



LAGOS JOURNAL OF LIBRARY & INFORMATION SCIENCE

LAJLIS VOLUME 9 NUMBER 1/2 April/Oct., 2020

NIGERIAN LIBRARY ASSOCIATION
LAGOS STATE CHAPTER
ISSN: 1596-9487



**LAGOS JOURNAL OF LIBRARY AND
INFORMATION SCIENCE (LJLIS)**

Lagos Journal of Library and Information Science (formerly Lagos Librarian) aims to publish articles and short communications which will raise the standard of theory and practice of library and information work thereby providing information professionals the platform for idea articulation, dissemination of research results and

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Lagos Journal of Library and Information Science is published twice a year (April/ and October) by the Lagos State Chapter of the Nigerian Library Association (NLA).

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EDITORIAL**Dr. Jinadu, Iliasu.****Editor-in-Chief**

The World, particularly the Library and information service sector, was shocked by the realities and data that stealthily crept in from Wuhan Province, China. COVID-19 pandemic redefined lifestyles, ways of doing things and modes of navigating the information architecture. LIS is at the dawn of the new normal of ensuring that both users and librarians are keeping safe and our resources are not the source of spreading the virus. We appreciate all frontline health workers for their sacrifices; we empathise with governments at all levels for the doggedness with which they confront the virus; and also congratulate our professional colleagues for disseminating regular updates and enlightenment tips necessary to curtail the spread of coronavirus. As usual, after a world phenomenon like this, the stage is set for researchers, scholars and experts to engage in scientific communications to share experiences, trade ideas and open up the discourse for innovation and productivity through Research and Development (R & D).

In this Issue, Volume 9 (1&2), our esteem readers are served with research findings from studies on restaurants and catering services, pupils with special needs, the role of information literacy in national development and

Sustainable Development Goals (SDGs), information consumption in correctional centres, and cultural intelligence. Other areas of coverage include school, academic and public libraries, IT skills and Electronic Information Resources (EIR) to mention but a few. It is important to reiterate the rich quality of these articles and that they are drawn from cities across Nigeria thus providing a national and broad perspective to support decision making.

Library and information service has once again challenged us all, as professionals, to come up with research findings of the various experiences in libraries during COVID-19 pandemic. The virus caught us unaware and unprepared but we need to prepare our users and colleagues for the new normal. Also, we encourage and invite studies in applied sub-sectors such as information and industry development, entrepreneurial skills, cottage farming and agriculture, health and hospital management, tourism and hospitality to mention but a few.

On behalf of the Editorial Board, I invite all our readers to peruse this freshly served Issue while expecting manuscripts from you and your mentees for the next Issue.

Jinadu, Iliasu (PhD).

CALL FOR PAPERS

Scholarly papers and articles, both empirical and conceptual, in the field of Library and Information Science and related fields are invited for assessment and publication in the Volume 10: Numbers 1/2 edition of Lagos Journal of Library and Information Science (LJLIS) due in May, 2021 and published by the Lagos State Chapter of the Nigerian Library Association.

The manuscript should be double line spaced and not more than fifteen (15) A4 pages including all tables, pictures, references and appendixes. An abstract not exceeding three hundred (300) words and a minimum of five (5) keywords should be included in the

manuscript. Reference should follow the 6th Edition of APA referencing style.

Submission of papers is a continuous exercise but deadline for the above stated edition is 31st May, 2021. The Journal is a peer-reviewed Journal and the decision of the reviewer(s) shall be communicated to correspondent author(s).

Authors are expected to pay an assessment fee of **Five Thousand Naira (N5,000.00) Only** while submitting their manuscripts. Where paper(s) is/are considered publishable, authors will be required to make necessary corrections and pay the publication fee of **Fifteen Thousand Naira (N15,000.00) Only**.

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THANK YOU

Abstracts and Keywords

Access to electronic journals for the provision of quality educational services by academic staff in tertiary institutions in Sokoto State, Nigeria.

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Abstract

The study investigates access to electronic journals for the provision of quality educational service by academic staff in tertiary institutions in Sokoto State. The objectives of the study were to find out the extent of awareness of e-journals by academic staff in the tertiary institutions; to determine the level of access to electronic journals; find out sources of access and the challenges associated with access to e-journals in the institutions. The study employed a quantitative research methodology using a cross-sectional survey research design covering eight (8) tertiary institutions in Sokoto State. A questionnaire was used as the instrument for data collection and administered to 329 academic staff. The data collected were analyzed, using frequencies and percentages. Findings from the study revealed that the majority of the academic staff in the tertiary institutions in Sokoto State mostly access free e-journals, through personal sources which most often not contain

high impact research information for their academic activities. Also, many of the academics indicated that they access e-journals mostly through personal subscriptions. Recommendations made include the need for the institutions to expand their infrastructure on campus to increase the access point and create hotspots around various locations on the campuses that cover every college or school to improve the accessibility of electronic journals for the provision of effective educational service.

Keywords: Access, Academic Staff, Electronic journals, Educational Service, Tertiary institutions, Sokoto State.

Achieving Sustainable Development Goals (SDGs) in Nigeria through information literacy: The roles of public libraries.

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Abstract

The study used a literature-based approach to explore the roles of public libraries in the actualisation of United Nations' Sustainable Development Goals (SDGs) through information literacy. It gave an overview of SDGs, examined the place of information literacy in achieving SDGs and ascertained the roles of libraries in fostering SDGs through information literacy. The study concluded that public libraries contribute to the achievement of SDGs by equipping people to effectively and efficiently access, evaluate and use information which underpins all the goals and targets in the development framework. The study suggested that public libraries should continually share

information on SDGs to their users, plan and execute information literacy workshops to enhance specific skills in information management and use of Information and Communication Technologies (ICTs). Also, the Nigerian Library Association (NLA) should have an information literacy section charged with the responsibility of developing a framework for information programme.

Keywords: Information literacy, Libraries, Public libraries, Sustainable Development Goals, Nigeria.

Assessing the Cultural Intelligence profile of academic librarians in selected universities

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Abstract

The article reports the findings of a study that assessed the Cultural Intelligence (CQ) profile of academic librarians in selected universities. Academic librarians are important asset in a university. Their job required capability to effectively understand and adapt to many of cultural contexts as an additional skill in dissemination of information in the age of globalisation and interconnectedness. These skills require not

only a high degree of intellectual ability but a high level of CQ, therefore it seems important to assess librarians' understanding of other people's culture that will facilitate their job performance. The participants comprised of 131 librarians randomly selected from universities. Data were collected using the Cultural Intelligence Scale (CQS) developed by Earley and Ang in 2003. The scale measures the elements of metacognition cognition, motivation, and behavior. The findings suggest that their CQ level is relatively high with the mean value of 3.58 which is above average. The findings can be used by the relevant authorities to identify the required training, job recruitment; workshop and curriculum need to further improve their CQ level leading towards better job performance and global relevance.

Keywords: Cultural Intelligence (CQ), Librarians, Universities, Nigeria.

Assessment of Prof. Ben Nwabueze's Reference Library, Federal College of Education (Technical), Umunze, Anambra State.

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Abstract

This research work is on Assessment of Prof. Ben Nwabueze's Reference Library, Federal

College of Education (Technical), Umunze, Anambra State. Three research questions guided the study. A sample of 349 library users was used. Questionnaire was administered as the instrument for data collection. Mean and z-test were used for the data analysis and 3.5 served as decision rule for mean. The major findings of the study revealed that librarians with at least a bachelor degree in Library and Information Science are better reference librarians, funds should be provided in the reference section by the parent organization and, reference librarians should avoid lackadaisical attitude so that they can provide effective and efficient reference services to their users. The following recommendations are presented: professionally trained reference librarians with at least first degree should be employed to manage the reference section, reference sections should be adequately funded and finally, librarians should be courteous and polite to users and should always be willing to render services to their users at the right time, in the right form and formats.

Keywords: *Reference services; Reference sections, Libraries, Libraries and Information Resources.*

Assessment of teachers' perception of library resources and use among pupils with special needs in Oyo State

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Abstract

This paper examined library resources availability and usage among pupils with

special needs in Oyo state as perceived by teachers. A descriptive survey research design was adopted in the study. The population of teachers comprised one hundred and sixty-one (161), where thirty (30) of them were selected through purposive sampling method. Three (3) research questions were raised for analysis in the study, a validated questionnaire tagged "Teachers Assessment on Availability and Usage of Library Resources Questionnaire (TAAULRQ)" ($r = 0.89$) was used to collect data from the respondents. Frequency count and simple percentage were used to analyse the data collected. The results obtained indicated that pupils with special needs make use of the library resources in their various schools, but that Hi-tech electronic communication were not being adequately used, hence, 60% disagreed as against 40% of the respondents that agreed. However, the result indicated that all the library resources were provided for the use of pupils with special needs. Arising from the findings, it was therefore recommended that libraries should be adequately funded to meet the resource needs of pupils with special needs and also teacher librarians should be employed to compliment the efforts of the existing library staff.

Keywords: *Children with Special Needs, Information resources, Library usage, School library, Teachers perception Assessment.*

Availability and ICT skills as catalysts of the use of OPAC among undergraduates in Federal universities in South West, Nigeria.

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Abstract

The study investigated availability and ICT skills as catalysts to the use of Online Public Access Catalogue (OPAC) among undergraduates in federal universities in South West, Nigeria. The descriptive survey design was adopted for the study. Probability sampling technique was employed to select 400 out of 79,336 undergraduates in four federal universities in South West, Nigeria for the study. Data collected for this study were analyzed using simple percentage and frequency counts, mean and standard deviation. The study found that there was high level of OPAC availability in federal university libraries in South West Nigeria. The study revealed that the ICT skills required for the use of OPAC among undergraduates in federal university libraries in South West, Nigeria include knowledge of the use of Boolean operators (OR, NOT, AND) and truncation () search strategies. Also to know the position of a particular material on the shelf, to ascertain whether or not a book is present in the library are a good purpose for the use of OPAC by undergraduates in federal universities in South West, Nigeria. This study also found that, OPAC availability will lead to its usage among the undergraduates. Consequently, university libraries should conduct various user education programmes at the beginning of each academic session for undergraduate students so that they can be aware of the availability of the OPAC which is a major step to the use of OPAC.*

Keywords: Availability, ICT skills, Use of OPAC, Undergraduates, South-West, Nigeria.

Availability, awareness and use of Electronic Information Resources (EIR) in selected academic libraries in Lagos State, Nigeria

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Abstract

There is a phenomenal growth in the use of electronic resources all over the world. Unfortunately, reports abound in literature that most African students including Nigerians are yet to fully key into its glowing opportunities globally for self and national development. Thus, this paper investigated the availability, awareness and use of electronic information resources in selected academic libraries in Lagos State, Nigeria. The survey design was adopted for the study through a structured questionnaire drawn on 300 registered users of the library (students) that were purposively sampled in three Federal higher institutions in Lagos State. 286 copies of the questionnaire duly completed and returned were analysed through SPSS (version 20). Major findings reveal that: availability, awareness and use of library electronic resources were at low level as significant positive relationship exists among the variables due to several reasons. These include: skeletal stages of electronic libraries development, inadequate funding and technical know-how including lack of awareness of available library electronic resources and poor interpersonal relationship among library staff and users. Recommendations were made based on the findings.

KEYWORDS: Electronic Resources, Digital Libraries, Students, Lagos-State, Nigeria.

Information and rehabilitation: The need for Correctional Centre Libraries in South-West, Nigeria.

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ABSTRACT

The paper examined the importance of information in all spheres of life; be it economic, social-political, and research. The study adopted the survey research design. The population for the study was 472 long-term prisoners in South-West, Nigeria cutting across 15 Correctional Centres. Total enumeration was used. Instruments for data collection were a self-developed and validated questionnaire titled, "Information Provision and Prisoners' Rehabilitation Programmes in South-West, Nigeria" and observation. The reliability test of the questionnaire yielded the following Cronbach Alpha coefficient for the major constructs: rehabilitation programme=0.83, prisoner information needs for rehabilitation=0.82, sources of information=0.94, Data from the questionnaire were analyzed using descriptive and inferential (correlation and multiple regression) statistics. Data from observation were thematically analyzed. Findings revealed that vocational programmes such as barbing and home economics ranked highest (mean = 3.6, on the scale of 5) among the rehabilitation programmes available in Nigerian correctional centres, while addiction treatment ranked the lowest (mean = 1.4). Prisoners identified health, counseling, recreational, religious, and emotional well-

being as major areas in which they needed information (mean = 3.9). There was a high Mean score of all the identified variables investigated with the highest being correctional centre Libraries, Information Centres, Lectures, Fellow prisoners, and Visitation by relatives with Mean (mean = 3.9). In all, the least rated sources in terms of importance were databases Mean (mean = 3.0) and e-resources with Mean (mean = 3.0) on the scale of 4 points. Observation, however, revealed that correctional centre libraries in the real sense of it are not available in correctional centres in South-West, Nigeria.

Keywords: Information; Rehabilitation; Correctional Centre Libraries; South-West, Nigeria.

Information dissemination and environmental factors as indispensable instruments for efficient catering services: A study of selected restaurants in Yola Metropolis, Adamawa State, Nigeria

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Abstract

This study investigated information dissemination and environmental factors as

Information Literacy through Library Services: A Key Competency in Knowledge Society

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Abstract

Information Literacy encompasses knowing how to use various tools to retrieve, evaluate, use and communicate information in an ethical way. In a knowledge society, information literacy plays major role in enabling people to independently find information and use it whenever need arises. In this 21st century, it is not enough to be merely Information Communication Technology (ICT) literate but one will need literacy that helps the use of these applications and tools. This paper is based on the assumption that libraries have a pivotal role to play in knowledge society. It explains the importance of Information Literacy and opportunities for libraries to improve services through ICT as well as the challenges of Information Literacy Instruction, and charged government ministries with responsibility for the planning, budgeting and periodic monitoring of Information Literacy initiatives, in close consultation with the education, culture and other relevant agencies.

Keywords: Library services, Information professionals, Information Literacy, Knowledge Society.

indispensable instruments for efficient catering services of selected restaurants in Yola metropolis, Adamawa State, Nigeria. Three objectives, three research questions and two hypotheses guided the study. Descriptive survey research design was adopted. Purposive and stratified sampling techniques were employed in drawing samples. Questionnaire was used as the research instrument. Data collection lasted for five (5) days from 2nd to 6th December, 2019. Descriptive statistics of frequency counts and percentage as well as Pearson Product Moment Correlation (PPMC) were used in the analyses of data collected and testing of the null hypotheses, respectively. The study revealed that different types of catering services were rendered to a high extent; information dissemination and environmental factors play significant roles on catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria. Hypotheses tested revealed that there was significant relationship between information dissemination and catering services. Also, there was significant relationship between environmental factors and catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria. The study recommended that restaurants studied should find ways of rendering more services at the door steps of their customers especially “place your order” and “online service delivery” so as to modernise their services to be in tune with global practices; they should endeavour to provide adequate and current information about their services to their customers and also strive to ensure that they have environmental friendly business premises so as to make their customers feel comfortable when patronising their services.

Keyword: Information dissemination; Environmental factors; Catering services; Yola metropolis; Adamawa State, Nigeria.

SWOT analysis for funding, governance and administration of five university libraries in Ogun State, Nigeria

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Abstract

This paper evaluated SWOT analysis of five university libraries in Ogun State, Nigeria in the areas of funding, governance and administration. A case study approach was used. Information was obtained from the University Librarians (UL) via oral interview. Inadequate funding was revealed as a threat. Tetfund intervention is the major opportunity leveraged on for university libraries' funding but it is not extended to private institutions. Findings on SWOTs of university libraries and administration revealed little or no weaknesses in the areas considered. In terms of strengths, four of the five ULs are principal officers of their universities. ULs are knowledgeable, qualified and experienced professionals as required by Association of University Librarians of Nigerian Universities (AULNU) and Librarians Registration Council of Nigeria (LRCN) standards. Governance and administration have opportunities in ULs being members of universities' statutory committees, preparation and justification of library budget by the ULs. SWOT analysis studies in other areas of university library management and services provision is recommended.

Keywords: Administration, evaluation,

university library, funding, governance, SWOT.

Test of library knowledge level of fresh undergraduates of the First Technical University, Ibadan, Oyo State, Nigeria

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Abstract

*The study examined the library knowledge level of fresh undergraduates of First Technical University, Ibadan, Oyo State, Nigeria. Specifically, the study analysed demographic characteristics of fresh undergraduate students. The library knowledge level of fresh undergraduates as well as knowledge level of fresh undergraduates of the university about **library catalogue**. The study employed survey research design. The study used simple random sampling technique to sample 150 fresh undergraduate library users. The data collected were analysed using descriptive statistics of frequency tables, simple percentages and graphical representation. The findings of the study revealed that library knowledge level of fresh undergraduates in the university is very low. This is expected because the students were yet to be exposed to the basic knowledge of the library as at the time of this study. Findings further revealed a generally low level of knowledge of **library catalogue among** fresh undergraduates of the university. Though, a very few of fresh undergraduate students in the university use the library and its various catalogues. Finally, this study recommended that authorities of the university should do more in developing the library and should also review the policy guiding library use by undergraduates in the university.*

Keyword: Library, Knowledge level, Fresh Undergraduates, the First Technical University, Ibadan

Information Dissemination and Environmental Factors as Indispensable Instruments for Efficient Catering Services: A Study of Selected Restaurants in Yola Metropolis, Adamawa State, Nigeria

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Abstract

This study investigated information dissemination and environmental factors as indispensable instruments for efficient catering services of selected restaurants in Yola metropolis, Adamawa State, Nigeria. Three objectives, three research questions and two hypotheses guided the study. Descriptive survey research design was adopted. Purposive and stratified sampling techniques were employed in drawing samples. Questionnaire was used as the research instrument. Data collection lasted for five (5) days from 2nd to 6th December, 2019. Descriptive statistics of frequency counts and percentage as well as Pearson Product Moment Correlation (PPMC) were used in the analyses of data collected and testing of the null hypotheses respectively. The study revealed that different types of catering services were rendered to a high extent;

information dissemination and environmental factors play significant roles on catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria. Hypotheses tested revealed that there was significant relationship between information dissemination and catering services. Also there was significant relationship between environmental factors and catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria. The study recommended that restaurants studied should find ways of rendering more services at the door steps of their customers especially “place your order” and “online service delivery” so as to modernise their services to be in tune with global practices; they should endeavour to provide adequate and current information about their services to their customers and also strive to ensure that they have environmental friendly business premises so as to make their customers feel comfortable when patronising their services.

Keyword: Information dissemination; Environmental factors; Catering services; Yola metropolis; Adamawa State, Nigeria.

Introduction

The hallmark of man's existence is rendering of services with the ultimate aim of satisfying customers, patrons, users or clients. All organisations including catering ventures are established with the main goal of meeting adequately the needs of the customers. Failure to take care of customers who are supposed to be treated as “kings” might lead to depletion in number of customers which might equally threaten the existence of such organisations. Therefore, all organisations including catering organisations would want to do everything possible to ensure that their

customers are maintained in an increasing competitive global economy.

Generally speaking, services entail the activities carried out by an organisation or individual towards satisfying customers, clients, patrons or users (Cambridge Dictionary, 2019). Equally, it refers to a government system or private organisation that is responsible for a particular type of activity, or for providing a particular thing that people need in the society (Cambridge Dictionary, 2019). Examples of services are: banking, legal, library, catering, medical and transportation services among others. These services including catering services are usually fee-based with few exceptions from those provided by charity organisations or philanthropic individuals.

Catering services could be described as the business of providing food services at a public environment in order to satisfy people, customers or clients or during special occasions such as entertainment events like: marriage ceremonies, public gatherings, religious and cultural festivities among others (Moro, 2018). Moro (2018) further maintained that caterers provide food for parties, events and institutions. They can serve meals to a large number of people in a banquet

hall or deliver box lunches to a small business meeting. In Nigerian context, there are different types of catering service operators ranging from restaurants, fast food operators, canteen and road side operators popularly known as '*mama put*' (Kokemuller, 2019). They provide different types of catering services such as: indoor services, outdoor services, home services, take away services, among others.

These catering service operators play significant economic roles in the society. This is because, large percentage of people in the society patronise them in order to feed themselves, especially, the working class who do not have time to prepare foods in their homes or family members who want to hang out by weekend. In addition, they are employers of labour, this is because, apart from providing employment for themselves, they equally employ large number of people (male and female) in the business, thereby reducing unemployment problems in the society. In addition, they purchase food stuffs in large quantity for their business from the local markets thereby helping to boost the activities of those buying and selling at the local markets.

In Yola metropolis, modern restaurants, fast

food centres and eateries could be sighted in all the nooks and crannies of the city, serving the diverse population to their satisfaction, employing large percentage of young men and women, thereby serving as employers of labour and contributing to the economic growth of the state. However, they are bedeviled by various challenges such as: unhygienic environment, poor quality and quantity of food, high cost of food, unfriendly employees and lack of adequate information about services rendered, among others. Samnani (2014) reported that the major inhibiting factors hampering the operations of restaurants and caterers include: unstable cost of food stuffs, poor environmental condition, inadequate information about the needs of customers, low capital and lack of government support.

Furthermore, for the catering service to be successful, the role of information dissemination cannot be overemphasised. This is because, information is an indispensable factor for promoting the development of any society or organisation. The developed nations are at the forefront of development in this digital age due to information generation and dissemination. Information is the key to innovations and self-

sustaining development; it is also a vehicle that conveys and promotes all developmental efforts at all levels of human endeavour; be it economic, social, political, environmental, religious etcetera (Gregory & Kim, 2004). Information dissemination has been defined by many authors in different dimensions that suit their fields or professions. IGI global (2018) defined information dissemination as act of distributing and broadcasting information. Similarly, Oluleye (2014) stated that information dissemination is the process of communicating knowledge from one person/source to another person/source.

It is imperative to mention that proper dissemination of information could improve the quality of catering services in restaurants. This is because, for restaurants to provide effective and efficient catering services, they need to have quality, relevant and timely information at their fingertips. When rendering outdoor services, they need timely information from their customers or clients or contractors about the types of food needed, the number of people expected at the event or ceremony, the quality and quantities of food required, events' venue, the exact date and time of the event or ceremony and the mode of serving the food at the event as well as mode

of payment for the services. This information could help them prepare the services that could satisfy the clients. Meanwhile, on the part of indoor services, the restaurant could receive feedbacks from their customers indicating satisfaction or dissatisfaction on the foods served and the catering services in general. This could be obtained through verbal discussions, suggestion boxes or through electronic channels like mobile phone devices (calls and text messages) and social media platforms such as Facebook, Whatsapp, Instagram, blogs among others. Similarly, a restaurant could disseminate information to customers in variety of ways. Food menus are prepared in order to inform the customers about the types of foods available and their costs. The menus are usually prepared in form of paper sheets, posters, banners, handbills, among others. This could enable the customers choose the type of food they prefer to eat without hiccups. A restaurant can have a social media platform where they could update customers about the services rendered, the types of food available with their associated costs, their operating hours as well as communicating every changes in their operations. All these are information dissemination that are geared

towards improving the activities of the restaurants for effective and efficient catering services.

Apart from information dissemination, another important factor that could influence the services provided in restaurants by caterers is environmental factors. According to Kokemuller (2019), environmental factors refer to external or extraneous variables that could affect a business. It is possible that little or no control could be exercised on it but it is important to strategically plan for it. Business Dictionary.com (2019) defined environmental factors as identifiable elements in the physical, cultural, demographic, economic, political, regulatory, or technological environment that affect the survival, operations and growth of an organisation. Environmental factors could be both internal as well as external for the business (Song, Son, & Choi, 2016). External factors could include economic and technological factors whereas; internal factors might include: value system, objectives or internal relationships of a business (Farooq, 2019). Environmental factors that could influence catering services might include the following: the architectural design of the building, employees, equipment,

location, hygiene, employee's attitudes and competitors. Quality catering services could be delivered effectively and efficiently in a conducive, clean, congenial and attractive environment.

The role of information dissemination coupled with hygienic environment (physical and social) in the delivery of all forms of services including catering services could not be undermined or waived aside. This is because, delivery of appropriate information could lead to better service delivery which could now serve as stimuli (magnet) that could attract customers with a view to be willing to come for more of such services.

Gheribi (2015) studied factors affecting the development of catering enterprises in Poland. The result of the study revealed that there is an increasing demand of catering services by customers due to the variety of services rendered as well as specialties of foods served that contains a lot of nutrients to customers at all times by the catering enterprises. The study reported slow increase in consumer wage, rising operating cost particularly personnel operating cost such as wage, social insurance, social costs, cost of renting, among others as the barriers hampering the growth of catering enterprises

in Poland. In another study, Auty (2002) conducted a study on consumer choice and segmentation in the restaurant industry. The study reported that information received about the food type, food quality, price as well other vital information constituted the major factors determining patronage of the restaurants by the customers. Similarly, Gregory and Kim (2004) carried out a study to ascertain the role of information in the choice of business and found that information disseminated through friends and relatives greatly determined the choice of restaurant as well as the services rendered.

In the same vein, Choi and Zhao (2010) studied factors influencing restaurant selection in South Florida. The study found information as one of the major important factors influencing consumers' selection and patronage of restaurants in South Florida. These findings have highlighted the significance of information in the business of catering services. Adequate information could enable a customer to be aware of variety of foods served by a restaurant or eatery, thereby increasing patronage. Voon (2010) revealed that restaurants were highly satisfactory to their customers, which is relatively competitive with stiff competition

among them due to the increasing number of new entrants. This according to the study has made them serve variety of services in accordance with the needs of their diverse customers. The study further reported that the restaurant services have been perceived as the effective tools for gaining as well as sustaining competitive advantage among the competing restaurants.

Highlighting the significance of environmental factors toward catering services, Adeoye and Elegunde (2012) carried out a study on impact of external business environment on organisational performance in the food and beverage industry in Nigeria. The results established that external business environments have impact on organisational performance (effectiveness, efficiency, increase in sales, achievement of corporate goals etc). Based on the findings of the study, environmental scanning was recommended for organisations. Adeoye (2013) studied the impact of business environment on entrepreneurship performance in Nigeria and in its discussions questioned the genuineness of most government economic programmes. The paper concluded that government is the vital organ that could lead to a beneficial business environment.

Song, Son and Choi (2016) focused on environmental factors on the entrepreneurship of successful restaurant establishment. The study discovered that environmental factors are crucial and influential for a successful catering business. Samnani (2014) conducted a study on macro-environmental factors effecting fast food industry. The study reported that macro-environmental factors are fundamental in making food industries flourish in India and that they are fundamental in keeping customers continue patronising the restaurants in several cities.

The choice of Yola for this study is not accidental. Yola is the capital city of Adamawa State and it is located in the North Eastern Nigeria. It has attributes that could be found in every modern city including modern restaurants, fast food centres and eateries in different parts of the city. Since it is the capital of the state, large percentage of the population in the city are civil servants as well as business men and women who normally patronise the restaurants, fast food centres and eateries for feeding especially during lunch and dinner. The food they eat could have effects on their general health and well-being thereby determining their productivity in the society.

Their choices of where to eat and be satisfied with the services rendered could be determined by the extent of adequate information at their disposal about these catering centres as well as the environments where they are located. The study therefore, investigated the impact of information dissemination and environmental factors on catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria.

Statement of Problem

Balanced diet, healthy living and high productivity are variables that are inextricably related. This is because; an individual who eats good food under normal circumstances could be healthy and in consequence would be highly productive in his or her place of work. Restaurants are saddled with the responsibility of providing healthy nutritious food in a highly hygienic environment to customers if the health of customers and their overall productivity would not be jeopardised. However, despite the economic and social value of catering services to the society, preliminary investigation conducted by the researchers in Yola Metropolis indicated that catering services are not properly delivered by the restaurants, fast food centres and eateries.

A good number of people interviewed expressed dissatisfaction with the services rendered. They identified some problems like: unhygienic environment, poor quality and quantity of food, high cost of food, unfriendly employees and lack of adequate information about services rendered, among others; which if appropriate measures are not taken could lead to the collapse of the business. The foods served also have effects on the health and well-being of the customers.

Consequently, a lot of people could lose their jobs leading to increase in unemployment rate in the society. Observations by the researchers have revealed that poor information dissemination and unfriendly environmental condition could be the problems facing efficient catering service delivery in Yola metropolis. Consequently, this study was conducted to unravel the impact of information dissemination and environmental factors on catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria.

Objectives of the study

The main objective of the study is to ascertain the impact of information dissemination and environmental factors on catering services in

Yola metropolis. The specific objectives were to:

1. identify the different types of catering services rendered in selected restaurants in Yola metropolis, Adamawa State, Nigeria;
2. determine the role of information dissemination on catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria; and
3. identify the impact of environmental factors on catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria.

Research questions

1. What are the different types of catering services rendered in selected restaurants in Yola metropolis, Adamawa State, Nigeria?
2. What is the role of information dissemination on catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria?
3. What is the impact of environmental factors on catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria?

Hypotheses

The following null-hypotheses were formulated and tested at 0.05 level of significance:

1. There is no significant relationship between information dissemination and catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria; and
2. There is no significant relationship between environmental factors and catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria.

Methodology

The study adopted descriptive survey research design to investigate the impact of information dissemination and environmental factors on catering services in Yola metropolis. The researchers found this type of survey design appropriate for the study because, it offered opportunity to engage various category of people studied when collecting data toward providing solution to problems highlighted and to ascertain how one variable could influence another (Ndubuisi & Udo, 2013). This allowed the researchers to measure the impact of the independent variables (i.e., information

dissemination and environmental factors) on the dependent variable (i.e. catering services) in selected restaurants in Yola metropolis, Adamawa State, Nigeria.

Preliminary investigation by the researchers revealed that there were more than eighty-six (86) restaurants, fast food operators, canteen and road side food vendors within Yola metropolis. Five (5) best restaurants in terms of infrastructure, services rendered and long operating hours were purposively selected for this study. Purposive sampling technique according to Popoola (2011), is a sampling technique that deliberately select representative unit of population for convenience purpose. The restaurants selected are located within Jimeta Area which is the administrative centre of the city where majority of office buildings, markets and business ventures are located. A large percentage of civil servants as well as business men and women depends on these restaurants for feeding. The restaurants selected comprised Aroma Restaurant, Item 7 Kitchen, Sholly Restaurant, Valla Restaurant and Wali's Kitchen. Stratified sampling technique was employed in selecting 40 respondents consisting of 5 restaurant owners/managers, 10 customer attendants

and 25 customers/patrons of the 5 selected restaurants for the study. Stratified sampling is a probability sampling technique wherein the researcher divides the entire population into different sub-groups or strata, then randomly selects the final subjects proportionally from the different strata. With this technique, the researcher can representatively sample even the smallest and most inaccessible subgroups in the population (Shahrokh and Dougherty, 2014).

The research instrument used for the study was self-designed questionnaire with 4-point adopted Likert's scale which was validated by a lecturer in Home Economics Department of Federal College of Education, Yola, a statistician and an expert in test and measurement. Pre-test was conducted in Iya-Niyi Restaurant Minna, Niger State using test-retest method. Test-retest method was employed so as to measure the consistency of the results obtained and to assess if the instrument is reliable for the actual research. The Cronbach's alpha reliability coefficient obtained was 0.91, which made the instrument reliable for the research. Data collection lasted for five (5) days from 2nd to 6th December, 2019. Descriptive statistics of frequency counts and percentage were used to

analyse the demographic data of respondents, while, mean and standard deviation were used to analyse data generated from the three research questions raised. Furthermore, inferential statistics of Pearson Product Moment Correlation (PPMC) was used to test the null-hypotheses at 0.05 level of significance as criterion for accepting or rejecting the null-hypotheses. All analyses were done with the aid of computer software named Statistical Package for Social Sciences (SPSS) version 23.0.

Data presentation

Table 1: Response rate

S/N	Questionnaire	Frequency	Percentage (%)
1	Questionnaire administered	40	100
2	Questionnaire returned	36	90

Source: Field survey

Out of the forty (40) copies of the questionnaire administered, thirty-six (36) copies were returned and used for the study representing 90% of the total respondents.

Table 2: Demographic Information of the Respondents

Variables	Respondents	Percentage
Gender		
Male	17	47.2
Female	19	52.8
Age Range		
18-27 years	11	30.6
28-37 years	15	41.7
38-47 years	8	22.2
48 years and above	2	5.6
Marital status		
Married	14	38.9
Single	15	41.7
Divorced	7	19.4
Position		
Chief Executive Officer	4	11.1
Managers	7	19.4
Customer attendant	19	52.8
Cooks	6	16.7

Source: Field survey

Table 2 showed that 17(47.2%) of the respondents were males, while, 19 (52.8%) were females. 11 (30.6%) of the respondents were between the ages of 18-27, 15 (41.7%) were between 28-37, 8(22.2%) were between 38-47, while, 2(5.6%) were 48 years and above. 14(38.9%) were married, 15(41.7%) were singles, while, 7(19.4%) were divorced. In terms of position in their restaurants among

the respondents, 4(11.1%) were Chief Executives Officers (CEOs), 7(19.4%) were managers, 19(52.8%) were customer attendants and 6(16.7%) were cooks.

Research Question One: What are the different types of catering services rendered in selected restaurants in Yola metropolis, Adamawa State, Nigeria?

Table 3: Types of catering services rendered in selected restaurants in Yola metropolis, Adamawa State, Nigeria.

S/N	Statement	N	VHE	HE	LE	VLE	F	X	SD
			4	3	2	1			
1	Indoor services	36	19	17	0	0	127	3.53	0.49
2	Outdoor/catering services	36	10	26	0	0	118	3.28	0.45
3	Entertainment	36	11	18	6	1	111	3.08	0.77
4	Serve yourself	36	3	9	13	11	76	2.11	0.95
5	Place your order services	36	2	6	17	11	71	1.97	0.85
6	Food only	36	32	4	0	0	140	3.89	0.05
7	Food and snacks	36	7	22	6	1	107	2.97	0.70
8	Food and drinks	36	5	22	8	1	103	2.86	0.68
9	Home services	36	9	16	10	1	105	2.92	0.81
10	Online service delivery	36	1	10	12	13	71	1.97	0.88
Weighted Mean								2.86	

VHE = Very High Extent; HE = High Extent; LE = Low Extent; VLE = Very Low Extent

The result in Table 3 indicated that majority of the catering services attracted mean scores above 2.5 level criterion except “serve yourself” ($X = 2.11$, $SD = 0.95$) as well as “place your order” and “online services delivery” attracted ($X = 1.97$, $SD = 0.85$) each. This implied that they are the catering services among the listed services that were rendered to a low extent by restaurants in Yola metropolis. The study indicated that “indoor services” ($X = 3.53$, $SD = 0.49$) and “food only services” ($X = 3.89$, $SD = 0.05$) attracted the highest mean scores and they were rendered to a very high extent. Others include; “outdoor services” ($X = 3.28$, $SD = 0.45$), “entertainment” ($X = 3.08$, $SD = 0.77$), “food and snacks” ($X = 2.97$, $SD = 0.70$), food and

drinks ($X = 2.86$, $SD = 0.68$) and “home services” ($X = 2.92$, $SD = 0.81$) were rendered to a high extent. Overall, a weighted mean score of 2.86 revealed that these types of services were generally rendered to a high extent by the selected restaurants in Yola metropolis. The implication of this is that, customers might not always be served all their choices of food as at when needed in the selected restaurants.

Research Question Two: What is the role of information dissemination on catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria?

Table 4: Role of information dissemination on catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria

S/N	Statement	N	VHE	HE	LE	VLE	F	X	SD
			4	3	2	1			
1	Dissemination of information improves the quality of catering services	36	11	23	2	0	117	3.25	0.55
2	Information dissemination reduces customers' questions	36	8	25	3	0	113	3.14	0.54
3	Information dissemination influences management decisions	36	9	15	11	1	104	2.89	0.82
4	Information dissemination assists customers to know opening and closing hours	36	6	20	10	0	104	2.89	0.67
5	Customers are motivated to patronise catering services due to information disseminated	36	11	19	6	0	113	3.14	0.68
6	Information dissemination allows customers to know the types of services available	36	12	18	5	1	113	3.14	0.76
7	Proper dissemination of information reduces rate of loss	36	3	21	11	1	98	2.72	0.65
8	More sales are made due to dissemination of accurate information	36	4	25	5	2	103	2.86	0.68
Weighted Mean								3.00	

VHE = Very High Extent; HE = High Extent; LE = Low Extent; VLE = Very Low Extent

The result in Table 4 indicated that all the listed items attracted mean scores above 2.5. "Dissemination of information improves the quality of catering services" attracted the highest mean score of ($X = 3.25$, $SD = 0.55$); "information dissemination reduces customers' questions", "customers are motivated to patronise catering services due to information disseminated" and "information dissemination allows customers to know the types of services available" attracted equal mean scores of ($X = 3.14$, $SD = 0.76$) each; while, "information dissemination influences management decisions" and "assists

customers to know opening and closing hours" attracted ($X = 2.89$, $SD = 0.82$) each. "More sales are made due to dissemination of accurate information" attracted the least mean score of ($X = 2.86$, $SD = 0.68$). Overall, the weighted mean score of 3.00 indicated that information dissemination plays significant roles on catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria. This finding implied that information is very vital to the catering business, because, it is a priced commodity in all spheres of life, without which, there could be confusion and uncertainty and the business

could not succeed as anticipated in the society.

Research Question Three: What is the impact of environmental factors on catering

services in selected restaurants in Yola metropolis, Adamawa State, Nigeria?

Table 5: Impact of environmental factors on catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria.

S/N	Statement	N	VHE	HE	LE	VLE	F	X	SD
			4	3	2	1			
1	Environmental factors determine sales rate	36	19	16	1	0	126	3.50	0.56
2	Environmental factors promote the rate of patronage	36	12	13	10	1	108	3.00	0.86
3	Environmental factors determine opening / closing hours	36	10	22	3	1	113	3.14	0.68
4	Environmental factors motivate customers	36	3	24	8	1	101	2.81	0.62
5	Environmental factors improve the standard of restaurant	36	6	22	6	2	104	2.89	0.75
6	Environmental factors enable the management to diversify income	36	6	22	6	2	104	2.89	0.75
Weighted Mean								3.04	

VHE = Very High Extent; HE = High Extent; LE = Low Extent; VLE = Very Low Extent

The result in Table 5 indicated that all the listed items attracted mean scores above 2.5. “Environmental factors determine sales rate” attracted the highest mean score of ($X = 3.50$, $SD = 0.56$); this is followed by “environmental factors determine opening / closing hours” ($X = 3.14$, $SD = 0.68$); “environmental factors promote the rate of patronage” ($X = 3.00$, $SD = 0.86$); while, “environmental factors improve the standard of restaurant and enable the management to diversify income” attracted equal mean scores of ($X = 2.89$, $SD = 0.75$) each. Furthermore, “environmental factors motivate customers” attracted the least mean score of ($X = 2.81$, $SD = 0.62$). Overall, a weighted mean of 3.04

indicated that environmental factors had greatly impacted catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria. This implied that the success of catering services business could be determined by the extent to which the customers feel contented with the environment where the restaurants are located.

Hypothesis One: There is no significant relationship between information dissemination and catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria

Table 6: Relationship between information dissemination and catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria.

Correlations		Catering Services	Information Dissemination
Catering Services	Pearson Correlation	1	.440 ^{**}
	Sig. (2-tailed)		.007
	N	36	36
Information Dissemination	Pearson Correlation	.440 ^{**}	1
	Sig. (2-tailed)	.007	
	N	36	36

****.** Correlation is significant at the 0.01 level (2-tailed).

The result in Table 6 showed that the critical value (r-value) ($r = 0.440$) is greater than P-value (0.007) hence, the null hypothesis is rejected. This implied that there is significant relationship between information dissemination and catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria. This showed that dissemination of current, reliable and relevant

information plays great role in improving the quality of catering services, influence management decisions, make customers to feel motivated thereby increasing their level of patronage.

Hypothesis Two: There is no significant relationship between environmental factors and catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria.

Table 7: Relationship between environmental factors and catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria.

Correlations		Catering services	Environmental factors
Catering services	Pearson Correlation	1	.471 ^{**}
	Sig. (2-tailed)		.004
	N	36	36
Environmental factors	Pearson Correlation	.471 ^{**}	1
	Sig. (2-tailed)	.004	
	N	36	36

****.** Correlation is significant at the 0.01 level (2-tailed).

The result in Table 7 showed that the critical value (r-value) ($r = 0.471$) is greater than P-value (0.004) hence, the null hypothesis is rejected. This implies that there is significant relationship between environmental factors and catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria. This showed that environmental factors determined sales rate, promote rate of patronage and motivate customers.

Discussion

Finding of the research question one revealed that the catering services listed were generally rendered to a higher extent by selected restaurants in Yola metropolis. The implication of this finding is that, customers might not always be served their choices of food as at when needed. In contrast, Voon (2010) reported that customers were satisfied with the variety of services as well as the quality of foods served to them at when needed. This has significantly increased their loyalty to the food industry. Furthermore, Gheribi (2015) revealed that there is an increasing demand of catering services by customers due to the variety of services rendered as well as specialties of foods served

that contains a lot of nutrients to customers at all times by the catering enterprises.

The finding of research question two indicated that information dissemination plays significant roles on catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria. This implied that information is very vital to the catering business, because, it is a priced commodity in all spheres of life, without which, there could be confusion and uncertainty and the business could not succeed as anticipated in the society. Moreover, hypothesis one tested with regard to relationship between information dissemination and catering services revealed that there is significant relationship between information dissemination and catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria. This showed that dissemination of current, reliable and relevant information plays great role in improving the quality of catering services, influence management decisions, make customers to feel motivated thereby increasing their level of patronage.

These findings are in agreement with Auty (2002) which reported that information received about the food type, food quality, price as well other vital information

constituted the major factors determining patronage of the restaurants by the customers. Similarly, Gregory and Kim (2004) found that information disseminated through friends and relatives greatly determined the choice of restaurant as well as the services rendered. In the same vein, Choi and Zhao (2010) found information dissemination as one of the major important factors influencing consumers' selection and patronage of restaurants in South Florida.

The finding of research question three revealed that environmental factors greatly impacted catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria. This implied that the success of catering services business could be determined by the extent to which the customers feel contented with the environmental factors associated with the restaurants. In addition, the hypothesis two tested with regards to relationship between environmental factors and catering services revealed that there is significant relationship between environmental factors and catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria. This showed that environmental factors determined sales rate, promote rate of

patronage and motivate customers. These findings are in conformity with the finding of Voon (2010) which reported that youth customers were generally satisfied with the services rendered by restaurants due to the environmental factors as they received relatively higher mean scores during the survey. This means that the restaurants performed better as a result of the quality of food served as well as the environment they are domiciled. Harris and Ezeh (2008) also corroborated this finding which reported that variables related to environmental factors were significantly associated with customer loyalty when moderating factors were including. In addendum, Adeoye and Elegunde (2012) established that external business environments have impact on organisational performance (effectiveness, efficiency, increase in sales, achievement of corporate goals etcetera). Song, Son and Choi (2016) discovered that environmental factors are crucial and influential for a successful catering business. Samnani (2014) reported that macro-environmental factors are fundamental in making food industries flourish in India and that they are fundamental in keeping customers continue patronising the restaurants in several cities. However, Kim

and Moon (2009) study had disagreed with this finding which reported that environmental factors did not influenced the effectiveness of restaurants.

Conclusion and Recommendations

It is apt to conclude that catering services play vital and significant economic roles in any society including that of Yola metropolis, Adamawa State, Nigeria. This is because, a large percentage of people in the society patronise them in order to be fed and feel satisfied. A good number of catering services aimed at satisfying customers were rendered in Yola metropolis which include: indoor services, outdoor services, entertainment and so on. This study has also revealed that information dissemination plays significant roles on catering services. Moreover, environmental factors impacted greatly on catering services in selected restaurants in Yola metropolis, Adamawa State, Nigeria. Hypothesis one tested revealed that there was significant relationship between information dissemination and catering services. Moreover, hypothesis two tested showed that there was significant relationship between environmental factors and catering services in selected restaurants in Yola metropolis,

Adamawa State, Nigeria. It is envisaged that with the dissemination of accurate, relevant and current information coupled with congenial, conducive, environment, better catering services would be rendered in Yola and in any other location in and outside Nigeria. From the foregoing, the following recommendations are made in line with the findings of the study.

1. Restaurants in Yola Adamawa State, Nigeria should not only maintain but improve on the tempo of catering services rendered, especially on “place your order” and “online service delivery” so as to modernise their services to be in tune with global practices.
2. Restaurants in Yola Adamawa State should endeavour to provide adequate, current and timely information about services to their customers especially when changes occur with regard to their operations. This could serve as an important instrument for better services delivery.
3. Restaurants in Yola, Adamawa State, Nigeria should work on the surroundings of their establishments to make them more attractive,

fascinating and friendly with the possibility of drawing more customers.

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