LAFIA JOURNAL OF LIBRARY AND INFORMATION SCIENCE
Volume 6, Number 1, 2024.
Available online *https://lalibjournals.org/index.php/ljlis*
ISSN:Print - 2814-0702, Online - 2814-0710
LJLIS

INFORMATION NEEDS OF MEDICAL PRACTITIONERS AND AGRICULTURAL RESEARCHERS INTERVENTION IN SELECTED HOSPITALS IN MAIDUGURI METROPOLIS, BORNO STATE - NIGERIA

Ibrahim Godwin Juliana
Lake Chad Research Institute Maiduguri, Borno State

Ayuba Yakubu
&
Hilari Edward
University of Maiduguri, Borno State

Abstract
The study determined "Information needs of Medical Practitioners and Agricultural Researchers intervention in selected Hospitals in Maiduguri Metropolis, Borno State - Nigeria". The study guided by three objectives. Descriptive survey research design was used and the entire populations of 120 Medical Practitioners under study were used. This is in line with Gall and Borg (2007) that the whole population should be studied when the entire size of the population is small and manageable. Questionnaire was used as research instrument. Date collected were analyzed using descriptive statistics of frequency count and percentage scores. Results were presented in tables. Findings revealed that specific medical information top the list of other information needs; most of the information resources were not available to Medical Practitioners and they were faced with a lot of challenges in the process of seeking for information. The study recommended that there should be more supply of information resources such as electronic resources, internet, cable satellite, audio/visual material e.t.c that will meet the information needs of Medical Practitioners; the hospital management should make sure that the various information resources are made available and they should also allocate enough funds for provisions of information resources.
Keywords: Information needs, Information Resources and Medical Practitioners.

Background to the Study

Information seeking behaviour is as old as man because man since inception has been making inquiry into the problem that confronts him. Different approaches were employed and different sources were consulted when making inquiry to satisfy his curiosity or information needs. The concept of information seeking behaviour was coined in the late 1990s, but it traces its roots to the concept of information needs and uses that arose in the 1960s. There has been a gradual shift in the focus of information behaviour research from a system orientation to a user orientation (Liswiki, 2007). In 1970's and in the beginning of1980's researchers began to realize that questions in information needs, seeking and use couldn't be seen only from the systems point of view. The user of the information and his/ her needs came into focus and research in cognitive science was applied in the studies. The new view was called the new paradigm or the cognitive view.

Information seeking behaviours of Medical practitioners is defined as the way Medical practitioners search for and utilize information to satisfy their information needs.

According to Wilson (1999) a general theory of information behaviour needs to include at least the following three elements: an information need and its drivers, i.e., the factors that give rise to an individual's perception of need; the factors that affect the individual's response to the perception of need and the processes or actions involved in that response. He pointed out that there must be an attendant motive when a person experiences an information need. According to Hiroshi, Azuma and Nishimura (2017) Information-seeking behaviour significantly differed with respect to qualification, institution where basic education was received, job ranking, a form of employment and the environment in which Information and Communication Technology (ICT) was used. They further stated that, it is necessary to create environments that facilitate information seeking behaviours.

The role of information seeking has always played a very significant part in all kinds of jobs performed by Medical Practitioners, whether it is treatment of Agriculture Researchers or overall management of the hospital. It seems that most of the time Medical Practitioners concentrate on their own knowledge which they acquired over the time and period of years for making critical clinical decisions. According to Smith (2007) most of the information Medical Practitioner's applies while examining Agricultural Researchers is acquired from their memory and unfortunately some of them are out of date or wrong. Therefore, it is necessary for medical practitioners to seek and keep abreast with the current clinical information to provide a better patient care for Agricultural Researchers. Information seeking behaviours of Medical Practitioners can also be seen as the way they make inquiry into the problem that confronts them in their day to day activities. The different sources they consulted to satisfy their curiosity or information needs is an important aspect to consider.

The process of seeking and searching for information also has received considerable attention from researchers, resulting in several models. Many of the models are centered on information seeking and searching in academic or professional settings. Though the models delineate the processes, they have not shed much light upon how users recognize what or how much information is enough to accomplish their objectives. It has been observed that Medical Practitioners rely mostly on the Internet and colleagues for information due to their tight schedules. In recent years, there has been an increasing demand to study the information seeking behaviour of Medical Practitioners for Agricultural Researchers as an essential element in developing successful clinical information systems and improving the quality of healthcare services given to Agricultural Researchers. Medical Practitioners refers to practicing medical doctors in any field of medicine and are concerned with the maintenance of health, preventions and cure of diseases. Agricultural Researchers refers to individuals who conduct research and experiments to improve the productivity and sustainability of field product and farm

animals; create new food products and develop new seed varieties.

Statement of the Problem

Resources may be available in the library and even identified bibliographically as relevant to Medical Practitioners, but they may not be able to lay hands on them. One may identify citations in indexes, but may not have access to sources containing the relevant articles. The more accessible information resources are, the more likely they are to be used. The study determined the awareness of the various information resources available in order to make accessibility easy.

Medical Practitioners lament the attendant features of underdevelopment such as power failure, machine breakdowns, and lack of spare parts and technicians, which intermittently stall the performance of the modern gadgets of information storage and transfer in Maiduguri Metropolis. Frequent power outage faced by Medical Practitioners made it almost impossible for them to use the modern gadget. Due to this problem they can hardly use the information resources available to them in the hospital.

Medical Practitioners are experiencing information overload. The consequences of allowing the unfavourable situation to persist are that it will make them to waste their time searching for a particular information. To address the problem of information overload, an identification of their information seeking behavior for Agricultural Researchers will assist them in understanding what they view as useful information.

Objectives of the Study

The objectives of the study determined the:

1. Information seeking behavior of medical practitioners in hospitals in Maiduguri Metropolis
2. information resources available to medical practitioners in Maiduguri Metropolis.
3. challenges of medical practitioners in the process of seeking for information for Agricultural Researchers.

Research Questions

The following research questions were answered:

1. What are the information seeking behaviours of medical practitioners in hospitals Maiduguri Metropolis?
2. What are the information resources available to medical practitioners in Maiduguri Metropolis?
3. What are the challenges of medical practitioners in the process of seeking for information for Agricultural Researchers in Maiduguri Metropolis Borno State, Nigeria?

Research Methodology

This study used descriptive survey research design. Descriptive survey research design has been defined by Osuala (2001) as a design that studies populations by selecting and studying samples chosen from the population to discover the relative incidences of distribution and interrelation of sociological and psychological variables. The population for the study comprised of one hundred and twenty (120) Medical Practitioners of the three Hospitals under study. This includes Borno State Specialist Hospital, Mohammed Shuwa Memorial Hospital and Umaru Shehu Ultra-Modern Hospital, all in Maiduguri. This shows that the entire population was used. This is due to the fact that the targeted population is small, (120) as revealed from the researcher's preliminary investigation (documents from Borno State Hospitals Management Board, 2019/ 2020). Due to the small size of population of Medical Practitioners under study, total enumeration was done. This is in line with Gall and Borg (2007) that the whole population should be studied when the entire size of the population is small and manageable.

Table 1: Population of Medical Practitioners under Study

Hospitals	No. of Medical Practitioners
Borno State Specialist Hospital	69
Mohammed Shuwa Memorial Hospital	18
Umaru Shehu Ultra-Modern Hospital	33
Total	**120**

Sources; Medical Practitioners list of the (3) three hospitals under study (document from 2019/2020) and Borno State Hospital Management Board (BHMB).

Results

Table 2: Information Seeking Behaviours of Medical Practitioners in Maiduguri Metropolis Hospitals Borno State, Nigeria

Item	N	SA	A	TA	SD	D	TD
I visit the library		11(9.8%)	8(7.1%s)	19(16.9%)	53(47.3%)	40(35.7%)	93(83.0%)
I visit the internet centers/cyber café		29(25.9%)	21(18.7%)	50(4.6%)	33(29.5%)	29(25.9%)	62(55.4%)
I use my laptop/ phone to connect to the internet		32(28.6%)	23(20.5%)	55(49.1%)	36(32.1%)	21(18.8%)	57(50.9%)
I read personal collection		22(19.6%)	18(16.1%)	40(35.7%)	49(43.8%)	23(20.5%)	72(64.3%)
I read newspaper / health magazines	112	16(14.3%)	12(10.7%)	28(25.0%)	54(48.2%)	30(26.8%)	84(75.0%)
I ask colleagues/ friends		33(29.5%)	20(17.8%)	53(47.3%)	31(27.7%)	28(25.0%)	59(52.7%)
Iwatch television		15(13.4%)	14(12.5%)	29(25.9%)	45(40.2%)	38(33.9%)	83(74.1%)
I listen to radio		9(8.0%)	5(4.5%)	14(12.5%)	50(44.6%)	48(42.9%)	98(875%)
Total		167	121	288	351	250	608
Average		21(18.7%)	15(13.4%)	36(32.1%)	44(39.2%)	31(27.9%)	76(67.9%)

Key: SA-Strongly Agreed, **A**-Agreed, **SD**-Strongly Disagreed, **D**-Disagreed.

Table 2 presents the responses of respondents on information seeking behaviour. It showed that only 19(17.0%) respondents indicated that they visited the library in search of information, while 93(83.0%) of the respondents indicated that they do not visit the library in search of information. 50(44.6%) of the respondents agreed that they used their lap top phone to connect to the internet to search for information, while 62(55.4%) disagreed to that. The table further showed that 28(25.0%) respondents agreed that they read newspaper health magazines to search for information and 84(75.0%) disagreed with the statement. Asking colleagues/friends to search for information was agreed by 53(47.3%) of the respondents, while 59(52.7%) respondents disagreed to it. On watching television

to search for information 29(25.9%) respondents agreed to it and 83 (74.1%) respondents disagreed. Finally on listening to radios to search for information only 14(12.5%) respondents agreed that they listen to radios while 98(87.5%) respondents disagreed with the statement.

Table 3: Information resources available to Medical Practitioners in Maiduguri Metropolis Hospitals Borno State Nigeria

Items	N	A	NA
Is Library available in your hospital?		19(17.0%)	93(83.0%)
Is Internet available in your hospital?		50(44.6%)	62(55.4%)
Is Cable Satellite (s) available in your hospital?		40(35.7%)	72(64.3%)
Are Electronic Resources available in your hospital?		28(25.0%)	84(75.0%)
Are Printed resources available in your hospital?		53(47.3%)	59(52.7%)
Are CD ROMs available in your hospitals?		29(25.9)	83(74.1%)
Are Audio/visual materials available in your hospital?		21(18.7%)	91(81.3%)
Are Television sets available in your hospitals?		45(40.2%)	67(59.8%)
Are Radios available in your hospitals?		13(11.6%)	99(88.4%)
Total	112	**298**	**710**
Averages		**33(29.5%)**	**79(70.5%)**

Key: SA-Strongly Agreed, **A**-Agreed, **SD**-Strongly Disagreed, **D**-Disagreed.

Table 3 shows that only 19(17.0%) of the respondents indicated that Library were available while 93(83.0%) respondents indicated Library were not available. On Internet, 50 (44.6%) of the respondents agreed that it were available, while 62(55.4%) disagreed to that. The table further showed that 40 (35.7%) respondents agreed that Cable Satellite(s) was available and 72(64.3%) indicated that it was not available. On Electronic Resources, 28(25.0%) respondents agreed to Electronic Resources to being available, while 84(75.0%) of the respondents disagreed to it. On the Printed Resources, 53(47.3%) respondents indicated that printed Resources were available and 59(52.7%) respondents indicated that printed Resources were not available. 29(25.9) respondents indicated that CD ROMs were available while 83(74.1%) of respondents indicated that it were not available. On the Audio/visual materials, 21(18.7%) respondents indicated that Audio/visual were available in their hospital and 91(81.3%) of respondents indicated that Audio/visual were not available. On television sets, 45(40.2%) respondents indicated that they were available while 67(59.8%) indicated they were not available. Finally, the table revealed that on Radios 13(11.6%) respondents indicated that Radios were available and 99(88.4%) of the respondents reported that Radios were not available in the hospitals under study.

Table 4: Challenges of Medical Practitioners in the process of Seeking for Information in Maiduguri Metropolis Hospitals Borno State, Nigeria

Items	N	SA	A	TA	SD	D	TD
There are challenges of poor ICT infrastructure		58(51.8%)	35(31.2%)	93(83.0%)	13(11.6%)	6(5.4%)	19(17.0%)
There are challenges of Inadequate funding.		48(42.9%)	29(25.9%)	77(68.8%)	19(17.0%)	16(14.3%)	35(31.2%)
There are challenges of Frequent power outage		61(54.5%)	30(26.8%)	91(81.3%)	14(12.5%)	7(6.3%)	21(18.8%)
There are challenges of Lack of time.		38(33.9%)	45(40.2%)	83(74.1%)	21(18.8%)	8(7.1%)	29(25.9%)
There are challenges of High cost of information.	112	42(37.5%)	34(30.4%)	76(67.9%)	26(23.2%)	10(8.9%)	36(32.1%)
There are challenges of Lack of skill on how to search for information.		35(31.3%)	24(21.4%)	59(52.7%)	36(32.1%)	17(15.2%)	53(47.3%)
There are challenges of unavailability of information resources.		32(28.6%)	39(34.8%)	71(63.4%)	26(23.2%)	15(13.4%)	41(36.6%)
Total		**314**	**236**	**550**	**155**	**79**	**234**
Average		**45(40.2%)**	**34(30.3%)**	**79(70.5%)**	**22(19.6%)**	**11(9.8%)**	**33(29.5%)**

Key: SA-Strongly Agreed, **A**-Agreed, **SD**-Strongly Disagreed, **D**-Disagreed.

Table 4 revealed that 93(83.0%) of the respondents agreed that there were challenges of Poor ICT infrastructure in the hospital and 19(17.0%) disagreed. On challenges of Inadequate funding in the hospital 77(68.8%) of the respondents agreed while only 35(31.3%) disagreed. On challenges of Frequent power outage in the hospital 91(83%) of the respondents agreed with the statement while only 21(19%) disagreed with the statement. On challenges of Lack of time in the hospital 83(74%) of the respondents agreed with the statement while 29(26%) disagreed. High cost of information in the hospital was agreed by 76(68%) of the respondents and disagreed by 36(32%) of the respondents. 59(52%) of the respondents agreed that there were challenges of lack of skill on how to search for information in the hospital while 53(48%) disagreed with the statement. Finally 71(61%) of the respondents agreed that there are challenges of unavailability of information materials in the hospital while 41(36%) disagreed with the statement.

Discussion of Findings

On information seeking behaviours of Medical Practitioners the findings revealed that majority of Medical practitioners in Maiduguri Metropolis Hospital Borno State Nigeria find it very difficult to search for information using the various information resources available (which is the library in this case). This result is in agreement with Katrodia (2019) that the academicians preferred conferences and their proceedings as the basic source of information. Adebayo, Akanni and Busuyi (2017) also affirmed that it is the availability of different sources of information, individual characteristics, trend, career, profession and environment in which one operates, that influences and exposes them to different information seeking behaviours. In contrast to these findings Makinde, Jiyane and Mugwisi (2019) posited that information seeking behaviours is a process usually associated with information search behaviours, information retrieval behaviours and information literacy skills.

Availability of information resources reveals that most of the information resources are not available to Medical Practitioners in hospitals in Maiduguri Metropolis Borno state Nigeria. This finding coincided with earlier finding of Bitagi and Udoudou (2013) who argued that the provision of all forms and types of information resources in academic libraries is highly imperative to meet with the information needs of different categories of users. However, he added that due to high cost of information resources and related problems, the type of information resources in most academic libraries are inadequate and outdated to meet the demand for current information needs of its intended users. Various resources though very vital for teaching and learning are not always available to doctors at the point of need. The extent of availability may also vary from one location to another. Different factors and circumstances like costs, time, availability and purpose may influence the degree of utilization of the different resources. Adebayo and Salau (2014) maintained that information sources available to small scale traders are in different forms but are not made available to them.

On challenges being faced by Medical Practitioners, finding reveals that Medical Practitioners in hospitals in Maiduguri Metropolis Borno state Nigeria were faced with a lot of challenges in the process of seeking information such as poor ICT infrastructure, inadequate funding, frequent power outage, lack of time, high cost of information, lack of skill on how to search for information in the library and inadequate of information materials. This result is in agreement with Abubakar and Reuben (2015) that lack of information resources and services, inadequate funding of the libraries and lack of adequate information resources were militating factors against utilization of information resources. This result is also in agreement with **Ibrahim (2014)**, who affirmed that in Nigeria, we have not quite reached the status of providing access to digital resources and information, due to some challenges which are militating against it.

Conclusion

Based on the findings of the research study, the following conclusions were made; majority of Medical practitioners in Maiduguri Metropolis Hospital Borno state Nigeria find it very difficult to search for information using the various information resources. Most of the information resources are not available to Medical Practitioners in Maiduguri Metropolis Hospital Borno state Nigeria. Medical Practitioners in Maiduguri Metropolis Hospital in Borno state Nigeria are faced with a lot of challenges in the process of seeking for information for Agricultural Researchers.

In conclusion Medical Practitioners due to their intensive nature of work and time limitations need specific information in their field of specialization; they need fast and quick information because of limited time to go to the library.

Recommendations

The following recommendations were made based on the findings of the study:

1. The management of the hospitals under study should organize an awareness campaign to highlight information resources available in the library. This will enable them to be aware and search for information using the various information resources in the library.
2. The management of the hospitals under study should make sure that the various information resources are made available, so that Medical Practitioners can access, use and disseminate information within the shortest period of time. The library management should tailor their resources to the needs of Medical Practitioners.
3. The management of the hospitals under study should address the challenges of frequent power outage by providing a good generator that will supply power specifically to the office of the Medical Practitioners. They should also allocate enough funds for the provisions of information resources.

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