	8.8	10	22.1	183	46.7	150	38.3	388	100
4	Provision and management of adequate indoor games and television sets in common rooms, refresh students minds and brain and also widen and also widen the scope of their academic pursuit	Stakeholders	34	8.8	24	6.2	8	2.1	197	50.8	125	32.2	388	100
5	Sport and recreation reduces crisis among students.	Stakeholders	18	4.6	44	11.4	50	13.0	184	47.4	92	23.7	388	100

Source: Field survey by the researcher s (Lawal Ojibara and Maina 2012)

To confirm whether or not the Nigeria Colleges of Education in the North Central States, provided and managed sports and recreational activities to facilitate personnels' welfare under supervision of fulltime staff. 84% of the respondents reached consensus that a virile programme on sports and recreation existed in the Colleges. However 10.9% had contrary opinion and 5.1% claimed indecision. There was congruence in the opinions among the categories of personnels that sports and recreational facilities in Colleges of Education in the North Central States, Nigeria covered a wide range of activities which satisfied the diverse tasks, interest and skills. It was very possible that the types of activities available in the Colleges had adequate infrastructural facilities.

**Research Question 2:** Are the transport facilities in Colleges of Education in the North Central States of Nigeria adequate and well managed?

Both staff and Students had to move from one axis to another in most Campuses of Colleges of Education in the North Central States of Nigeria especially when the campuses were a bit far from academic areas, which often made it difficult for off campus students to get access to easy transport. Hence the researchers sought the opinions of the stakeholders on the state and effect of transportation system in the college campuses.

**Table 2: Provision and Management of Transportation Services in Colleges of Education in North Central States, Nigeria**

S/No	Item Statements	Respondents	Strongly Disagree		Disagree		Undecided		Agree		Strongly Agree		Total	
			F	%	F	%	F	%	F	%	F	%	F	%
	<b>Transport Services</b>													
1	There is an organised and well managed transport facility like the motorcycles, buses so as to facilitate movement from one point of lecture to another and/or from one school to another and vice versa.	Stakeholders	28	6.7	34	8.3	18	4.2	207	52.0	102	25.8	388	100
2	Use of motorcycle businesses in the College brings about security problems which need to be checked.	Stakeholders	26	6.7	51	13.0	49	12.5	191	49.1	73	18.7	388	100
3	There is fare charge by private transporters in the College.	Stakeholders	46	11.3	59	14.7	62	15.4	137	34.8	86	21.6	388	100
4	The available buses for sports and excursions, competition etc are not properly managed.	Stakeholders	26	6.2	109	27.7	18	4.2	166	42.3	70	17.5	388	100
5	There is lack of management of buses, motorcycles which causes accidents in the campus.	Stakeholders	59	15.1	127	32.7	24	6.2	84	21.7	94	24.3	388	100

Source: Field survey by the researchers (Lawal Ojibara and Maina 2012)

The colleges had an organized and well managed transport facilities like college riders, buses so as to facilitate staff and students movements from their residents and halls to academic area to another and vice versa. This view was agreed by 77.8%. The availability of easy transportation would assist staff and students to reach their destination very easily without much stress.

The stance taken by most respondents showed that most Colleges of Education in the North Central States of Nigeria that available buses for student field trips, educational visits and practical, staff buses are not well managed. This was supported by 69.4%.

On whether the presence of too many motorcycle businesses brings about security problems which needs to be checked, 67.8% were in concord that the College riders (express or okada) would constitute security problems apart from overloading and over-speeding.

The opinion of respondents on lack of proper management of transport for schools/departments/academic activities was agreed by 80.4%.

On whether the fare charged by private transporters are not exorbitant, 56.4% agreed.

Opinion of respondents on lack of proper managing of buses, College riders that they cause accidents in the campuses, 46% agreed.

On whether over speeding, over crowding and problem of theft were caused by private transport system that was raised, 58.9% were in support of the view.

**Research Question 3:** Are there adequate and well managed health/clinic facilities in Colleges of Education in North Central States of Nigeria?

### **Impact of Health/Clinic Services**

As to whether or not college clinics are faced with management problems such as enormous patients, inadequate provision of drugs and manpower, 49.9% agreed, while 41.2% disagreed. As to whether medical services given by the clinics on college campuses can be best described as inadequate and poor due to mismanagement as pointed out. This statement was supported by 37.4%. However 49.9% did not accept this view. It was submitted by 6.7% under proper management, will up-grade and expand the medical facilities in the college clinics. Only 62.8% agreed with this view.

77.1% of the respondents agreed that the College Clinics were standard and that they housed all the required facilities and personnel with adequate management.

**Table 3: Provision and Management of Health and Medical Services in North Central States, Colleges of Education**

S/No	Item Statements	Respondents	Strongly Disagree		Disagree		Undecided		Agree		Strongly Agree		Total	
			F	%	F	%	F	%	F	%	F	%	F	%
1	My college has a standard clinic that house all the required facilities and personnel and it is well managed.	Stakeholders	49	12.5	40	10.4	40	10.4	223	57.5	76	19.6	388	100
2	Management of free medical care in form of medical examination, ante -natal clinics, first aid and other medical aids with broad based services exists in the Colleges	Stakeholders	67	17.1	77	19.8	58	15.0	75	19.3	112	28.8	388	100
3	The College clinics are faced with management problems of coping with enormous patients which usually leads to lack of prompt medical attention and provision of adequate drugs and manpower	Stakeholders	41	10.5	119	30.7	34	8.8	133	34.1	61	15.8	388	100
4	The medical services given by clinics on the College campus can be best described as inadequate and poor due to mismanagement.	Stakeholders	33	8.4	86	22.2	0	0	167	43.1	102	26.3	388	100

Source: Field survey by the researcher s (Lawal Ojibara and Maina 2012)

## Conclusion

From the analysis of data and the findings of this study, it could be concluded that some services were provided and managed for personnel needs in the Colleges of Education in North Central States of Nigeria. Despite this, the services were grossly inadequate to satisfy the needs of teeming staff and student population.

## Recommendations

From the findings and conclusions of this study, the researchers recommend that adequate funds should be allocated to the Colleges of Education in Nigeria by the federal and state government to take care of the personnel needs.

Adequate provision and management of personnel facilities like health/clinic, transportation, recreation/sport equipments should be made available on personnels demand and should be improved upon and properly

managed. Orientation and sensitization should be well organized for personnels most especially the new ones so as to integrate them very well into the college system.

Colleges of Education in Nigeria should be encouraged to engage in alternative generation of source of revenue to augment government allocations.

The college management should ensure that personnel demands are satisfied in order to maintain free and peaceful conducive teaching and learning environment.

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