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Journal Of Soft Skills In Management

Aims and Scope

Journal of Soft Skills in Management is a Peer Reviewed Journal The journal focuses on the application of various concepts of communication and behavioral aspects of personal effectiveness. The journal will address all issues of soft skills in Management. It would also address issues on stress and attitudes. The journal aims to be a medium of expression and exchange of ideas among soft skills trainers that would be of interest to academicians and industry professionals. It would also be a medium for industry professionals to share their best practices.

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Pre-Job Qualification, Training and Job Advancement in Universities Southwest Nigeria Universities As A Case Study

Olupona Adeola Moromoke

ABSTRACT

Job advancement in the university system has recently been issue of discuss. This study investigates the personal training and in-service training of employees in the system. The study adopted multi-stage sampling procedure. Purposive sampling technique was used to select the federal and state universities; stratified sampling technique was used to select five faculties and five departments in each faculty in the selected universities and random sampling technique was used to select the respondents in the selected departments and faculties.

A questionnaire "Pre-Job Qualification, Training and Job Advancement Questionnaire" was raised to gather information for the study. The questionnaire was divided into five sections. Each questionnaire measures demographic characteristics, the availability of in-service training, the opportunity for personal training and job advancement aspiration of the respondents. The method of reliability used was Cronbach Alpha, which is internal consistency analysis. The instrument used in the collection of data for the study was analysed using the Pearson correlation and multiple regression analysis to test the three hypotheses formulated at 0.05 (5%) level of significance. It was observed that the in-service training, personal training and the aspiration of the respondents all have significant relationship with job advancement in the university. It is therefore recommended that employees should be given the opportunity to develop themselves.

Keywords: personal training, in-sevice training, job advancement

INTRODUCTION

Job advancement is an issue of discourse in public and private organisations, to some; it is promotion, wage increase and development of an employee in the workplace. To others, it refers to a process that one undergoes toward changes in performance, job position, promotion, and a good relationship with management in any organisation. It is sometimes referred to as professional growth and financial benefits (Davis, 2001). According to Harlan (1989), it means any change that results in better pay, benefits, working conditions, security or even the perception that one is better off. Job advancement is a major concern of any employee and objective of any organisation. Advancement opportunities provided by an organisation is of primary importance to employees so that they can excel in their field.

Job advancement in the universities attracts increased salaries and benefits which hinge on academic

research productivity and lead to quality, high level of output and also high productivity (Archibong, Bassey and Effiom, 2010). Job advancement of academic and non-academic staff of the universities result to expansion of knowledge, the leading shoots of intellectual culture and the institutionalisation of innovation in arts, sciences and technology (Ismail and Arokiasamy, 2007). In the university system, the academic and non-academic members of staff are seen as creators of current and new knowledge, disseminators of the knowledge and critics of conventional academic and epistemological wisdom. Lack of job advancement may mean poor performance, high job turnover and lack of economic growth in the university system and the nation as a whole (Adenike, 2011). Therefore, the issue of job advancement is very important within the university system for the development of quality education, high productivity of graduates (Kartz and Kahn, 2004) and economic growth of the nation.

For competence and good performance of academic and non-academic staff, there are some social, sociological and economic factors which are combined to influence individuals in the dutiful discharge of their assigned responsibilities that could hinder or motivate job advancement in the university system. Among the variables that affect job advancement as observed in this study are pre-job qualifications and training, be it personal training or in-service training. Pre-job qualification is the primary prerequisite that influence individuals in their job advancement. The weightier the pre-job qualification, the more positive the job service training. Pre-job qualification is the primary prerequisite that influence individuals in their job advancement. The weightier the pre-job qualification, the more positive the job advancement is. Pre-job qualification is essential in job advancement because it influences the entry point of individuals. The consequence is that the entry point influences the possibilities of individuals moving between the rank and files to the next cadre or level. In the university setting, there are different pre-job qualifications such as Primary School Leaving Certificate, Senior School Leaving Certificate, National Diploma, Higher National Diploma, First Degree, Post Graduate Diploma, Master's Degree and Ph.D. These pre-job qualifications depend on the nature and status of the job intended to be performed.

It is the policy of National Universities Commission (NUC) that academic staff must possess Ph.D. degree as pre-job qualification (Bamiro, 2012) though among the academic staff members of universities, there are some other essential things to be considered before appointments are made. Before any appointment is made for academic staff members in a university, there should be marked evidence of ability to teach effectively, ability to carry out independent researches without prodding and with little or no supervision, there should also be ability to carry out administrative tasks with little or no difficulty. There is no gainsaying that before a lecturer is appointed in a university system from the cadre of lecturer II, there should be evidence of publications and research outputs. For a non-academic staff, pre-job qualification involves the certificate and the ability to perform effectively with little or no supervision.

As soon as an individual is employed into a tertiary institution he or she strives to move up the ladder. Other variables that are essential to this are the personal and in-service training. Training is essential in job advancement, with innovations in the modern day setting, there is also the need for update of knowledge, non-teaching members of a university are expected to go for training and additional qualification. Expected personal training of individual non-teaching staff members in a university includes course programmes, capacity building workshops, seminars and conferences by other approved establishments and organisations. The university may also organise in-house capacity building workshops. All these trainings are meant to make individual staff members update their knowledge for the benefit of the individual as well as the establishment.

individual staff members update their knowledge for the benefit of the individual as well as the establishment. Training seems to be a process of increasing human efficiency through which members of staff are offered various opportunities to acquire new skills and current knowledge required in performing specialised tasks. Training works as a catalyst which provokes a significant change in a teacher, redefines role, broadens vision and enhances the attributes of a teacher. Antai (2002) views training as the systematic development of employees' knowledge, skills, and attitudes that are required for an organisation to meet its goals. In-service training is organised by an organisation to imbibe the mission and vision of achieving the organisational goals.

The in-service teacher training enables teachers to be systematic and logical in their teaching style (Kazmi, Pervez and Mumtaz, 2011). Newly recruited staff need training before beginning work, while experienced staff requires retraining to keep up with the demands and challenges of their present job (Peretomode and Peretomode, 2001). In-service training within the educational sector can be in form of workshops, seminars and conferences which improve competence and performance of members of staff (Oloruntoba, 2001).

Personal training is the kind of training an individual undergoes personally to improve his or her knowledge and promote his or her opportunity for job advancement. Within the educational institutions, personal training can include developing oneself on information technology, financing conferences, workshops and seminars and attending lectures in relation to one's field of study. In the modern era, members of staff do not wait for their employer to sponsor them for training but aspire to move ahead.

In recent time, there have been series of complaints by the academic and non-academic staff members of the countries universities about low productivity, high job turnover, poor quality of the graduates and

lack of job advancement from our universities. They link all these identified problems with poor human resources management in the numerous universities in the country. The overall effect of the aforementioned situation is that it retards the growth and development of the national economy. Inadequate promotional opportunities within the university system for academic and non-academic staff cripple innovation in teaching and research. It forces academic and non-academic staff to be redundant and unaccountable. Above all, it likely makes Nigerian universities less competitive than their overseas counterparts.

The primary problem confronting tertiary education in the country is mismanagement of resources (human and capital), which has impacted negatively on the quality of output of the university graduates. There is, thus, a need to improve on the management of the country's university education to ensure job and career advancement for high productivity and quality output.

It is in view of the aforementioned that this study investigates the relationship between pre-job qualification, training (personal and in-service) and job advancement in Universities, using Southwest Nigeria universities as a case study. In order to achieve the set objectives, the following hypotheses were formulated and tested in the study:

H₀1: There is no significant relationship between pre-job qualification and job advancement.

H₀2: There is no significant relationship between in-service training and job advancement.

H₀3: There is no significant relationship between personal training and job advancement.

The study made use of academic and non-academic staff members of three federal (University of Lagos, University of Ibadan and Obafemi Awolowo University) and three state (Olabisi Onabanjo University, Adekunle Ajasin University and University of Ado-Ekiti) universities in the southwest of Nigeria.

LITERATURE REVIEW

Literature Review Pre-job qualification is the necessary requirement needed for a specific position. Pre-job qualification is the heart of what a prospective employer wants to know about an employee. Your qualifications are a mini-summary of the skills, education and experience you bring to the table for a job or position. The degrees an employee obtained should be mentioned in his or her qualifications. Depending on the job, the qualifications section may also be the place to mention other educational or professional attainment, such as regional occupation training classes and even non-certification courses

if they are germane. Samuel (2013) is of the view that employers look for three factors to recruit employees which is education, skills and experience and that after some time the qualification will no longer matter but skill and experience will to move up the ladder.

According to Graham (1987) and Glueck (1992), the reasons and advantages for embarking on training and manpower development include efficiency in performance. Similarly, Aina (2000) argues that training enables an employee to produce efficiently sooner, prepares him for a higher position (advancement), enhances his or her self-respect and increases his or her feeling of security and economic independence among others. Also, Rose (1981) cited in Chukwunenye and Igboke (2011) maintains that the individual employee gains from training and manpower development by being able to perform his or her task well and gains satisfaction for efficient work. Consistently, Woolcut and Rose (1979) had argued that with training and manpower development, the organisation would recognise the benefits in efficiency, safety, high quality, enhanced job satisfaction and performance. They observed that there is direct relationship between investment in training and manpower development of staff and their attitude to work.

Mullins (1999) argues further that training is capable of producing increase in the confidence, motivation and commitment of staff; provide recognition, enhanced responsibility, and the possibility of increased pay and promotion; give feeling of personal satisfaction and achievement, and broaden opportunities for career progression; and help to improve the availability and quality of staff.

Training can be carried out in many ways. Beardwell and Holden (1997) group training into two primary areas: on-the-job and off-job. The former is the training in which the supervisor or another co-worker teaches the individual to do a job, while the latter is the case in which the individual is sent to a vocational school or institute where training is provided. Ndulue (2012) says on-the-job training gives trainees ample opportunity for learning on the actual equipment and in the environment of the job. Even David, Nicholas and Fred (2006) opined that on-the-job training may be by way of induction training, apprenticeship training and supervisory training. Off-the-job training are training organised to take place within an institution or school where lectures, conferences, panel discussions, and computer-assisted instructions that are imparted to the skilled trainees (Adeniji, 2010). Holt (1993) groups training into four areas: on-the-job training, off-job training, vestibule training, and institutional training. A situation whereby an employee cannot fulfill the need of modern technology in his field the organisation gives him or her training on the various problematic area (Swanson, 1999). On-the-job training adds directly to human resource development and performance of the organisation.

Graham (1987), Glueck (1982), Woolcut and Rose and other studies believe training to enable an employee to gain satisfaction for efficient work. Armstrong (2001) is of the opinion that training helps employees to grow on the job and some organisations instead of training buy competent employees. Olaniyan and Ojo (2008) after explaining training speculate some of its functions to the employees and the employer. Inyang and Esu (2010) went further that organisations should embark on career planning and development to help the employee grow. Many of the studies examined treated self-directed learning as personal training. Basically studies view self-directed learning as an increase in knowledge, skill, accomplishment or personal development that an individual selects and brings about by his or her efforts using any method in any circumstances at any time.

Training is a necessity that keep track with current issues and methods of staff development. This made Isyaku (2000) to postulate that the process of training and development is a continuous one. Oribabor (2000) also found that training and development aim at developing competence such as technical, human, conceptual and managerial for the furtherance of individual and organisation growth. In-service training allows employees to develop and enhance their skills, which include socialisation in different forms. Newly recruited staff need training before beginning work, while experienced staff require retraining to keep up with the demands and challenges of their present job. The success of any organisation depends on its workforce, and to get the best from the workforce, it must be continuously trained and developed. Ozoya (2009) opined that training is very essential because it is an organisation's life wire that improves the human element that moves the organisation in the direction of meeting its objectives. Training is a fundamental aspect in any organisation to meet the complex changing work frame.

Some literatures define in-service training relating it with its effect on a job. Armstrong (2004); Antai (2002); Street and Street (2006); Oyibo (1995) state that training helps meet technological changes, contributes to organisational development and leads to greater satisfaction while motivating employees. While Nwagwu (1992) went further to state that training acquired without utilisation is a waste because without the application of acquired skills to the task that is to be performed, there cannot be progress or advancement. Smith (2002) asserts that there is considerable commercial value in encouraging employees to become effective self-directed learners such that they can develop and pursue their learning goals and outcomes that contribute to competitiveness without the need for all learning to occur when there is direct training by an instructor. Ultimately, commitment to self-learning and development benefits learners and the organisations that employ them (Long and Morris, 1995).

METHODOLOGY

The research design that was adopted for this study is descriptive research design of ex-post facto type. The independent variables of the study are pre-job qualification, in-service training and personal training while the dependent variable is job advancement.

The study population consists of academic and non-academic staff of all universities in the south western geographical zone of Nigeria. The federal and state universities in the zone are involved in the study. There are 4950 academic staff and 8924 non-academic staff in these universities. While the sample for the study consists of 2,391 academic and non-academic members of staff of three federal and three state universities. A questionnaire —Pre-Job Qualification, Training and Job Advancement Questionnaire was raised to gather information for the study, using the Pearson correlation and multiple regression analysis to test the three hypotheses formulated at 0.05 (5%) level of significance..

RESULT AND DISCUSSION

To start with, the relative contribution of the selected independent variables on job advancement of members of staff of universities.

Table 1: Relative effect of selected independent variables to the prediction of Job

Advancement			
Variables	Coefficients	t-value	Std. Error
Pre-job qualification	0.101	2.586	0.01
In-service training	0.241	4.207	0.004
Personal training	0.318	4.36	0.018

Source: Author's computation

Table 1 revealed the significant effect of each of the career variables. It is observed that frequency of personal training ($\beta = 0.318$, $t = 4.360$, $p < .05$) has the highest contribution to the perceived job advancement among the workers. In-service training ($\beta = 0.241$, $t = 4.207$, $p < .05$) is the next while pre-job qualification of the workers is the least ($\beta = 0.101$, $t = 2.586$, $p < .05$).

The study found that all the variables are significant. That is, personal training, in-service training, and pre-job qualification have significant relationship with job advancement. It was observed that personal training had a high relationship with job advancement. Members of staff who cannot enjoy the financial sponsorship of the university system try as much as possible to finance themselves for conferences and seminars which will give them more knowledge in their field and be able to meet the requirement for promotion. It was also revealed from the result that in-service training has influence on job advancement of university employees. Naturally, training is the systematic development of employees' knowledge, skills and attitudes that are required for an organization to meet its goals. Training of university's employee will assist employees to advance in their work. This result is in line with Mullins (1995) study that revealed that providing training opportunities is vital for personal development and career success of employees.

Secondly, the relative effects of selected independent variables on job advancement among academic staff.

Table 2: Relative effect of selected independent variables to the prediction of Job

Advancement of academic staff

Variables	Coefficients	t-value	Std. Error
Pre-job qualification	0.201	3.222	0
In-service training	0.973	67.524	0
Personal training	0.301	5	0

Source: Author's computation

Table 2 revealed the significant effect of each of the career variables. It is observed that in- service training has the highest contribution to the perceived job advancement among academic staff ($\beta = 0.973, t = 67.524, p < .05$). This relative contribution to job advancement among the workers is followed by personal training ($\beta = 0.301, t = 5.000, p < .05$) and pre-job qualification ($\beta = .201, t = 3.222, p < .05$).

The result revealed that there is significant relationship between the career ecological variables and job advancement among academic staff in the universities with in-service training having the highest level of significance followed by personal training and pre-job qualification. This result revealed that if the universities train newly employed academic staff and the existing staff about the new methods of impacting knowledge, new technology, the usefulness of the computer in the sector, there will be less stress on the academic staff and they will be able to perform their duty efficiently and improve on the quality of output. If there is in-service training (Mullins, 1995) combined with personal training (Holton, Swanson and Naquin, 2001), there will be efficiency in the performance of their duties which will bring about job advancement.

This means that the university authority needs to organise or sponsor academic employees for workshops, conferences and seminars, so that they move up the ladder. Academic members of staff need to be conversant with new methods of writing papers or publishing articles and impacting knowledge so that they can produce a quality graduate which is the main goal of the institutions. The various criteria for promotion should be revealing to the employees so that they know when to apply for the next step on the career ladder. Academic members of staff should endeavour to fund their personal training so as to out-smart other colleagues who are waiting for the university to help sponsor their training.

Thirdly, the relative effects of selected independent variables on job advancement among non-academic staff.

Table 3: Relative effect of selected independent variables to the prediction of Job Advancement of non-academic staff

Variables	Coefficients	t-value	Std. Error
Pre-job qualification	0.227	3.455	0
In-service training	0.283	4.369	0
Personal training	0.272	3.928	0

Source: Author's computation

Table 3 revealed the significant effect of each of the career variables. It is observed that in- service training has the highest contribution to the perceived job advancement among non- academic staff ($\beta = 0.283$, $t = 4.369$, $p < .05$) followed by personal training ($\beta = 0.272$, $t = 3.928$, $p < .05$) and pre-job qualification ($\beta = 0.227$, $t = 3.455$, $p < .05$).

This means that if the university systems make provision for in-service training, it will assist the non-academic staff's job advancement and the staff can help themselves where the provision for training is not readily available. This supports Cseh, Watkins and Marsick (2000, 1999) who opine that employees have opportunities in life he will controls his or her own learning. Employee pre-job qualification will define the upward movement in his or her career.

Testing the Hypothesis

Hypothesis one: There is no significant relationship between the pre-job qualification of the workers and job advancement.

Table 4: Relationship between pre-job qualification and job advancement

Variables	Mean	Std. Dev.	r	df	Sig.	P
Pre-job qualification	5.21	1.73	0.32	2196	0	Sig
Job Advancement	54.21	7.42				

Source: Author's computation

It is observed from table 4 that there is significant relationship between the pre-job qualification of the workers and perceived job advancement ($r = .320$, $df 2196$, $p < .05$). This implies there is demarcation as regards the pre-job qualification of the workers when it comes to job advancement because variation occurred between the pre-job qualification of workers and perceived job advancement. In other words, pre-job qualification of the workers is related to job advancement; therefore, the hypothesis is rejected.

The study found that there is significant relationship between pre-job qualification of workers and perceived job advancement. This means pre-job qualification of the workers will pave way for their job advancement. The result supports the study of Seymour and Tormod (1991) who are of the view that several features from an employee's educational biography will influence his or her rate of advancement. This result is against that of Samuel (2013) who says that as an employee progresses in his or her career, the education of the employee will matter less but the skills and experience will be more important.

Hypothesis Two: There is no significant relationship between in-service training and job advancement.

Table 5: Relationship between in-service training and job advancement

Variables	Mean	Std. Dev.	r	Df	Sig.	P
In-service training	32.65	6.71	0.22	2196	0	Sig
Job Advancement	54.21	7.42				

Source: Author's computation

It is observed from the table 5 that there is significant relationship between in-service training and perceived job advancement among the workers ($r = .221$, $df 2196$, $p < .05$). This implies that in-service training is a significant factor in the discussion of perceived job advancement among workers therefore, the hypothesis is rejected.

The study found that there is significant relationship between in-service training and job advancement among the worker. This is because when employees are trained, there will be improvement in the way they carry out their responsibility, add to their skill and as well improve productivity and the achievement of goal of the organisation. This is line with Mullin's (1995) who states that; providing employees training opportunities is vital for personal development and career success. The result also supports the view of Aina (2000) that training enables an employee to produce efficiently, prepares him for higher position (advancement), enhances his or her self-respect and increases his or her feeling of security and economic independence among others. The finding is also in line with that of Nwagwu (1992) who is of the view that training without utilisation of trained staff is a waste because without the application of acquired skills to the task that is to be performed there cannot be progress or advancement. The result aligns with Craig (1976) that training increases productivity, improvement in the quality of work and morale, development of new skills, knowledge and understanding of the employee.

The result is also in line with Oribabor (2000) who found that training and development aim at developing competence such as technical, human, conceptual and managerial for the furtherance of individual and organisation growth. Adeniyi (1995) was also of the opinion that training and development is an avenue to acquire more and new knowledge and develop further the skills and techniques to function effectively. It is therefore realised that training is indispensable not only in the development of the individuals but also to facilitate the productive capacity of the workers.

This result is against the study of Kraimer, Seibert, Wayne, Liden and Bravo (2011) who discovered that employees who have been trained by their company will leave if they do not see any chance to advance. Organisation trains employees to improve the activities and responsibilities of the employees to the organisation so that goals of the organisation can also be achieved. The need to train will not arise if there is no opportunity to advance in ones career. It is the opportunity to advance that brings about training.

Hypothesis three: There is no significant relationship between personal training and job advancement.

Table 6: Relationship between personal training and job advancement

Variables	Mean	Std. Dev.	r	df	Sig.	P
Personal training	39.14	6.373	0.3	2196	0	Sig
Job Advancement	54.21	7.42				

Source: Author's computation

It is observed from the table 6 that there is significant relationship between personal training and perceived job advancement among the workers ($r = .301$, $df 2196$, $p < .05$). This implies that It is observed from the table 6 that there is significant relationship between personal training and perceived job advancement among the workers ($r = .301$, $df 2196$, $p < .05$). This implies that personal training of workers is an important and significant factor in the discussion of perceived job advancement among workers, therefore, the hypothesis is rejected.

The study revealed that personal training of workers has significant relationship with job advancement in the universities in Nigeria. This supports Guglielmino and Murdick (1997); London and Smither (1999) who posit that promoting self-directed learning in the workplace is a necessity because skills and knowledge have become perishable commodities and employees must embrace continuous learning as a career-long process (Zemke,1998). It is important for workers to improve their knowledge so that they can aspire for higher positions. There is need to acquire more skills and not wait till the

you are working with will be buoyant enough to support you for training. In the academic world, members of staff spend money on publication, attending conferences and carrying out research. There is a belief that —if you do not publish, you will perish. There is always room for acquisition of more knowledge and also carry out research which is the brain behind the establishment of tertiary institutions. Employees today must have access to continual training of all types just to keep up so as not to lose ground. Employees must endeavour to use their personal resources to train themselves so that they can acquire the required number of criteria for promotion or job advancement.

Looking at the functions of training, if an employee can endeavour to invest in personal training, this employee will be better off compared to his colleagues. This align with the functions of training given by Oguntimehin (2001) and Akintayo (1996) that the functions of training are increase in productivity; improves the quality of work; improves skills, knowledge, understanding and attitude; enhance the use of tools and machine; reduces waste, accidents, turnover, lateness, absenteeism and other overhead costs; eliminated obsolesce in skills, technologies, methods, products, capital management etc

CONCLUSION

Conclusion The study investigated the impact of pre-job qualification and training on job advancement in Universities using Southwest Nigeria universities as case study. It was found out that all the independent variables have combined effect on job advancement of employees in the universities. It was also realised that there is relative effect of frequency of personal training on job advancement. In-service training and pre-job qualification contribute significantly to job advancement of staff of the universities. Pre-job qualification has significant relationship with on job advancement of the academic and non-academic staff of the universities, while in- service training has significant relationship with job advancement of the academic and non- academic staff of the universities. Personal training has significant relationship with job advancement of academic and non-academic staff of the universities.

The university authorities and the government should give the right motivation from the point of entry so that attitude to work of employees can be positive and they can be committed to their work. When these factors are taken care of, the rate of job turnover will reduce and job advancement will be at a maximum. The implication of this is that the quality of education will improve, the productivity level will increase and retention efforts of the universities authorities will be maximised.

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Role of MIS in Decision Making Process

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ABSTRACT

The Information System is the heart of an organisation and its play a major role ole in organizational hierarchy and decision making process. In an organisation there are various information systems like MIS, TPS, DSS, and ES. In this article the researcher highlight the role of management information system in the Organization.

Keywords: Information System, MIS, TPS, DSS and ES.

INTRODUCTION

The MIS plays very important role an organization. The MIS is the heart of an organisation. The system ensures that an appropriate data is collected from the various sources, processed and send further to all the needy destinations. It provides information in the form of reports and displays to managers and many business professionals that support their day-to-day decision-making needs. Usually the information has been specified in advance to adequately meet the expectations on operational and tactical levels of the organization, where the decision making situations are more structured and better defined. A management information system is a database of financial data and programmed data. This database is used to produces the reports for the all the levels of management in textile mill. This database is very much useful to produce the special reports also.

MIS Model:

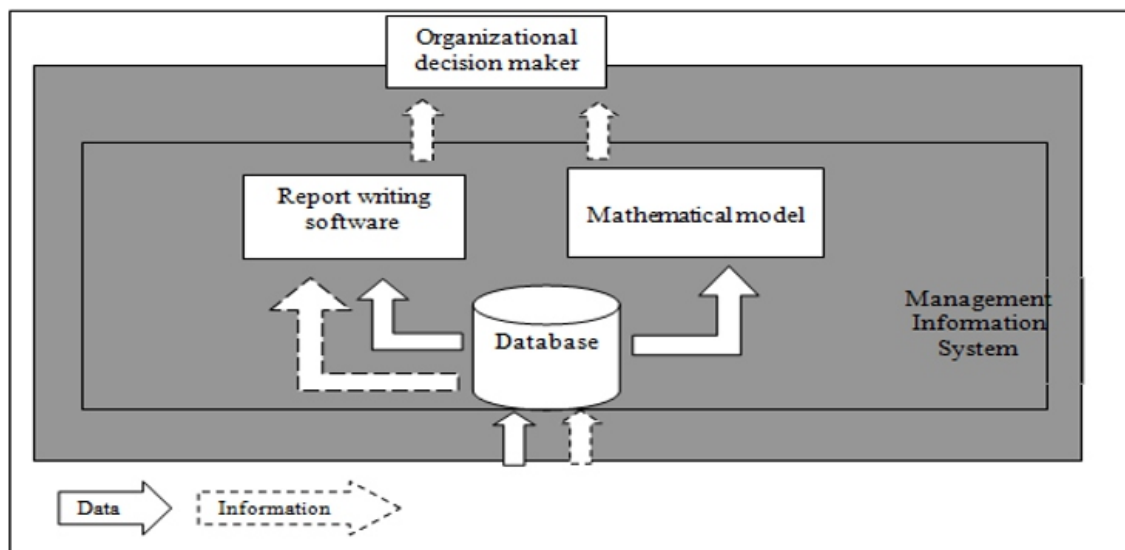


Figure 1: An MIS Model (Raymond, 1990)

An MIS model is illustrated in Figure: 1. The middle database system stores all the data provided by all the different departments of the textile mill. This database is used by the software to produce the reports for all the levels of management in the textile mill. The software creates the periodic as well as special reports for the management. The mathematical model is used to simulate the various aspects of the textile mill operations. After processing of the data, the software produces the output which is used by the employees to solve the textile mill's problems. Note that some of the decision makers might exist in the firm's environment. The environment will involve once the firm bonds together with other organizations such as suppliers to form an Inter Organizational Information System (IOS). In such cases, the MIS supplies information to the other members of the IOS (Raymond, 1990).

Role of MIS in a Textile mill:

- The MIS helps the operational level personnel in the transaction processing. It answers their queries on the data pertaining to the transaction, the status of a particular record and references on a variety of documents.
- The MIS helps the middle management in short-term planning, target setting and controlling the business functions. It is supported by the use of the management tools of planning and control.
- The MIS plays the role of information generation, communication, problem identification and helps in the process of decision making. The MIS, therefore, plays a vital role in the management, administration and operations of an organization.
- The MIS helps in strategic planning, management control, operational control and transaction processing. The MIS helps the clerical personnel in the transaction processing and answers the queries on the data pertaining to the transaction, the status of a particular record and reference on a variety of documents.
- The MIS helps the junior management personnel by providing the operational data for planning, scheduling and control, and helps them further in decision-making at the operation level to correct an out-of-control situation.
- The MIS helps the middle management in short-term planning, target setting and controlling the business functions. It is supported by the use of the management tools of planning and control.
- The MIS helps the top-level management in goal setting, strategic planning and evolving the business plans and their implementation.
- The MIS plays the role of information generation, communication, problem identification and helps in the process of decision-making. The MIS, therefore, plays a vital role in the management, administration and operation of an organization.

The role of MIS in the decision-making process:

The Top level Managers need the quick access to information to make decisions about strategic, financial, marketing and operational issues. The Textile Mill collect all the large amounts of information which includes customer records, sales records, market research, financial records, manufacturing and inventory data, and human resource records. That information is stored in separate departmental databases which make it difficult for decision makers to access data quickly. So the role of Management Information System is to simplify the complicated data and speed the information retrieval by storing data in a central location that is accessible via a network. The MIS helps the manager for quick decision and which are more accurate.

DATA COLLECTION

Management information systems bring together all the data comes from from inside and outside of the textile mill. By setting up a network that links a central database to retail outlets, distributors and members of a supply chain, companies can collect sales and production data daily, or more frequently, and make decisions based on the latest information.

COLLABORATION

In situations where decision-making involves groups, as well as individuals, management information systems make it easy for teams to make collaborative decisions. In a project team, for example, management information systems enable all members to access the same essential data, even if they are working in different locations.

INTERPRETATION

Management information systems help decision-makers understand the implications of their decisions. The systems collate raw data into reports in a format that enables decision-makers to quickly identify patterns and trends that would not have been obvious in the raw data. Decision- makers can also use management information systems to understand the potential effect of change. A sales manager, for example, can make predictions about the effect of a price change on sales by running simulations within the system and asking a number of “what if the price was” questions.

PRESENTATION

The reporting tools within management information systems enable decision-makers to tailor reports to the information needs of other parties. If a decision requires approval by a senior executive, the decision-maker can create a brief executive summary for review. If managers want to share the detailed findings of a report with colleagues, they can create full reports and provide different levels of supplementary data.

CONCLUSION

Management information system is an effective tool for modern business practitioners. It plays very important role in decision-making The MIS produces the information for all levels of employees which is more accurate, timely, relevant, complete and economical information. Information resources have become of high demand in today organizations and MIS is the only option for the satisfaction of such demands. This study confirms that there is a strong connection between the importances of MIS to correct the decision process during problems.

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Common Factors Influencing Consumer Behavior

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Consumer behaviour is the study of individuals, groups, or organizations and all the activities associated with the purchase, use and disposal of goods and services, including the consumer's emotional, mental and behavioural responses that precede or follow these activities. Consumer behaviour emerged in the 1940s and 50s as a distinct sub-discipline in the marketing area. Consumer behaviour is an inter-disciplinary social science that blends elements from psychology, sociology, social anthropology, ethnography, marketing and economics, specially behavioural economics. It examines how emotions, attitudes and preferences affect buying behaviour. Characteristics of individual consumers such as demographics, personality lifestyles and behavioural variables such as usage rates, usage occasion, loyalty, brand advocacy, willingness to provide referrals, in an attempt to understand people's wants and consumption are all investigated in formal studies of consumer behaviour. The study of consumer behaviour also investigates the influences, on the consumer, from groups such as family, friends, sports, reference groups, and society in general.

The study of consumer behaviour is concerned with all aspects of purchasing behaviour - from pre-purchase activities through to post-purchase consumption, evaluation and disposal activities. It is also concerned with all persons involved, either directly or indirectly, in purchasing decisions and consumption activities including brand-influencers and opinion leaders. Research has shown that consumer behaviour is difficult to predict, even for experts in the field.[3] However, new research methods such as ethnography and consumer neuroscience are shedding new light on how consumers make decisions.

COMMON FACTORS INFLUENCING CONSUMER BEHAVIOR

Consumer behavior can be broadly classified as the decisions and actions that influence the purchasing behavior of a consumer. What drives consumers to choose a particular product with respect to others is a question which is often analyzed and studied by marketers. Most of the selection process involved in purchasing is based on emotions and reasoning.

The study of consumer behavior not only helps to understand the past but even predict the future. The below underlined factors pertaining to the tendencies, attitude and priorities of people must be given due importance to have a fairly good understanding of the purchasing patterns of consumers.

MARKETING CAMPAIGNS

Advertisement plays a greater role in influencing the purchasing decisions made by consumers. They are even known to bring about a great shift in market shares of competitive industries by influencing the purchasing decisions of consumers. The Marketing campaigns done on regular basis can influence the consumer purchasing decision to such an extent that they may opt for one brand over another or indulge in indulgent or frivolous shopping. Marketing campaigns if undertaken at regular intervals even help to remind consumers to shop for not so exciting products such as health products or insurance policies.

ECONOMIC CONDITIONS

Consumer spending decisions are known to be greatly influenced by the economic situation prevailing in the market. This holds true especially for purchases made of vehicles, houses and other household appliances. A positive economic environment is known to make consumers more confident and willing to indulge in purchases irrespective of their personal financial liabilities.

PERSONAL PREFERENCES

At the personal level, consumer behavior is influenced by various shades of likes, dislikes, priorities, morals and values. In certain dynamic industries such as fashion, food and personal care, the personal view and opinion of the consumer pertaining to style and fun can become the dominant influencing factor. Though advertisement can help in influencing these factors to some extent, the personal consumer likes and dislikes exert greater influence on the end purchase made by a consumer.

GROUP INFLUENCE

Group influence is also seen to affect the decisions made by a consumer. The primary influential group consisting of family members, classmates, immediate relatives and the secondary influential group consisting of neighbors and acquaintances are seen have greater influence on the purchasing decisions of a consumer. Say for instance, the mass liking for fast food over home cooked food or the craze for the SUV's against small utility vehicle are glaring examples of the same.

PURCHASING POWER

Purchasing power of a consumer plays an important role in influencing the consumer behavior. The consumers generally analyze their purchasing capacity before making a decision to buy and products or services. The product may be excellent, but if it fails to meet the buyers purchasing ability, it will have high impact on its sales. Segmenting consumers based on their buying capacity would help in determining eligible consumers to achieve better results.

We know you don't like to generalize with people. They all deserve the respect of being treated as individuals, with their own ideas and feelings. But sometimes, for example, when you're thinking about the focus of your business or the needs of your potential customers, you'll have no choice but to generalize a little. In this article we will know, in abstract, some factors that influence consumer behaviour. Let's see some of them.

– Age

It is undoubtedly an essential factor. The reaction, as a consumer, of an 18-year-old teenager has nothing to do with that of a 68-year-old veteran. The needs are also different. With regard to the latter, there is a curious phenomenon. At the moment we are born, our requirements are usually very basic (food, care, etc.). As we reach adulthood and enter into it, our life becomes more complex and with it our needs become more complex. In recent years, however, old age brings us back to more fundamental demands, such as those of our childhood.

– Culture

This is another essential factor. Culture (and education as part of it) largely determines the individual's way of being and the decisions they make. The purchasing attitude of a person educated in the Caucasus mountains has little to do with that of a person trained in technological Tokyo. Their needs will also be different. It will be something you have to bear in mind, especially if you want your products to reach a large number of people living in different parts of the world.

– The socio-economic level.

Some entrepreneurs, for example in the luxury goods sector, know well what we are talking about. Nothing has anything to do with how a wealthy person buys with someone who has difficulty making ends meet. Both the products and how to approach one group or another will differ greatly. Some will be reached through factors such as aesthetics and exclusivity, and for others conditions such as durability or price will be more important. But don't forget, everyone deserves the same respect.

– Perception.

We humans are sensory beings. We have a series of receptors (commonly known as senses: sight, hearing, smell, taste and touch) that serve us to move around the world, and of course to make decisions.

Marketing and advertising are well aware of the importance of perception as one of the factors influencing consumer behaviour. Concepts such as sensory marketing, or even emotional marketing have been developing over the last few decades on the knowledge of the influence of perceptions in making the purchase decision. However, it is worth remembering that there are many factors that influence people's perception of a product or service, such as brand image, customer experience, etc.

– **Attitude.**

There are needs and needs, and to each their own. It has nothing to do with buying paper towels or having a cup of coffee with buying an anniversary present or a home. Some– Trends.purchases are routinary, almost thoughtless, as a habit, but people can spend days or even weeks trying to decide about others. The attitude with which your potential customers approach your products or services will depend on what they are. Think about this when planning what you want to offer and how you want to do it.

– **Trends.**

Either we like them or not, trends exist. Some people get off – to a greater or lesser extent – their influence, while others are so convinced of their importance that they get to call themselves “fashion-victims”. Trends are an expression of market trends, that powerful force that every businessman would want to be able to foresee. Whatever your sector, you'll have to take them into account if you want to survive.

– **Personality.**

It is undoubtedly the most difficult factor to differentiate. The personality of a human being is influenced by factors such as those we have already seen (age, culture, socio-economic level, etc.), but also by many others. Education, or life experience are crucial. But also genetic and biological conditioning factors. It is very difficult to know in depth the personality of human beings. Even self-knowledge is not an easy task. But there is no doubt that personality is a determining factor when deciding on the purchasing process. That’s why it’s so important to know your customers as well as possible.

– **Experience.**

It is undoubtedly a determining factor. People have memory, and they also use it when they are shopping. That’s why customer experience is so important in the purchasing process. Getting the customer to have a good memory of your products or services is as meticulous a task as it is important. If you don’t succeed, it will be difficult for your company to survive for a long time. If you do, they’ll be more likely to come back to you and speak well of your business to friends, family and acquaintances. These are some of the factors that influence consumer behaviour. Remember that they are free and their will is sovereign. What can you do to make them decide to buy your products or services? A good start is to offer excellent customer service.

There are many ways to do this, and tools that can help you, such as Integria IMS. Integria IMS is a software that, among other functionalities, includes an incident management system that can help you improve customer service in your company.

EVALUATION OF ALTERNATIVES

Consumers shopping at London's Burlington Arcade engage in a variety of recreational and functional purchasing activities - from window shopping through to transporting their purchases homewards.

Consumer evaluation can be viewed as a distinct stage. Alternatively, evaluation may occur continuously throughout the entire decision process. Consumers evaluate alternatives in terms of the functional (also called utilitarian) and psycho-social (also called the value-expressive or the symbolic) benefits offered.

Functional benefits are the tangible outcomes that can be experienced by the consumer such as taste or physical appearance.

Psycho-social benefits are the more abstract outcomes or the personality-related attributes of a brand, such as the social currency that might accrue from wearing an expensive suit, designer label or driving a 'hot' car.

Brand image (or brand personality) is an important psycho-social attribute. Consumers can have both positive and negative beliefs about a given brand. A considerable body of research suggests that consumers are predisposed towards brands with a personality that matches their own and that a good match can have an impact on brand preference, brand choice, satisfaction with a brand, brand commitment and loyalty and the consumer's propensity to give positive word-of-mouth referrals. The branch of consumer behaviour that investigates the matching of a brand's personality and the consumer's personality is known as self-congruity research. Consumer beliefs about a brand or product category may vary depending on a range of factors including the consumer's prior experience and the effects of selective perception, distortion and retention. Consumers who are less knowledgeable about a category tend to evaluate a brand based on its functional characteristics. However, when consumers become more knowledgeable, functional attributes diminish and consumers process more abstract information about the brand, notably the self-related aspects.

The marketing organization needs a deep understanding of the benefits most valued by consumers and therefore which attributes are most important in terms of the consumer's purchase decision. It also needs to monitor other brands in the customer's consideration set to optimise planning for its own brand. During the evaluation of alternatives, the consumer ranks or assesses the relative merits of different options available. No universal evaluation process is used by consumers across all-buying situations. Instead, consumers generate different evaluation criteria depending on each unique buying

situation. Thus the relevant evaluation attributes vary according to across different types of consumers and purchase contexts. For example, attributes important for evaluating a restaurant would include food quality, price, location, atmosphere, quality of service and menu selection. Consumers, depending on their geographic, demographic, psychographic and behavioural characteristics, will decide which attributes are important to them. Potential patrons seeking a hedonic dining experience may be willing to travel further distances to patronise a fine-dining venue compared to those wanting a quick meal at a more utilitarian eatery. After evaluating the different product attributes, the consumer ranks each attribute or benefit from highly important to least important. These priorities are directly related to the consumer's needs and wants. Thus, the consumer arrives at a weighted score for each product or brand - representing the consumer's subjective assessment of individual attribute scores weighted in terms of their importance, to arrive at a total mental score or rank for each product/brand under consideration.

PURCHASE DECISION

Once the alternatives have been evaluated, the consumer firms up their resolve to proceed through to the actual purchase. For example, the consumer might say to his/herself, "Yes, I will buy Brand X one day." This self instruction to make a purchase is known as purchase intent. Purchase intentions are a strong, yet imperfect predictor of sales. Sometimes purchase intentions simply do not translate into an actual purchase and this can signal a marketing problem. For instance, a consumer may wish to buy a new product, but may be unaware of the retail outlets that stock it, so that purchasing cannot proceed. The extent to which purchase intentions result in actual sales is known as the sales conversion rate.

Happy hour, where two drinks can be purchased for the price of one, is a strong call-to- action because it encourages consumers to buy now rather than defer purchasing to a later time.

Organizations use a variety of techniques to improve conversion rates. The provision of easy credit or payment terms may encourage purchase. Sales promotions such as the opportunity to receive a premium or enter a competition may provide an incentive to buy now rather than defer purchases for a later date. Advertising messages with a strong call-to-action are yet another device used to convert customers. A call-to-action is any device designed to encourage immediate sale. Typically, a call-to-action includes specific wording in an advertisement or selling pitch that employs imperative verbs such as "Buy now!" or "Don't wait!". Other types of calls-to-action might provide consumers with strong reasons for purchasing immediately such an offer that is only available for a limited time (e.g. 'Offer must expire soon'; 'Limited stocks available') or a special deal usually accompanied by a time constraint (e.g. 'Order before midnight to receive a free gift with your order'; 'Two for the price of one for first 50 callers only'). The key to a powerful call-to-action is to provide consumers with compelling reasons to purchase promptly rather than defer purchase decisions.

As consumers approach the actual purchase decision, they are more likely to rely on personal sources of information. For this reason, personal sales representatives must be well versed in giving sales pitches and in tactics used to close the sale. Methods used might include: „social evidence“, where the salesperson refers to previous success and satisfaction from other customers buying the product. „Scarcity attraction“ is another technique, where the salesperson mentions that the offer is limited, as it forces the consumer to make a quicker decision, and therefore less time evaluating alternatives.

POST-PURCHASE EVALUATION

Following purchase and after experiencing the product or service, the consumer enters the final stage, namely post-purchase evaluation. The consumer's purchase and post-purchase activities have the potential to provide important feedback to marketers. Foxall suggested that post-purchase evaluation provides key feedback because it influences future purchase patterns and consumption activities.

The post purchase stage is where the consumer examines and compares product features, such as price, functionality, and quality with their expectations. Post purchase evaluation can be viewed as the steps taken by consumers to correlate their expectations with perceived value, and thus influences the consumer's next purchase decision for that good or service. For example, if a consumer buys a new phone and his or her post-purchase evaluation is positive, he/she will be encouraged to purchase the same brand or from the same company in the future. This is also known as "post-purchase intention". On the contrary, if a consumer is dissatisfied with the new phone, he or she may take actions to resolve the dissatisfaction. Consumer actions, in this instance, could involve requesting a refund, making a complaint, deciding not to purchase the same brand or from the same company in the future or even spreading negative product reviews to friends or acquaintances, possibly via social media.

After acquisition, consumption or disposition, consumers may feel some uncertainty in regards to the decision made, generating in some cases regret. Post-decision dissonance(also known as cognitive dissonance) is the term used to describe feelings of anxiety that occur in the post purchase stage; and refers to the consumer's uneasy feelings or concerns as to whether or not the correct decision was made at purchase. Some consumers, for instance, may regret that they did not purchase one of the other brands they were considering. This type of anxiety can affect consumers' subsequent behaviour and may have implications for repeat patronage and customer loyalty.

Consumers use a number of strategies to reduce post purchase dissonance. A typical strategy is to look to peers or significant others for validation of the purchase choice. Marketing communications can also be used to remind consumers that they made a wise choice by purchasing Brand X.

When consumers make unfavorable comparisons between the chosen option and the options forgone, they may feel post-decision regret or buyer's remorse. Consumers can also feel short-term regret when they avoid making a purchase decision, however this regret can dissipate over time. Through their experiences consumers can learn and also engage in a process that's called hypothesis testing. This refers to the formation of hypotheses about the products or a service through prior experience or word of mouth communications. There are four stages that consumers go through in the hypothesis testing: Hypothesis generation, exposure of evidence, encoding of evidence and integration of evidence.

Internal influences refer to both personal and interpersonal factors. Social theory suggests that individuals have both a personal identity and a social identity. Personal identity consists of unique personal characteristics such as skills and capabilities, interests and hobbies. Social identity consists of the individual's perception of the central groups to which an individual belongs and may refer to an age group, a lifestyle group, religious group, educational group or some other reference group. Social psychologists have established that the need to belong is one of the fundamental human needs. Purchasing behaviour is therefore influenced by a broad range of internal factors such as psychological, demographic and personality factors. Demographic factors include income level, psychographics (lifestyle), age, occupation and socio-economic status. Personality factors include knowledge, attitudes, personal values, beliefs, emotions and feelings. Psychological factors include an individual's motivation, attitudes, personal values and beliefs. Other factors that may affect the purchase decision include the environment and the consumer's prior experience with the category or brand. Social identity factors include culture, sub-culture and reference groups. Other factors that may affect the purchase decision include the environment and the consumer's prior experience with the category or brand.

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Overview on Enhanced Living Environments

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ABSTRACT

Enhanced living environments, supported by optimized algorithms, architectures, and by optimized algorithms, architectures, and by platforms, can help individuals needing platforms, can help individuals needing assistance maintain autonomy and improve quality of life. ELE research aims to create smart and safe environments around people needing assistance, such as the elderly and people with disabilities, to help them maintain an independent lifestyle, reduce health and social care costs, and achieve improved quality of life and advanced autonomy, mobility, social interaction, self-confidence, independence, and social inclusion. This paper describes necessity of ELE in daily life style , technology used and security challenges for its implementations.

1. INTRODUCTION

Enhanced living environments (ELEs) support the seamless integration of information and communication technologies (ICT) within context-aware residences and homes. Enhanced living environments (ELEs) encompass all the technology used to support an independent or autonomous lifestyle for people with special needs, such as the elderly and people with disabilities. ELEs use ubiquitous elements to construct safe environments, known as smart infrastructures, such as smart homes. A key element in smart infrastructures is the information exchanged between devices and services to perform the required tasks. For example, wearable medical devices can help monitor a person's wellness by collecting information about the wearer and then sending this information through the network to be processed in the cloud system. Such systems can remotely monitor health, well-being, and resource consumption. Observation of this data leads to the creation of behavioral patterns, where any observed behavioral deviation can be a preliminary indicator of a health issue.[1]

However, building these ELEs requires security measures since cyber attackers can exploit the devices and cloud services, targeting confidentiality, integrity, and/or availability, resulting in the theft of personal information or leading to incorrect medical diagnosis. When maliciously exploited, ELEs can present life-threatening scenarios. Consider, for example, a person is suffering a severe heart attack and can't reach the phone to call for emergency help. The ELE must be aware of the person's situation and emergency needs and must communicate with the required services successfully while keeping sensitive information secure.

Efforts in this area are supported by optimized algorithms, dependable architectures, and efficient platforms, converging to the realization of ambient assisted living (AAL) systems. AAL systems utilize pervasive devices and ambient intelligence to construct smart and safe ELEs.[2] Important issues relate to the missing interaction of multiple stakeholders needing to collaborate for ELEs, supporting a multitude of AAL services. AAL refers to the use of ICTs in the environments in which users are, so that these spaces are able to interact with people in a natural way, wherever and whenever they are needed, being aware of the context (situational, temporal, emotional, etc.) of the user or the environment, and to act proactively. An AAL environment requires the use of a distributed network of sensors and actuators to create a ubiquitous technological layer, able to interact transparently with the users, observing and interpreting their action and intentions, learning their preferences and adjusting the parameters of the system to improve their quality of life and work. Cloud computing and the Internet of Things (IoT) are significant elements of AAL and the endeavor to produce a ubiquitous, efficient, and cost-effective architecture that will assist targeted individuals to become more independent and to effortlessly perform everyday tasks in their familiar environment. However, gathering all this information into a remote, centralized authority where data is managed and can be accessed by human actors raises security, ethical, social, cost, and user experience issues.

Many fundamental technical issues in the ELE area remain open. Starting with the infrastructure used for data harvesting, a major concern for ELEs is the efficient use of sensors for daily data collection, storage, and mining. Adding human society as another dimension lets us define a new type of system, cyber-physical-social systems, where ICT (cyber), intelligent devices (physical), and human society (social) come together to provide high-quality AAL services to improve users' quality of life. Even if this approach is successfully applied at large scale in smart cities,[3] most current efforts still don't fully take into account the power of human beings and the importance of social connections and societal activities.

AAL establishes a new paradigm of how people use technology. This is due to its holistic and person-centred conception, so that AAL could be usable, acceptable, useful and providing social value. Of course, these AAL technologies and services must be feasible and provide business value for the companies that develop them. In order to fulfil this holistic view of technology, the solutions developed must incorporate in their conception, design and development, the involvement of experts with different backgrounds: technology, health and care, social sciences, etc. What is paramount is users' engagement, in particular of those groups that may have a greater reliance on technology or who can receive greater support in their daily lives.

2. OBJECTIVE OF ENHANCED LIVING ENVIRONMENTS (ELES)

The objectives of AAL are diverse, as stated by the AAL Joint Programme [4]:

- to extend the time people can live in their preferred environment by increasing their autonomy, self-confidence and mobility;
- to support the preservation of health and functional capabilities of the elderly, promoting a better and healthier lifestyle for individuals at risk;
- to enhance security, preventing social isolation and supporting the preservation of the multifunctional network around the individual;
- to support carers, families and care organizations; and
- to increase the efficiency and productivity of used resources in the ageing societies.

3. TECHNOLOGIES FOR ENHANCED LIVING ENVIRONMENTS (ELES)

In order to provide AAL services in their place of need, such as care centers or personal homes of older people, researchers, engineers and technicians are challenged by the wide scope of involved technological infrastructure. Depending on the specific application, several technological areas and research fields can be involved. However, a common underlying infrastructure usually exists regarding areas as ambient intelligence and ubiquitous computing, that are closely related to sensor and smart home technologies.

This section, provide the required technologies for building resilient and secure cloud services for ELEs including medical devices and the required communication technologies.

In Current State of the Art of Smart Environments and Labs from an AAL Point of View: Critical Analysis, current contributions to the AAL technology development, and more specifically to smart environments and labs, are synthesized to reflect the current state of the field. Crandall & Cook focus on the engineering, including infrastructure such as sensors and middle wares, and user needs of AAL systems, along two of the major applications of smart homes, namely health care and home automation.[5]

Wireless Sensors Networks

A strong approach in building ELEs utilizes implantable and wearable sensors, and wireless sensor networks (WSNs) that are supported by cloud computing.[6] For people with disabilities or for elderly people requiring constant care, the emergence of ubiquitous computing paradigms, empowered by 5G wireless communications, plays an essential role in providing better living environments. Cloud computing has been an empowering force for this endeavor, it raising several ethical, security, and user experience issues. However, the ELE technology and data could be vulnerable to cyber attacks and exploitations, which can lead to life-threatening scenarios such as incorrect medical diagnoses. [7]

A wireless network is the most common means of communication used by an ELE. [6] The Wi-Fi protocol (IEEE 802.11) declares physical and data link layer specifications to use a specific set of frequency bands for wireless local- area networks (WLANs). Even though IEEE 802.11 has been revised and upgraded over the years, it remains vulnerable since the 802.11 MAC headers is sent over the network unprotected. Moreover, it's easy accessibility and wireless nature make it difficult to prevent and/or stop attacks.

Visual sensors can be considered a very special type of sensors, since in most scenarios they are able to provide richer data about the environment than multiple other environmental sensors combined. The chapter Computer Vision for Active and Assisted Living analyses the state of the art of RGB cameras and depth sensors, detailing how pattern recognition and machine learning methods are applied to human motion and activity recognition and tracking. Planinc et al. use the traditional image processing pipeline to illustrate how current AAL projects take advantage of computer vision to approach a variety of applications from human behavior analysis to physiological monitoring. The use of depth sensors, such as the popular Microsoft Kinect, for rehabilitation and robotics among others is reviewed, detailing skeletal pose estimation and tracking techniques, as well as methods based on depth maps, point clouds and plan-view maps. Finally, existing studies are synthesized related to the accuracy of infrared and time-of-flight depth sensors in comparison to stereo cameras and other marker-based tracking systems.

Another in Ambient and Wearable Sensors for Human Health Monitoring, the authors Rodgers et al. Study how monitoring of personal activity, vital signs and physiological measures can be enabled in a manner that minimizes disruption to an individual's daily routine, while protecting their privacy at the same time. Ambient and wearable sensors that make this possible are reviewed, and special emphasis is made on favoring engagement of individuals to reduce the reliance on health care systems and improve self-care management of chronic conditions.

Advances in biomedical sensors, low-power circuits, and wireless communications have led to a new generation of wireless sensor networks, known as body area networks (BANs).[6] These networks are formed by lightweight, low- power, interoperable, and smart wearable nodes, mainly dedicated to healthcare monitoring applications. These applications aim to ensure continuous monitoring of vital parameters, without constraining the wearer's activities, therefore providing higher healthcare quality since existing health-monitoring systems lack the capability of real- time remote diagnosis and on site treatment, and early sensing, monitoring, and diagnosis are essential to delivering high-precision treatments in time.[8] The wearable nodes measure, process, and transmit physiological signals to a

and then to the Internet so care givers can access the data collected in a health server for real-time diagnosis to trigger the appropriate treatment procedures. BAN technology could potentially revolutionize healthcare delivery by enabling applications such as ubiquitous health monitoring and emergency medical response. Because BAN applications deal with sensitive medical information, they have significant security and safety implications, such as hardware failures, software errors, and cyber attacks that undermine their trustworthiness.[6] To develop and implement reliable healthcare systems, there are several challenges. Because BAN sensors are constrained in terms of computing, storage, and power, communication protocols, fusion algorithms, and BAN control and management methods must be optimized to work with them. In addition, security, privacy, and integrity of BAN resources and information are critical since attackers can maliciously stop the operations of the sensors, change their data, and prevent them from transmitting information. This can mislead caregivers and medical staff and a danger a person's life. Finally, advances in IoT (Internet of Thing), cloud computing, and wearable technologies used to deliver 24/7 remote monitoring, diagnosis, and treatment also introduce in securities.

Cloud Computing The US National Institute of Standards and Technology defines cloud computing as “a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (for example, servers, networks, applications, storage, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction.”[9] Thus, cloud computing represents a feasible way for accessing information/computation anywhere and anytime as a utility. Cloud computing provides support for applications, including power grids, mobile communications, transportation, real-time and critical applications (such as medical services), and living environments. Even though cloud computing provides many benefits; it also entails potential threats, especially in healthcare due to the information's sensitivity.

4. CHALLENGES FOR ENHANCED LIVING ENVIRONMENTS (ELES)

Effective ELE solutions require appropriate ICT algorithms, platforms, and architectures, with a view toward the advancement of science in this area and the development of new and innovative connected solutions (particularly in pervasive and mobile systems). Mobile platforms can now bring the computation power made available by highly advanced datacenters closer to the user. In addition, the actual interconnection between mobile and cloud systems is possible by combining the capabilities of individuals, as they interact with each other, through a well-designed ubiquitous technology. This combination will benefit the platforms of tomorrow through the help of new models for understanding the environment (such as participatory and opportunistic mobile sensing), performing computation (for

example, mobile cloud computing), or even exchanging data via mobile ad hoc networks. These issues are supported by inter cloud architectures and progressive integration of sparse, geodistributed resources into big datacenters, where energy-efficient message-exchanging models are already developed.[10] Many ELE applications are used by people with special needs (such as the elderly and people with disabilities), with 24/7 continuous monitoring and control of the environment, and access to care services when needed. One important problem is the expectation and acceptance of new technologies by these populations. The solution is to provide noninvasive and transparent platforms with minimal interaction between the ICT platform and the user. Moreover, ELE applications should be strongly user oriented, involve users at all stages, collect the necessary information anytime, anywhere, and provide feedback to improve quality of service (QoS).

Security challenges

The most relevant security requirements for a successful ELE are

- Resiliency: Services must operate correctly even under adverse conditions.
- Privacy: Only the people with the right credentials can access confidential information.
- Integrity: The information stored in the cloud shouldn't be altered.
- Availability: The information must be available at the moment it's required so the right decisions can be made as soon as possible.

Conventional fault-tolerance and information security solutions can't be applied directly to manage ELEs because such solutions are application or domain specific and require a certain amount of computational power that might not be available for small wearable devices. Hence, we require a more general architecture that's open and secure and can tolerate all types of ELR threats.[11]

The increasing number, complexity, heterogeneity, and interoperability of interconnected devices, as well as the increasingly sensitive data transmitted, make ELEs an attractive target for attackers. To better understand the cyber security implications of ELEs, requires need a threat model to analyze the security problem, design mitigation strategies, and evaluate solutions. The general steps for building a threat model are as follows:

- Identify attackers, assets, threats, and components. Rank the threats.
- Choose mitigation strategies.
- Build solutions based on the strategies.

ELE threat model for different ELE components to increase our understanding of the security needs is presented here. ELE devices, such as sensors and actuators, can impact human safety, energy, money,

time, and so on. Mitigation approaches include lightweight encryption, sensor authentication, intrusion detection and prevention services (IDS/IPS), anti jamming, and behavior analysis. Network failures include router or firewall penetration. Attackers that obtain access to the network can get personal information about users, which can affect their safety, money, and reputations. Counter attacks include strong authentication, encryption, packet filtering, and IDS/IPS. Implantable and wearable medical devices (IWMDs) are another potential point of failure. Attacks on IWMDs, which include cardiac monitors, pacemakers, drug diffusers, fall detectors, and blood pressure monitors, target human safety, money, trustworthiness of medical devices, battery, and so on. Solutions include authentication, encryption, runtime-anomaly detection, and behavior analysis methods. Finally, attacks can be launched against cloud computing and medical application services. Attackers mainly target information on ELE wearable/implantable devices to gather money or threaten safety. Encryption, authentication, session identifiers, IDS/IPS, selective disclosure, and data distortion should be applied to mitigate such security concerns.

5. CONCLUSION

This paper describes ideas for research in the ELE/AAL field. Enhanced living environments (ELEs) encompass all the technology used to support an independent or autonomous lifestyle for people with special needs, such as the elderly and people with disabilities. Efforts in this area are supported by optimized algorithms, dependable architectures, and efficient platforms, converging to the realization of ambient assisted living (AAL) systems. ELEs use ubiquitous elements to construct safe environments, known as smart infrastructures, such as smart homes. This paper also describes required technologies for building resilient and secure cloud services for ELEs including medical devices and the required communication technologies. To achieve effective ELE solutions for appropriate ICT algorithms, architectures, and platforms, with a view toward the advancement of science and the development of new and innovative connected solutions is challenges. The increasing number, complexity, heterogeneity, and interoperability of interconnected devices, as well as the increasingly sensitive data transmitted, make ELEs an attractive target for attackers. ELEs, requires need a threat model to analyze the security problem, design mitigation strategies, and evaluate solutions. There are so many things in technologies and security challenges for research in ELE/AAL field in future.

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A Study of Some Factors in The Students' Attitude Towards Library Usage and Their Academic Achievements in Enugu State College of Education (technical.)

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ABSTRACT

A descriptive survey study was conducted to find out the reasons behind some students' behavior regarding use of libraries and its effects on academic achievement. The result generally indicated that students' background affects students' library usage and that age and sex do not result in or promote competency in library usage and academic achievement. The researchers observed that the use of handsets, Ipad, playfulness and impatience seem to be associated with the degree of lack of interest in the use of libraries. These findings have implications for education, our students and parents.

Keywords: *Factors, students, attitude, library, academic achievement.*

INTRODUCTION

The motivating factor behind the study was the author's observations of students' pattern of library usage and the effect on their academic achievement. In recent years, with the rapid growth and development in technology, many students tend to ignore the importance of library in academic institution.

This is to say that any factor that influences attitude could be said to be a barrier to academic achievement. The end result of poor usage of libraries may be failure in examination with its attendant consequences.

LITERATURE REVIEW

According to Kascus and Aguila (1920), the importance of library cannot be over emphasized, because it is an integral part of quality education. This means that students who do not use library may encounter academic problems (success). Thus the role of library in the successes at students must be acknowledged. Holmberg (1988) opined that the importance of libraries in schools and its usage provides information services, such that those who do not use library would result in producing learners with narrow experience in research-led inquiry. The graduates produced under this situation, would

lack the vital skills necessary for independent thinking and research, which are fundamental aim of higher education. He stated that library visit enables students to be aware of the purpose, practice and predominant expectations. In the same way, if students are properly oriented on the use of libraries, their performance will certainly improve for better. Clemente (2013) carried out a study on the influence of library on the academic achievement of students and she concluded that the use of library is important for better output in academic pursuit the above assertion no doubt is applicable to the use of libraries. Of recent, many researchers have devoted time to investigating provision of information services and its adequacy Oladukun (2002) Msuya and Maro (2002). They found that inadequate provision of library and information services result in poor achievement of students. This study has deviated from provision of psychological and intellectual factors that affect library usage in tertiary institutions.

FACTORS THAT AFFECT LIBRARY USAGE

Students are expected to use library and its services. Lack of usage or interest varies and according to Hoskinson and Harvey (1398) feelings, emotions, loneliness and poor intellectual ability affect library usage, which result in poor achievement.

METHODOLOGY

Sample: Subjects were 230 students (130 females and 100 males) from 10 randomly selected departments out of the existing schools in Enugu State College of Education (Technical) that are in their second year and have taken first semester examinations.

Instrument: Four attitude scales on family background, economic background, sex and age and intellectual competence developed by the researchers were used to gather data in this study. Each consisted of two sections. In section A, the students were requested to provide personal information on sex, Age, background, parents' education and year of study and grade point average. Section B of the instrument contained 10 attitudinal items on family background, age, sex and intellectual competence respectively beside a four point scale in which students were requested to indicate the extent of their agreement or otherwise to each item. Attitude instructions were adopted for the study.

Data Collection and Analysis: Data collection did not lend themselves to rigid statistical analysis. Consequently, only appropriate descriptive statistics and the χ^2 test were employed in analysis of the data. In all, 215 of the forms given out were return. Considering that some of them were administered during examination period, the 93 percent response rate was sufficiently high.

RESULT.

Considering the limited scope of this paper, only a few of the typical examples can be highlighted here. The attitude is presented first.

The items on attitude were selected to reflect only temporary attitudes, while the other section contains personal data items. Here are some of the attitudinal behaviors for varying reasons, as gleaned from students' response.

- (a) If my family has reading materials, why should I use library.
- (b) Students go to library to make friends.
- (c) If I go to library boys disturbs me.
- (d) If I am an intelligent student why should I use library.
- (e) I cannot concentrate in library.
- (f) I am satisfied with my Ipad phone than library.
- (g) My parents urge me to be using library.
- (h) If I go to library girls disturb me.
- (i) I can be a good student without using library.
- (j) I am shy to read in open space like library.

Indeed, it would appear that there are attitudinal behaviors with almost every student in the college. In response to items on questionnaire, many students said that the usage of library is influenced by attitude. Others opined that students' background influences the usage while others claimed that activities in the library essentially affect students' attitude in library usage. Of a great note observed that students who got high grade point average in their courses use libraries, it means libraries are still very necessary.

Of more relevance to this study were the responses of students to the items asking them to indicate their general feeling about Ipad. Some 56 percent of the respondents indicated that they still believe in Ipad as against the use of library. About a quarter of the respondents said that they were not comfortable with the way boys and girls use libraries. Forty-nine respondents said that some students achieve very well without using library. But there were a handful of the students who said they still believe in library use. As to shy in the use of library, some of the students' responses vary. Some are of the opinion that the use of library does not really matter.

Respondents were also asked to give an overall evaluation of attitude by ticking any of the options and were the trends observed; ninety percent said that attitude influences library usage, 60 said backgrounds sometime affects, 36 believed that sex and age are true, while 15 said lack of concentration.

The students' responses to the relevant item on the questionnaire indicate that in the Nigerian institutions, students view library differently. It is seen as a place where they may not get exactly what they want.

Table I

	Background effects	Gender	Age	Intellectual
O	91	60	36	15
E	50.5	50.5	50.5	50.5

N = 202

The attitudes of the students were quite to those of other schools.

In their responses to the item the X^2 test carried out on these frequencies yielded a value of 47.78 which is significant at the 0.01 level. Asked what they thought accounts for this, respondents severally gave such explanation as not properly guided, intimidating books, desire to be on oneself; a reflection of what the school wants.

Perhaps more relevant from the point of view of the orientation of the present study were the responses to items 8 and 9 on the power of parents to control students.

Discussion: from the sample of attitude and the views of students presented in this paper, it would appear that to a Considerable extent, Nigerian students are influenced by parents, peers, and background in their attitude towards the use of libraries. It would not be any surprise that Nigerian students see use of libraries as a transition or an end to a process (studies in school). What appear new in the study is the conception of gender which tends to be a source of distraction to students. It shown that students who use libraries tend to achieve more than others.

The implications of the study/these findings for counseling are not very obvious, but the contention is that these aspects of Nigerian students 'personality are capable of influencing school guidance and counseling programmes and librarians in a number of ways.

1. Students ordinarily have problems. They consult Ipad, internet centres for information, but many find it difficult to use libraries. The school counselor will use this study to reinvigorate the way students are handled.
2. As the average Nigerian students hold adults in suspicion and believe that others can be of harm to him/her, they often tend to believe in themselves and do what pleases them. The parents will benefit from the study, that student rely much on themselves than what parents would want them to be.

3. The Nigerian society is largely authoritarian and the younger members are brought up to obey orders implicitly. Thus suppression is common and the one who is able to keep his/her feelings and plans to himself be regarded as mature. The principles of school counseling programmes emphasize different values from their views.

SUGGESTIONS/RECOMMENDATION

The counselors, teachers and librarians who design the school programmes, and the students who are expected to benefit from them are not likely to develop appropriate attitudes towards libraries as a result of some aspects of their personality revealed in the result of this study. In order that schools could achieve its objective in institutions, the following recommendations are put forward to guide its principles and practice.

- (i) School teacher should establish warm and reassuring relationship with the students and complement the efforts of other agencies in the society.
- (ii) Deliberate efforts should be made to ensure that lecturers and counselors are very well trained to re-orientate Nigerian students.
- (iii) The policy of mass enlightenment is needed in schools.

CONCLUSION

Most findings of this study tend to corroborate available finding on Nigerian students' attitude. However, in view of the vast cultural diversities that constitute the Nigerian institutions and in view of the rapid social and cultural changes taking place in Nigeria, the results of this study could be subject to zonal variations.

Only a series of systematic studies conducted in various parts of the country can succeed in forming the basis for theories that can be generalized over the whole of the country. Any revision of the outcome of this study must await the results of such studies.

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