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**UTILIZATION OF ICT FACILITIES  
BY UNDERGRADUATE STUDENTS IN THE  
UNIVERSITY OF JOS**

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## Abstract

The research examined the utilization of ICT facilities by undergraduate students in the University of Jos. The facilities considered are computers, printers, Internet and e-granary, which are available for students' use in the libraries and other faculties' laboratories. Survey method was used in the research. Questionnaire was distributed to four hundred (400) undergraduate students across all faculties in which 379 were correctly filled and used for the study. Interview was conducted in various computer laboratories to confirm some responses to questionnaire as well observation of facilities and activities in the laboratories. The research identified high level of awareness of internet services, very low patronage of the e-granary site, average level of computer literacy and competence, majority of students use ICT facilities only when the need arises, e-mail and assignments are the major purpose for which undergraduate students use the facilities. The major constraint in the use of ICT is the inadequate facilities, conclusion and recommendations were provided.

## INTRODUCTION

Information and communications Technology (ICT) at the University of Jos Library has become the driving force in the new service platform of the library. This involves the application of computer and other communications technology to provide what was previously provided in "hard" or "physical" copies. The adoption and adaptation of ICT by the University of Jos library follows a global trend in the provision of effective information services to users.

ICT is an electric application of computing, communication, telecommunication and satellite technology (Yusuf and Onasanya, 2004: 34). ICT Comprises of machineries and tools necessary for the generation, processing, storage, retrieval and dissemination of information. (Mabawonku & Okwilagwe, 2004: 21). Libraries, which were considered only as the storehouses of knowledge, have got a new outlook in the modern Information Communication era. The activities, which were carried out manually in libraries with so much of pain and strain are being carried out smoothly with the help of ICT with greater effectiveness (Vinitha, Kanthimathi, & Tharani, 2006:18)

The advancement of science and technology has made a tremendous improvement and change in library services worldwide. The services rendered with the help of ICT are faster and more effective. The revolution of ICT is now making great impact in all fields of knowledge. And the field of librarianship is also deeply affected by this revolution (Rahman, 2002: 39). ICTs are becoming natural part of man's daily life. Thus, their use in education by staff and students is becoming a necessity. (Gambari & Chike; 2007: 37).

## STATEMENT OF THE PROBLEM

The provision of ICT facilities like computers, the use of Internet and e-granary by undergraduate students of University of Jos including other users is free for now. This has made it easy for students to use the Internet and e-granary within the University of Jos conveniently. It is therefore necessary to determine the level of awareness of these important services to users, particularly the undergraduate students that form the largest population of users.

The availability and awareness may not be enough, it is also important to find out the level of competence in the use of computers by the group under investigation. Several questions come to mind: Are users aware of these services? How competent are they? How useful are the resources in the Internet and e-granary to these undergraduate students? Do the contents meet their information need? What are the constraints? The study is expected to find answers to these questions.

## OBJECTIVES OF THE STUDY

1. To identify the level of awareness of ICT facilities by undergraduate students.
2. To identify the level of computer literacy among undergraduate students.
3. To ascertain the frequency of use by undergraduate students of ICT facilities.
4. To identify the purpose for which undergraduate students use the ICT facilities.
5. To identify the level of competence in the use of ICT facilities
6. To identify whether the use of ICT facilities satisfies undergraduate students' needs.
7. To identify the problems encounter by undergraduate students in the use of ICT facilities.

## METHODOLOGY

The survey approach was used for this research. The population of the undergraduate students of the University of Jos as at the time of this study was 12,300(MIS record). It was determined that a random sample of 400 would be ideal to provide an accurate representation of this population. The sample was spread over various faculties. A structured questionnaire was developed and administered to undergraduate students in libraries and lecture halls between October and December 2007. Three research assistants accompanied the author to administer questionnaire in the laboratories and subsequent collection. The researcher confirmed some responses by the respondents by conducting interviews and observation of facilities. Data collected was analyzed using descriptive statistic-frequencies, percentages employing the use of Statistical Package for Social Scientists (SPSS).

## DATA ANALYSIS AND RESULTS

The data generated for this study were analyzed using Statistical Package for Social Scientists (SPSS). A total of 400 questionnaires were distributed to undergraduate students of the University of Jos for this study. And 379 were duly completed, and returned. Thus, representing 94.75% return rate.

**Table 1: Awareness of Computer availability in the Faculty laboratories.**

Responses	Frequency	Percent
Yes	278	73.4
No	99	26.1
Total	377	99.5
Undecided	2	.5
Total	379	100.0

The table above shows that 278 (73.4%) of the students are aware of the availability of computers in various faculties for their use, while 99 (26.1%) are not

aware, 2 (0.5%) did not answer this question. This suggests that the level awareness of availability of computers for students use in the various faculty laboratories is very high. Each faculty has a laboratory different from the University library laboratories.

**Table 2: Awareness of Computer availability in the Library Laboratories.**

Responses	Frequency	Percent
Yes	264	69.7
No	110	29.0
Total	374	98.7
Undecided	5	1.3
Total	379	100.0

The table shows that 264 (69.7%) are aware of the computers in the laboratories while 110 (29.0%) are not aware; 5(1.3%) did not answer this question. This shows that students' level of awareness of computer availability in library laboratories is high.

**Table 3: Awareness of e-granary site**

Responses	Frequency	Percent
Yes	101	26.6
No	263	69.4
Total	364	96.0
Undecided	15	4.0
Total	379	100.0

From the above table, 101(26.6%) are aware of the e-granary site and 263(69.4%) are not aware. 15(4%) did not respond to the question. The implication of this result is that, majority of the undergraduate students are not aware of this site. Effort needs to be made to bring awareness of e-granary to undergraduate students.

**Table 4: E-granary meets students' information needs.**

Responses	Frequency	Percent
Yes	62	16.4
No	126	33.2
Total	188	49.6
Undecided	191	50.4
Total	379	100.0

The table above shows that 126 (33.2%) confirmed that the use of e-granary does not meet their information needs, while 191 (50.4%) did not answer the question. Only 62 (16.4%) students responded that the use of e-granary meets their information needs.

*Table 5: Respondents who are computer literate*

Responses	Frequency	Percent
Yes	243	64.1
No	126	33.2
Total	369	97.4
Undecided	10	2.6
Total	379	100.0

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Responses	Frequency	Percent
Yes	243	64.1
No	126	33.2
Total	369	97.4
Undecided	10	2.6
Total	379	100.0

From the table, 243(64.1%) of the respondents are computer literate, while 126(33.2%) are not computer literate. 10(2.6%) did not respond to the question.

It is an encouraging situation, but it is not good enough that about 33.2% of University undergraduate students are not computer literate.

**Table 6: Respondents with personal Laptops**

Responses	Frequency	Percent
Yes	27	7.1
No	344	90.8
Total	371	97.9
Undecided	8	2.1
Total	379	100.0

The table shows that 344(90.8%) of the respondents have no personal laptops, while 27 (7.1%) could afford personal laptops, 8(2.1%) did not respond. 7.1% is very poor considering the need for personal laptops in this information age and the fact that University has wireless connection to the Internet.

**Table 7: Competence in Computer Use**

Responses	Frequency	Percent
Yes	200	52.8
No	169	44.6
Total	369	97.4
Undecided	10	2.6
Total	379	100.0

The above table shows that 200(52.8%) can use computer without assistance while 169 (44.6%) have no competence in the use of computer and need assistance, 10(2.6%) did not respond to the question. This result shows that majority of the undergraduate students need training to acquire competence in using Internet and e-granary.

**Table 8: Frequency of computer use**

Responses	Frequency	Percent
Daily	29	7.7
Two times a week	25	6.6
Three times a week	63	16.6
When the need arises	201	53.0
I can't use computer	37	9.8
Total	355	93.7
Undecided	24	6.3
Total	379	100.0

From the table above, 201(53.0%) use computers when the need arises, 63(16.6%) use computers three times a week, 37(9.8%) can't use computers, 29(7.7%) use computers daily, 25(6.6%) use computers two times a week, 29 (7.7%) use computers daily, 25(6.6%) use computers two times a week, 24(6.3%) did not respond to the question. The result shows that majority of students only use computers when the need arises, followed by those that use computers three times a week.

**Table 9: Purpose (s) of using computer**

Responses	Frequency	Percent
e-mail and assignments	117	30.9
e-mail and leisure	50	13.2
e-mail and online studies	36	9.5
e-mail and browsing	68	17.9
e-mail and research	38	10.0
Others specify	9	2.4
Total	318	83.9
Undecided	61	16.1
Total	379	100.0

The table shows that 117(30.9%) use internet and e-granary for e-mail and assignments, 68(17.9%) use it for e-mail and browsing, 50(13.2%) use it for e-mail and leisure, 38(10%) use it for e-mail and research, 9(2.4%) use it for other purposes not specified. This result shows clearly that majority of the respondents use the computers for e-mail and assignments followed by e-mail and browsing. 61(16.1%) did not respond to this question.

*Table 10: The use of ICT facilities meets students' information needs.*

Responses	Frequency	Percent
Agree	170	44.9
Disagree	77	20.3
Strongly agree	17	4.5
Strongly disagree	31	8.2
I don't know	51	13.5
Total	346	91.3
Undecided	33	8.7
Total	379	100.0

The table above shows that 170(44.9%) agree with the statement, 77(20.3%) disagree, 51(13.5%) indicated I don't know, 31(8.2%) strongly disagree, 17(4.5%) strongly agree while 33(8.7%) did not respond. This shows that 187 (49.4%) of the respondents responded positively that the use of ICT facilities meets their information need. This implies that for those who can actually use the facilities they benefit from the use. Effort needs to be made to increase this percentage.

**Table 11: Constraints to the use of ICT Facilities**

Responses	Frequency	Percent
Electricity	81	21.4
Few facilities	136	35.9
Network downtime	48	12.7
Staff attitude	12	3.2
Viruses	29	7.7
Others, specify	14	3.7
Total	346	76.8
Undecided	59	15.6
Total	379	100.0

The table shows that 136(35.9%) indicated that the major constraint is few facilities, 81(21.4%) indicated electricity, 48(12.7%) indicated network downtime, 29(7.7%) indicated viruses, 14(3.7%) indicated other constraints not listed in the questionnaire, 12(3.2%) indicated staff attitude while 59(15.6%) did not respond to this question. This shows that the major constraint is lack of adequate ICT facilities for students' use

## **CONCLUSION**

This study reveals that majority of undergraduate students are aware of the ICT facilities in the various faculty laboratories (73.4%) and libraries (69.7%) in the University of Jos. Majority (69.4%) are not aware of the e-granary site. The percentage of students who are computer literate is high (64.1%) but for 33.2% undergraduate students still not computer literate is not very good in the university system. Only 7.1% of students own laptops. The study also shows that the percentage of students not being able or competent to use computer for their information needs without assistance is relatively high (44.6%) noting the importance of this to undergraduate students

It is clear that majority of undergraduate students use computers when the need arises (53%), that is, when there is need to check their mails or when an assignment is given to them. This is similar to Nwogu & Anunobi (2007) discovery that members of academic community apply Internet information to very serious academic work namely research, teaching, improving knowledge, class work and assignment. Also discovered is the fact that ICT use meets information needs of average number of undergraduate users (49.4%) in the University of Jos despite a major constraint of few facilities.

## **RECOMMENDATIONS**

- 1) There is need for University library to embark on awareness of e-granary site to users if the very essence of this service is to be achieved
- 2) There is need for University or government to subsidize the cost of Laptops for students. It has become a necessity and not a luxury to own a laptop in this information age especially in the tertiary institutions.
- 3) Effort needs to be put into training students by librarians/information professionals to raise the level of competence in the use of ICT facilities.
- 4) There is need to train students on the Internet searching skills and Internet information evaluation techniques

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