

INFORMATION SEEKING BEHAVIOR AND WORK PERFORMANCE OF LOCAL GOVERNMENT ADMINISTRATORS IN NIGER STATE, NIGERIA

Abubakar, Fati (M. Phil)

fati.abu@futminna.edu.ng

University Library Services

Federal University of Technology, Minna, Niger State, Nigeria

Prof. G. O. Alegbeleye PhD

gb.alegbeleye@yahoo.com

*Department of Information Resources Management
Babcock University, Ileshan Remo, Ogun State, Nigeria
&*

Musa Hussaini PhD

hussaini.musa@futminna.edu.ng

Federal University of Technology, Minna, Niger State, Nigeria

Abstract

This study investigated the information seeking behaviour and work performance of local government administrators in Niger State, Nigeria. Descriptive survey research design was used and the target population was the 275 local government administrators in the 25 local government areas in Niger State, Nigeria. 165 local government administrators from 15 local government areas in the three senatorial districts of Niger State were sampled. A structured questionnaire was used to collect data. Frequency and percentage distribution, mean and standard deviation and linear regression were used to analyse the data. Results showed that level of work performance of local government administrators was high at ($\bar{x} = 2.73$, $SD = 0.79$) on a 4-point Likert scale and the level of information seeking behaviour was high with a grand mean of ($\bar{x} = 3.10$, $SD = 0.984$) on a 4-point Likert scale. The challenges militating against work performance included lack of staff training on skills to provide quality service at ($\bar{x} = 3.41$, $SD = 0.854$), lack of acknowledgement for work done at ($\bar{x} = 3.14$, $SD = 0.854$) among others. Results further showed that work performance of local government administrators in Niger State, Nigeria was not significantly influenced by information seeking behaviour with ($R^2 = 0.014$, $B = 0.121$, $t = 1.459$, $p > 0.05$). The study concluded that the high level of work performance of local government administrators in Niger State could be attributed to the high level of their information seeking behaviour. The study recommended that Local governments in Niger State should train and re-train their employees on information literacy skills so as to be able to provide more quality services.

Keywords: Administrators, Information Seeking Behavior, Local Government, Work Performance, Niger State

Introduction

The sustainability of any organisation largely depends on the work performance of its employee. The objective of any organisation whether profit-oriented or not, is to achieve the aim for which

the organisation was established, and this depends on the work performance of its employee. Some scholars distinguish it as multi-dimensional, proposing that each organisation has particular criteria for performing work, and the criteria that work for one organisation may not be appropriate in others. According to Agba, Akwara and Idu (2013) Work performance refers to task accomplished by individual employee; it is how well a worker accomplishes a given task in an organization. Work performance is the fundamental element of any organization and the most important factor for the success of the organization and its performance. Work performance is the key multi character factor intended to attain outcomes which has a major connection with planned objectives of the organization (Sabbir & Xie, 2016).

Work performance has been an important issue for every organisation, be it a profit or non-profit one (Abu-Jarad, Yusof, & Nikbin, 2010; Novak, 2017). However, defining, conceptualizing and measuring performance has not been an easy task. Individual performance is of high importance for firms and individuals. Work performance by local government administrators has attracted considerable attention of researchers given their critical roles in grass root development. It is believed that work performance of the local government administrators has contributed to the success of the community as a whole. Nevertheless, there are numerous factors that can affect the work performance of the local government administrators which include unreliable information, lack of access to information to help in performance of work, inadequate information at their reach and lack of information and feedback from staff and the community served. While Singh and Twalo (2015) defined work performance as an individual-level variable, or something a single person does; Johari, Shamsudin, Yean, Yahya and Adnan (2019) clarify that performance does not have to be directly observable actions of an individual. It can consist of mental productions such as answers or decisions. Moreover, high performing individuals get promoted, awarded and honored.

Fernández-del-Río, Koopmans, Ramos-Villagrasa, and Barrada (2019) identified two types of employee behaviour that are necessary for organisational effectiveness: task performance and contextual performance. Task performance refers to behaviours that are directly involved in producing goods or services, or activities that provide indirect support for the organisation's core technical processes. Werner and Balkin (2021) opined that these behaviours directly relate to the formal organisation reward system. On the other hand, contextual performance is defined as individual efforts that are not directly related to their main task functions. However, these behaviours are important because they shape the organisational, social, and psychological contexts serving as the critical catalyst for task activities and processes (Werner & Balkin 2021). Fernández-del-Río, *et al* (2019) opined that contextual performance has been further divided into two phases: interpersonal facilitation and job dedication. Interpersonal facilitation includes cooperative, considerate, and helpful acts that assist co-worker's performance. On the other hand, job dedication, includes self-disciplined, motivated acts such as working hard, taking initiative, and following rules to support organisational objectives.

Information Seeking Behaviour can be described as an individual's way and manner of gathering and sourcing for information for personal use, knowledge updating and development. It encompasses the ways individuals articulate their information need, seek, evaluate, select, and use information. Human information behavior is all about how we need, find, process, and use information. Whatever reason we need information for, that information must be; accurate, reliable, authoritative, up-to-date and easily available. Information seeking behaviour is a process

that requires an information seeker, or what might be called "personal information structures" such as a person's cognitive abilities, his or her knowledge, skills in relation to the problem or task domain, knowledge and skills specific to a system and knowledge and skills regarding information seeking. Information is undertaken to identify a message that satisfied a perceived need. This activity may be actively or passively done when taking steps to satisfy a felt need.

Information-searching behaviour is the 'micro-level' of behaviour and information-use behaviour consists of 'the physical and mental acts involved in incorporating the information found into the person's existing knowledge base'. Using students as case study, students' information seeking behaviour involves active or purposeful information as a result of the need to complete course assignment, term papers, prepare for class discussions seminars, workshops, conferences, examination or write final year research papers.

Information-seeking behaviour is directed towards purposive information seeking, using manual information systems (such as a newspaper or a library) or computer-based systems (such as the World Wide Web). Interacting with human systems such as friends, colleagues, and relatives is also included in this definition. Gathering information sources from different sources will allow the local government administrators to have access to varieties of information sources to perform their work perfectly. The researcher will look at how these varieties of information sources are utilized. The principal officers of the local government are normally expected to be the leaders and directors of their various local government areas. They indulge in information seeking in order to serve the local community, whereby they reveal behaviours related to information seeking and use, which will help them carry out their work effectively, especially as they look for accurate, reliable and timely information to meet the needs of their local communities. Furthermore, the utilization of information sources will be measured in this study using levels of information sources utilization, factors that influence information sources utilization, this will justify the existence of the information sources. It is in this line of investigation set to assess the level at which information sources are made available and accessible by the local government administration.

Therefore, adequate attention will be given to the local government administrators' information seeking, need and behaviour; their ability to know what information is needed, where to find the information, the best sources, evaluate the information and use the information in an ethically unbiased manner. In line with this premise, Idiegbeyan-Ose, Opeke, Aregbesola, Owolabi, and Eyiolorunshe (2019) observe that information use also affects the way in which public employees work within the management process because they want to gain a sense of satisfaction from a job properly carried out. Therefore, information that allows them to compare actual results with projected results is essential and desirable. Though, the type and nature of information sources used among Niger State Local Government administrators is one of the focuses of this study. Local government is the third tier of government. Niger State has twenty-five local governments. Niger State, which was created out of the North-Western State of Nigeria in 1976, is inhabited by three main ethnic groups, namely Nupe, Hausa and Gbagyi (Gwari). Its population in 2006 according to the census then taken was 3,950,249, the second largest in the North Central zone after Benue. It is also divided into eight emirates for the administrative convenience of the long-standing traditional political system. They are: Bida, Agaie, Lapai, predominantly Nupe; Kontagora, Kagara and Borgu, predominantly Hausa; and Minna and Suleja, predominantly Gbagyi. The populations of the predominantly Nupe, Hausa and Gbagyi

groups of emirates are in the ratio of approximately 40:32:28, giving some idea of the relative strengths of the three main ethnic groups within the state (Ndagi, 2012).

Local government is the third tier of government. Local governments were created to bring government closer to the grassroots and give the people a sense of belonging. The sustainability of any organisation including local governments largely depends on the work performance of its employees as noted by Alao *et. al.* (2015), in spite of the fact that the 1976 local government reforms granted greater autonomy, powers and functions to local governments, they still have a long way to go towards the satisfactory performance of their functions in many areas. Waiyaki (2017) observed that most of these administrators encounter the problem of development and training for the employee to improve their skills and knowledge, obviously these lead to poor performance.

It was on this note that Agba *et. al.* (2013) ascertained that many times the performance of the local government administrators have been severely criticized with some people calling for the scrapping of this third tier of government consequent upon their poor service delivery. Niger State is not spared from this class of states with poor performing local governments. What could then be responsible for poor performance of local government administrators in Niger State, Nigeria? In other to provide answer to these questions, the researchers therefore investigate information seeking behavior and work performance of local government administrators in Niger State, Nigeria.

Research Objectives

The objectives of the study were to:

1. determine the level of work performance of local government administrators in Niger State, Nigeria;
2. ascertain the information seeking behaviour of local government administrators in Niger State, Nigeria;
3. identify the challenges facing work performance of local government administrators in Niger State, Nigeria.

Research Questions

The following research questions guided the study:

1. What is the level of work performance of local government administrators in Niger State, Nigeria?
2. What is the information seeking behaviour of the local government administrators in Niger State, Nigeria?
3. What are the challenges facing work performance of local government administrators in Niger State, Nigeria?

Research Hypothesis

The null hypothesis was postulated and tested at 0.05 level of significance:

H₀1: Information seeking behaviour has no significant influence on work performance of local government administrators in Niger State, Nigeria.

Literature Review

Waiyaki (2017) conducted a similar study to investigate the relationship between motivation and staff performance in Pam Golding Properties. The study was guided by four research questions in line with research objectives. The study adopted descriptive research design. Cluster sampling technique was used for the study. The research instrument for this study was structure questionnaire. Findings revealed that the management of Pam Golding Properties partially used motivational goal-setting as a motivator to their employees; they also allowed the employees to be involved when setting their goals. The study concluded that the employees at Pam Golding Properties were highly dissatisfied with the monetary packages that were offered by the company, there was lack of regular training and development for the employees to improve their key skills and knowledge and there was no mentorship programme for employees either during on-boarding or achieving their goals and this would be greatly beneficial to them. The study recommended that as money served a great motivator, the organisation should actually look into satisfying its employees accordingly by it.

Okon and Isong (2016) conducted a similar study to examine whether management style had an effect on employee performance. The study was guided by four research questions in line with research objectives. The study adopted descriptive survey research design. Stratified random sampling technique was used for the study. The research instrument for this study was structure questionnaire. Findings revealed that analysis indicated that there was an affirmative relationship between management styles and the performance of employees, there was also an indication that participative management style had a more positive relation to employee performance compared to other styles of management. The study concluded that management style actually had an influence on employee performance. The study recommended that small business owners should actually embrace this kind of style to enhance their performance.

In another study, Shafique and Mahmood (2016) review research studies conducted to find out the information needs and seeking behavior of educational administrators, and other stakeholders of education enterprise. The purpose of this review is to identify the important variables affecting the information needs and seeking behavior of educational administrators. An effort is also made to review the status of such research studies in Pakistan. The paper is based on comprehensive review of available literature. For the literature search, valid sources of published and unpublished information were consulted (i.e., books, journal articles, reports, conference/workshop proceedings, theses, etc.). Recommendations and conclusions are also drawn in the light of reviewed literature. The study reveals that many variables are affecting the information needs and seeking behavior of educational administrators: such as their work context, administrative responsibilities and work experience along with source preferences and use of information.

Levin (1991) assesses the information-seeking behavior of top-level municipal and county government officials. Data were obtained through a 1989 mail questionnaire sent to 200 local officials serving in the San Francisco Bay Area of Northern California. One hundred and fifty-six officials returned usable questionnaires, resulting in a 78% response rate. The survey

explored eight attitudes of policy-makers toward gathering information: kinds of information needed, preferred sources, barriers to accessing information, use and usefulness of professional reading materials, receptiveness of public affairs organizations, satisfaction with amount of information, time spent in information-gathering, and the role of office computers. Findings are that high-ranking local officials spend significant work time engaged in information-related tasks, are generally satisfied with their results, are pessimistic about the professional literature yet optimistic about public interest organizations as information providers, and undervalue external library-based resources and computer-assisted information services

Methodology

This study adopted survey research design and target population comprised of 275 Local Government Administrators in the 25 Local Government Area of Niger State. Five (5) local government areas were randomly selected from each of the three senatorial districts of the State making a total of 15 local government areas sampled. Eleven (11) administrators were used as respondents in each of the sample local government areas making a total of one hundred and sixty-five (165) administrators using Krejcie & Morgan table for this study across the three senatorial districts. The study adopted a multistage sampling procedure: stratified, simple random and purposive sampling to carefully select the administrators working in the local government area. A close ended structured questionnaire was designed to capture items based on the research questions. The draft copies of questionnaire were validated by three lecturers in the Department of Information Resource Management and a Statiscian from Department of Statistics all from Babcock University, Ileshan Remo, Ogun State, Nigeria and 30 copies of the modified version were pre-tested on 30 administrators in the five (5) Local Government Areas of Niger State using test re-test method. The selection of these Local Government Areas was due to the fact that the Local Government Areas were neither part of the study area nor part of the sample. The reliability coefficient of 0.70 was obtained. The figure is above half (1/2), which is an indication that the instrument is excellent and reliable. Research questions were analysed using frequency, percentage, mean and standard deviation. Research hypothesis was tested using linear regression analysis to test the significant relationship between the dependent and independent variable. A total of 165 copies of questionnaire were administered to administrators in the 25 Local Government Areas of Niger State, Nigeria. A response rate showed the returned of all the 165 copies of the questionnaire representing 100 percent.

Presentation of Results of Analysis of the Major Variables of the Study

Research Question One: What is the level of work performance of local government administrators in Niger State, Nigeria?

The response on the level of work performance of local government administrators in Niger State, Nigeria is presented in Table 1.

Table 1: Level of work performance of local government administrators in Niger State, Nigeria

Work Performance	VH (4)	H (3)	L (2)	VL (1)	Mean	SD
Quality of work	59 (39.6%)	46 (30.9%)	34 (22.8%)	10 (6.7%)	3.03	0.947

Job knowledge	32 (21.5%)	74 (49.7%)	40 (26.8%)	3 (2.0%)	2.91	0.747
Training and development	26 (17.4%)	56 (37.6%)	66 (44.3%)	1 (0.7%)	2.72	0.754
Work efficiency	21 (14.1%)	60 (40.3%)	63 (42.3%)	5 (3.4%)	2.65	0.762
Adherence to timeliness	17 (11.4%)	55 (36.9%)	72 (48.3%)	5 (3.4%)	2.56	0.738
Motivation	20 (13.4%)	51 (34.2%)	65 (43.6%)	13 (8.7%)	2.52	0.835
Grand mean					2.73	0.797

Source: Researcher's Field Survey, 2022

Decision Rule: if mean ≤ 1.49 = Very low; $1.5 - 2.49$ = Low; $2.5 - 3.49$ = High, $3.5 - 4.0$ = Very high.

Key: VH=very High; H=High; L=Low and VL=Very Low

Table 1 reveals the result of the level of work performance of local government administrators in Niger State, Nigeria. The result shows that the grand mean of work performance of local government administrators in Niger State, Nigeria is ($\bar{x} = 2.73$, $SD = 0.79$) on a 4-point Likert scale. This result implied that the level of work performance of local government administrators in Niger State, Nigeria is high.

Research Question Two: What is the information seeking behaviour of local government administrators in Niger State, Nigeria?

The response on the information seeking behaviour of local government administrators in Niger State, Nigeria is presented in Table 2.

Table 2: Information seeking behaviour of local government administrators in Niger State, Nigeria

Information seeking behaviour	SA 4	A 3	D 2	SD 1	Mean	Std.
Initiation					3.26	0.955
I need information on how to initiate and direct the provision of services	96 (64.4%)	30 (20.1%)	12 (8.1%)	11 (7.4%)	3.42	0.923
I need information on how to formulate and implement council policies	90 (60.4%)	39 (26.2%)	9 (6.0%)	11 (7.4%)	3.40	0.899
I need information for school performance	70 (47.0%)	54 (36.2%)	12 (8.1%)	13 (8.7%)	3.21	0.927
I need information for agricultural and natural resources development	71 (47.7%)	22 (14.8%)	42 (28.2%)	14 (9.4%)	3.01	1.069
Selection					3.01	1.036
I search the internet to keep abreast with recent development	76 (51.0%)	46 (30.9%)	13 (8.7%)	14 (9.4%)	3.23	0.961
I read books and journals to obtain information on work	60 (40.3%)	61 (40.9%)	15 (10.1%)	13 (8.7%)	3.13	0.917
I read local newspapers to get information on general awareness	55 (36.9%)	44 (29.5%)	32 (21.5%)	18 (12.1%)	2.91	1.033
I discuss with colleagues to get information on how to develop administrative skills	58 (38.9%)	39 (26.2%)	11 (7.4%)	41 (27.5%)	2.77	1.232
Exploration					3.20	0.915
I try to locate materials on the topic of interest	77 (51.7%)	49 (32.9%)	11 (7.4%)	12 (8.1%)	3.28	0.916
I read more about the administrative duties in local governments	73 (49.0%)	46 (30.9%)	18 (12.1%)	12 (8.1%)	3.21	0.946
I take notes on the topics of interest	56 (37.6%)	62 (41.6%)	21 (14.1%)	10 (6.7%)	3.10	0.883
Formulation					2.98	1.009
I consult my superiors on the information I need	58 (38.9%)	48 (32.2%)	33 (22.1%)	10 (6.7%)	3.03	0.940
I decide on the information I need	57	43	37	12	2.97	0.979

I take action on the information I need	(38.3%) 61 (40.9%)	(28.9%) 42 (28.2%)	(24.8%) 21 (14.1%)	(8.1%) 25 (16.8%)	2.93	1.107
Collection					3.15	0.989
I try to use sources such as indexes and bibliographies	78 (52.3%)	40 (26.8%)	19 (12.8%)	12 (8.1%)	3.23	0.961
I consult the librarian/library staff for information	82 (55.0%)	31 (20.8%)	19 (12.8%)	17 (11.4%)	3.19	1.051
I try to collect relevant materials from the library	56 (37.6%)	56 (37.6%)	23 (15.4%)	14 (9.4%)	3.03	0.954
Presentation					3.00	1.00
I keep the books I borrow until my search is over	58 (38.9%)	48 (32.2%)	33 (22.1%)	10 (6.7%)	3.03	0.940
I recheck the sources for clarity	56 (37.6%)	56 (37.6%)	23 (15.4%)	14 (9.4%)	3.03	0.954
I retain materials used until my search is completed	61 (40.9%)	42 (28.2%)	21 (14.1%)	25 (16.8%)	2.93	1.107
Grand Mean					3.10	0.984

Source: Researcher's Field Survey, 2022

Decision Rule: if mean \leq 1.49 = Strongly disagree; 1.5 – 2.49 = Disagree; 2.5 – 3.49 = Agree, 3.5 – 4.0 = Strongly agree.

Key: SA= Strongly Agree; A=Agree; D=Disagree and SD=Strongly Disagree

Table 2 reveals the descriptive analysis of the information seeking behaviour of local government administrators in Niger State, Nigeria. The result shows that the information seeking behaviour of local government administrators in Niger State, Nigeria is high with a grand mean of ($\bar{x} = 3.10$, $SD = 0.984$) on a 4-point Likert scale. This implies that information seeking behaviour were practiced in local governments of Niger State, Nigeria.

Research Question Three: What are the challenges facing work performance of local government administrators in Niger State, Nigeria?

The response on the challenges facing work performance of local government administrators in Niger State, Nigeria is presented in Table 3.

Table 3: Challenges facing work performance of local government administrators in Niger State, Nigeria

Challenges	SA (4)	A (3)	D (2)	SD (1)	Mean	SD
Lack of staff training on skills to provide quality service	87 (58.4%)	46 (30.9%)	6 (4.0%)	10 (6.7%)	3.41	0.854
Lack of acknowledgement for work done	60 (40.3%)	56 (37.6%)	27 (18.1%)	6 (4.0%)	3.14	0.854
Work overload	34 (22.8%)	87 (58.4.2%)	23 (15.4%)	5 (3.4%)	3.01	0.721
Poor remuneration and promotion	29 (19.5%)	75 (50.3%)	39 (26.2%)	6 (4.0%)	2.85	0.774
Lack of contingent rewards and wages	27 (18.1%)	61 (40.9%)	59 (39.6%)	2 (1.3%)	2.76	0.759
Poor security and social facilities	24 (16.1%)	54 (36.2%)	69 (46.3%)	2 (1.3%)	2.67	0.757
Poor services and physical working	39 (26.2%)	52 (34.9%)	22 (14.8%)	36 (24.2%)	2.63	1.117

conditions		
Grand mean	2.92	0.834

Source: Researcher's Field Survey, 2022

Decision rule: if mean ≤ 1.49 = Strongly disagree; 1.5 – 2.49 = Disagree; 2.5 – 3.49 = Agree, 3.5 – 4.0 = Strongly agree.

Table 3 shows the challenges to work performance of local government administrators in Niger State, Nigeria. Some of the most significant challenges to local government administrators in Niger State, Nigeria are: lack of staff training on skills to provide quality service ($\bar{x} = 3.41$, $SD = 0.854$), lack of acknowledgement for work done ($\bar{x} = 3.14$, $SD = 0.854$), work overload ($\bar{x} = 3.01$, $SD = 0.721$) and among others.

Null Hypothesis

H₀1: Information seeking behaviour has no significant influence on work performance of local government administrators in Niger State, Nigeria.

Table 4: Hypothesis test result on significant influence of information seeking behaviour on Work Performance of local government administrators in Niger State, Nigeria

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	2.359	0.261		9.053	0.000
Information seeking behaviour	0.121	0.083	0.119	1.459	0.147

Dependent Variable: Work performance
 $R = 0.119$
 $R^2 = 0.014$
Adjusted $R^2 = 0.008$
 $F(1, 147) = 2.129$
 $P > 0.05$

Source: Field Survey Results, 2022

Table 4 shows that information seeking behaviour has no significant influence on work performance of local government administrators in Niger State, Nigeria with ($R^2 = 0.014$, $B = 0.121$, $t = 1.459$, $p > 0.05$). The model shows that there is a positive but statistically insignificant influence of information seeking behaviour on work performance. This implies that information seeking behaviour does not predict the work performance of local government administrators in Niger State. Hence, the null hypothesis which states that information seeking behaviour has no significant influence on work performance of local government administrators in Niger State, Nigeria was accepted. It can be concluded that work performance of local government administrators in Niger State, Nigeria is not significantly influenced by information seeking behaviour.

Discussion of Findings

Research question one sought to find out the level of work performance of local government administrators in Niger State, Nigeria. The study established that the work performance of local government administrators in Niger State was rated to be high. This study is in consonance with

the study of Obulor, Madukoma, and Okoro, (2021) who reported high level of employee performance in Ogba/Egbema/Ndoni local government areas. The finding also supports the work of Inuwa, Mashi, and Salisu (2017) who documented a high level of employee performance among non-academic staff of Bauchi State University Gadau, Bauchi State. The finding of this study affirms the assertion of Ishandar and Rahim (2018) reported a high level of job performance of employees. This finding does not corroborate the findings of Sukmayuda, Moeins, and Cahyono (2019) who discovered a low level of employee performance in Tangerang, Indonesia; and Urhefe-Okotie, Okafor, and Ijiekhuamhen (2022) who observed a poor job performance in the in South-South Nigeria. This is due to the fact that, administrators' in local government tend to look for information on daily basis compared to others due to the nature and complexity of the administrative responsibilities assigned on a daily basis.

Research question two sought to find out the information seeking behaviour of local government administrators in Niger State, Nigeria. The research findings confirmed that local government administrators perform information seeking activities. The study recognised that the need for information gives rise to information seeking behaviour of local government administrators in Niger State; this is in line with the findings of Mahindaratne and Min (2019) who discovered that farmer's information seeking behaviour is greatly influence by their information need. This study found the information seeking behaviour practised by local government administrators includes searching the internet, discussing with colleagues, reading books and journals and consulting the librarian/library staff for information. This is in line with Udem and Obiamalu (2017) who reported in their study that the information seeking behaviour of employees includes discussion with colleagues within school, visiting library/information centre and browsing the Internet. The study disagrees with the finding of Helen (2012) who reported that the information seeking behaviour of the farmers in Benue is mainly informal. The finding of the study shows that the level of information seeking behaviour of local government administrators in Niger State is high. This differs from the studies of Mahindaratne and Min (2018) and Kavithaa, Rajkumar, and Lakshmi (2014) who found out that the majority of farmers showed a medium level of information seeking behaviour. The main reason which drives local government administrators to information seeking process is to obtain new administrative and update information for the purposes of updating their knowledge followed by administrative work put forward to them from the office.

Research question three sought to examine the challenges facing work performance of local government administrators in Niger State, Nigeria. The result showed that the challenges facing work performance to include: lack of staff training on skills to provide quality service, lack of acknowledgement for work done, work overload, poor remuneration and promotion, lack of contingent rewards and wages, poor security and social facilities and poor services and physical working conditions. This finding is consistent with the findings in prior studies of Nwokike (2018); Amune (2014); and Saka and Salman (2014). These challenges can be attributed to the poor work environment condition and rampant corrupt tendency characterised the local government administration.

The test of hypothesis shows that information seeking behaviour has no significant influence on work performance of local government administrators in Niger State, Nigeria with ($R^2 = 0.014$, $B = 0.121$, $t = 1.459$, $p > 0.05$). The local government administrators who believes that searching information to improve their work performance is time saving, easy and having too much

information is an advantage; would feel a greater satisfaction on the information seeking. In other words, the local government administrators who found information seeking would give value add in improving their work performance; were more likely to have higher satisfaction on the information seeking among local government administrators.

Conclusion

Based on the findings, the study concluded that the level of work performance of local government administrators in Niger State, Nigeria is high; the level of information seeking behaviour of local government administrators in Niger State is high and the challenges facing work performance. It is believed that the enhanced information seeking of the local government administrators' would help policy makers to better understand the factors affecting work performance of local government administrators in Niger State, Nigeria, and formulate appropriate intervention program. Considering the latest global developments in information provision and the recent increased focus on this development of local government administration, the administrators in the government has momentous responsibility and a latent opportunity to improve its administrator's information seeking behaviours. In order to meet these challenges, major steps are needed to upgrade the skill of local administrator's information seeking behaviour and improve information services provided to them so that the problems that they face are resolved. Future research will focus on gathering and comparing data on information-seeking behaviour of government administrators of various ministries. Furthermore, the nature of the use of information resources by local government administrators using in-depth interviews needs to be investigated. Both the nature and impact of the in-house information resources generated by the administrators themselves also need to be studied in-depth through personal examination of this resources and interviews of actual users. No attention has been given to the role of the information professional vis-à-vis the patron. This role needs to be articulated by conducting a study using interviews with administrators and information professionals.

Recommendations

1. The high level of work performance in the local governments should be sustained and possibly improved upon by the local government administrators in Niger State.
2. There is the need for the provision of enabling environment in the local government areas to enhance the effective information seeking for efficient work performance by the local government administrators.
3. Local governments in Niger State should train and re-train their employees on information literacy skills so as to be able to provide more quality services.

Reference

- Abada, I. M., Okafor, N. I., & Omeh, P. H. Understanding The Nexus Between Power Sector Reforms and Development of Agro-Industries in Post-Colonial Nigeria.
- Abu-Jarad, I. Y., Yusof, N. A., & Nikbin, D. (2010). A review paper on organizational culture and organizational performance. *International journal of business and social science*, 1(3).
- Agba, M. S., Akwara, A. F., & Idu, A. (2013). Local government and social service delivery in Nigeria: A content analysis. *Academic Journal of Interdisciplinary Studies*, 2(2), 455.
- Alao, D. O., Osakede, K. O., & Owolabi, T. Y. (2015). Challenges of local government administration in Nigeria: Lessons from comparative analysis. *International journal of development and economic sustainability*, 3(4), 61-79.
- Amune, J. B. (2014). A comparative study of the determinants of job satisfaction among male and female librarians in public university libraries in Edo State of Nigeria. *International Journal of Education and Research*, 2(7), 649-660.
- Fernández-del-Río, E., Koopmans, L., Ramos-Villagrasa, P. J., & Barrada, J. R. (2019). Assessing job performance using brief self-report scales: The case of the individual work performance questionnaire. *Revista de Psicología del Trabajo y de las Organizaciones*, 35(3), 195-205.
- Helen, E.. (2012). Information needs and information seeking behaviour of rural farmers in Okpokwu Local Government Area of Benue State of Nigeria. *A Project for Award of Master of Library and Information Science (MLS) Department of Library and Information at Science University of Nigeria, Nsukka. 81pp.*
- Idiegbeyan-Ose, J., Opeke, R., Aregbesola, A., Owolabi, S., & Eyiolorunshe, T. A. (2019). Relationship between motivation and job satisfaction of staff in private university libraries, Nigeria. *Academy of Strategic Management Journal*, 18(1).
- Inuwa, M., Mashi, M. S., & Salisu, I. M. (2017). Job attitude and employee performance: An empirical study of non-academic staff of Bauchi State University Gadau Nigeria. *International Journal of Business and Management Future*, 1(1), 1-13.
- Ishandar, A., & Rahim, R. (2018, July). Designing Application for Performance Assessment to Measure Employee Professionalism in Government. In *Joint Workshop KO2PI and The 1st International Conference on Advance & Scientific Innovation* (pp. 154-161).
- Johari, J., Shamsudin, F. M., Yean, T. F., Yahya, K. K., & Adnan, Z. (2018). Job characteristics, employee well-being, and job performance of public sector employees in Malaysia. *International Journal of Public Sector Management*.
- Kavithaa, N. V., Rajkumar, N. V., & Lakshmi, C. S. (2014). Information seeking behaviour of dairy farmers. *International journal of science, Environment and Technology*, 3(4), 1502-1506.
- Levin, M. A. (1991). The information-seeking behavior of local government officials. *The American Review of Public Administration*, 21(4), 271-286.
- Mahindaratne, M. G. P. P., & Min, Q. (2018). Developing a model to explore the information seeking behaviour of farmers. *Journal of Documentation*.
- Mahindaratne, M. G. P. P., & Min, Q. (2019). Factors that influence farmers' information seeking behaviour: A study of Sri Lankan vegetable farmers. *Journal of Information & Knowledge Management*, 18(03), 1950037.
- Ndagi, M. U. (2012). Muslims of Niger state: A survey. *NRN Background Paper*, (6).

- Novak, A. (2017). Knowledge management and organizational performance—Literature review. In *Management Challenges in a Network Economy: MakeLearn and TIIM International Conference* (pp. 433-440).
- Nwokike, Felicia Ogonnia. "Information and Communication Technology Skills Possessed by Business Studies Teachers in Enugu Education Zone. A Prerequisite for Quality Assurance in Teaching and Learning of Business Studies." *Nigerian Journal of Business Education (NIGJBED)* 1.2 (2018): 13-22.
- Obulor, K., Madukoma, E., & Okoro, O. J. (2021) Records Management practices as determinant's of job performance of employees in Ogba/Egbema/Ndoni local government council, rivers state, Nigeria.
- Okon, F. I., & Isong, E. U. (2016). Management styles and employees' performance in small scale business enterprises in Akwa Ibom State, Nigeria. *International Journal of Small Business and Entrepreneurship Research*, 4(1), 51-61.
- Pandey, S. (2018). Information-Seeking Behaviour of Trainee Public Administrators in Rajasthan State Institute of Public Administration, Jaipur. *Library Waves-A Biannual Peer Reviewed Journal*, 4(1), 60-67.
- Reiterer, H., Mußler, G., Mann, T. M., & Handschuh, S. (2000). *INSYDER—An Information Assistant for Business Intelligence*. Paper presented at the Proceedings of the 23rd Annual International ACM SIGIR Conference on Research and Development in 338
- Reiterer, H., Tullius, G., & Mann, T. M. (2005). INSYDER: A Content-Based Visual-Information Seeking System for the Web. *International Journal on Digital Libraries*, 5(1), 25-41.
- Sabbir, C. and Xie, I. (2016), "Language in the information-seeking context: a study of U.S. scholars using non-English sources", *Journal of Documentation*, Vol. 72 No. 1, pp. 103-
- Saka, K. A., & Salman, A. A. (2014). An assessment of the levels of job motivation and satisfaction as predictors of job performance of library personnel in Nigerian universities. *Journal of Balkan Libraries Union*, 2(2), 26-33.
- Shafique, F., & Mahmood, K. (2016). Variable affecting the information needs and seeking behavior of educational administrators: A review. *Pakistan Journal of Information Management and Libraries*, 14.
- Singh, P., & Twalo, T. (2015). Mismanaging unethical behaviour in the workplace. *Journal of Applied Business Research (JABR)*, 31(2), 515-530.
- Sukmayuda, D. N., Moeins, A., & Cahyono, Y. (2019). Analysis on some factors influencing employees motivation and its implication on employees performance in packaging company in Tangerang. *International Review of Management and Marketing*, 9(1), 117.
- Udem, O. K., & Obiamalu, A. R. (2017). Information Needs of Junior Employees and their Seeking Behaviour in Nnamdi Azikiwe University Awka, Anambra State, Nigeria. *Essays and Researches in Education, Arts and Social sciences*.
- Urhefe-Okotie, E. A., Okafor, V. N., & Ijiekhuamhen, O. P. (2022). A comparative study of library services and job performance of librarians and paraprofessional librarians in public libraries in South-South Nigeria. *Performance Measurement and Metrics*.
- Waiyaki, E. W. (2017). *Effect of motivation on employee performance: A case of Pam Golding Properties Limited, Nairobi* (Doctoral dissertation, United States International University-Africa).
- Werner, S., & Balkin, D. (2021). Strategic Benefits: How Employee Benefits Can Create a Sustainable Competitive Edge. *The Journal of Total Rewards*, 31(1), 8-22.
- Wilson, T. D. (2000). Human information behaviour. *Informing Science*, 3(2):49-55. Available: <https://www.ischool.utexas.edu/~i385e/readings/Wilson.pdf> [2020, July 18].

- Wilson, T. D. (2016). The nonsense of 'knowledge management'. *Information Research*. 8(1). Available: <http://www.informationr.net/ir/8-1/paper144.html> [2020, August 11].
- Wynne, A. T. & Lyne, M. C. (2004). Rural economic growth linkages and small scale poultry production: a survey of producers in Kwazulu-Natal. *Agreko*, 43(1) pp. 1-22.

BERKELEY

RESEARCH PUBLICATIONS INTERNATIONAL

Phone Number: +234-8100905081

Website: www.berkeleypublications.com

ASSESSORS FORM

Date: 01-06-2022	Manuscript No: JCER-2022-049
Manuscript Status:	Manuscript Type: Paper
Managing Editor: Dr. A.A. Austin (Ph.D)	Author(s): Abubakar, Fati et al.
Journal: Contemporary Education and Research	
Title Paper: Information Seeking Behavior and Work Performance of Local Government Administrators in Niger State, Nigeria	

COMMENTS:

Title: GOOD
Originality of Paper: GOOD
Technical Content: OK
Clarity of Presentation: MODERATE

AMENDMENTS/CORRECTIONS

Abstract: OK
Keywords: OK
Introduction: GOOD
Methodology: MODERATE
Result and Discussions: GOOD
Conclusion: ADEQUATE
References: OK
Other Comments:

Score:

- √A- Accepted for publication with minor revision
- B- Accepted for publication with major revision
- C- Marginal paper requiring resubmission
- D- Not accepted for publication

Decision: ACCEPTED FOR PUBLICATION

Information:

AlaoMB

Dr. M.B. Alao (Ph.D)

Managing Editor