Information Seeking Behaviour for Meeting Information Needs of Nurses in Kogi State, Nigeria

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Abstract: This study investigated the information needs and seeking behaviour of nurses in Kogi state hospital management board. The descriptive survey design was adopted for this study. The population of the study is 1000 health workers drawn from Okene specialist hospital, Kabba specialist hospital, Idah specialist hospital, all in Kogi state. A questionnaire titled: information needs and information seeking behavior of nurses were instruments used in collection of data. As a heterogeneous group a proportionate random sampling technique was used in other to give each of the hospital's board studied an equal opportunity of being represented. The questionnaire was face validated by three experts who read through and made necessary corrections to ensure clarity, proper phrasing, suitabi1it and comprehensiveness of the questionnaire items and corrections made were carefully integrated in the final instrument for data collection. The questionnaire was distributed to the respondents with the help of two research assistants each from the companies who are also staff in-charge of duty roasters. The questionnaire was collected after five (5) working days. Data gathered was analysed using frequencies, mean and standard deviation. In all, 192 of the 225 copies of the questionnaire were returned and found usable for data analysis. Result revealed interpersonal communication with hospital patients, colleagues/expatriates project Drawings/Data Alignment Sheets. lecture notes and private diaries from seminar conferences, and field guide books, CD-ROMs and online databases via the internet were the major information sources of nurses to meet their information needs. Lack of internet access in remote areas, lack of trust on the reliability of existing of information sources are the major challenges nurses encounter in accessing desired information. The study concluded that based on the findings made, an effective information system can be designed which will not only meet the information needs of nurses in a way that can be understood and applied, but also to draw deeper learning from the findings as it relates to the kind of information nurse's needs. the factors that influence their information seeking, information sources they consult, the challenges they encountered in accessing desired information and the likely strategies that could enhance their access to desired information. The study recommends the need for nurses to provide wireless network services in remote areas for their workers so as to assist them carry out their health record services in highly remote areas of Kogi state. Also the hospital libraries and corresponding information agencies should provide health, safety and emergency information to workers that will enable them to operate safely since this is the major information they need.

Keywords: Nurses, Information, Hospital, Educator

I. INTRODUCTION

A hospital is established to provide quality health service delivery to patients. Hospital as closely associated with supervision where nurses both Registered Nurses (RN) and Unregistered (students) among other health officers receive practical training and supervision for development in their medical profession. Hospital have the objectives of strengthening and supporting the education training and enlightenment of nurses and residents through the design and implementation of programs and services aimed at meeting the needs of educators and residents in post nursing and mid-wife medical education. Other objectives of the hospital board include clinical services, immunization programs, teaching and learning, research and development. Its clinical objectives include qualitative services to patient to be the major specialist service provider to its populace, thereby delivering services to highest standard. The immunization programs include efficient and effective health service delivery to the child at adolescent age.

The personnel available in any hospital as an organization includes the physicians, surgeons, nurses and midwives, lab scientist, lab attendants among others. Nurses in any hospital are seen as important as the blood is to the body system because, apart from the hospital sanitary services of the nurses in the hospital they also manage clinical and surgical investigation of doctors, immunization and mathematical analysis and data record of patients.

Nurses are concerned with human health and well-being. They deal with the delivery of humanistic care to people to promote and maintain health, prevent illness, cure illness and restive health, and coordinate health care services to improve continuity of care. Joseph (2008) sees nursing objectives and characteristics as the professions that provides practical services that are vital to human and social welfare, people who emphasize service over personal gain or self-interest and organized their occupation as a long-term commitment and has a code of ethics that is usually enforced by colleagues or through licensure examination with a role of health care services delivery, clinical services and immunization.

The concept of information need is born out an individual's capacity to identify a missing gap in knowledge and make a pragmatic effort to satisfy such need. A burning desire to know the known and the unknown that overrides one's state

of uncertainty. Thellesfen (2013) observed that information needs are a core concept in the library and information science that describes the state of uncertainty or anomalous knowledge state that precedes a user's information seeking behavior. One cannot affirm that there is need for information alone but a burning desire to satisfy the identified need.

II. RESEARCH METHODOLOGY

A. The Study Area

The area of the study is Kogi State in North central geopolitical region of Nigeria. The State was created in 1991 with her capital in Lokoja. There are three major ethnic groups and languages in Kogi. They include Igalas, Ebiras, and the Okuns with other minorities like Bassa with fraction of Nupe, the Ogugu sub group of Igala, Gwari and Kakanda-Oworo people. The State has 21 local government area with three senatorial districts. The main reason for the choice of these locations is because there are several Nursing, Midwifery and Teaching Specialist Hospitals in the state.

Also, Specific areas investigated include Okene, Kabba, and Idah. The justification for the choice of these is because they serve as the senatorial headquarters of the state with viable specialist hospital under the hospital management board. These areas also have higher concentration of health workers in the state due to the high level of commercial activities and government higher institutions.

B. Sampling Technique and Sample Size

As a heterogeneous group, proportionate stratified random sampling technique was used in selecting the number of respondent from each of the hospitals based on the percentages drawn from the segment of each hospitals as follows Okene specialist hospitals (94), Kabba specialist hospital (91) and Idah specialist hospitals (93). Stratified random sampling technique was considered appropriate for this study because the number of the respondents from each hospitals is not the same. Random sampling was also preferred in order to give each member of the population an equal opportunity of being selected.

C. Data Collection

The questionnaire was personally handed to the respondents in collaboration with various Heads of Human Resource Department of the hospitals. Copies of the questionnaire was distributed to the respondents within the period of five working days and collected thereafter through the help of two research assistants each from the hospitals who are staff of their human resources department in- charge of duty roasters. The research assistants were engaged to follow up copies of the questionnaire distributed to ensure a high percentage rate of return and minimal loss of completed copies of the questionnaire. The research assistants were properly briefed to ensure that respondents treat the questionnaire presented before them with some level of understanding, seriousness and sincerity.

D. Analytical Techniques

Data gathered from the questionnaire was sorted, classified and analyzed using frequencies, simple percentages, mean score and standard deviation.

III. RESULTS AND DISCUSSION OF FINDINGS

This chapter is concerned with data analysis and the result of the study. The data were analyzed using frequency counts, mean and standard deviation. These are presented in tables according to the objectives for the study.

A. What are the information needs of the nurses in Kogi State Hospital Management Board

Table 1 revealed the result on the information needs of nurses in Kogi State Hospitals using Mean and Standard deviation as derived from data collected. Out of eight (8) items that tested the information needs of the nurses in Kogi State Hospitals, the result indicated that items (1), personal data of patience (4), information of diseases prevention and control, (6) information and administration of medicine and (8) information on professional development were Very Highly Needed with the mean scores 3.61,3.81,3.75 and 3.54 respectively.

Table 1: Mean Responses on the information need by Nurses n = 192

S/N	Item on information need	VHN	HN	LN	NN	-x	SD	DECN	Rank
1	Personal data of patients	116	76	0	0	3.61	1.83	VHN	3
2	Information on daily professional activities	80	112	0	0	3.41	1.45	HN	6
3	Information on medical research and studies	89	84	19	0	3.35	2.98	HN	7
4	Information on diseases prevention and control	156	36	0	0	3.81	2.71	VHN	1
5	Information on leisure such as current affairs	15	27	84	66	1.95	1.15	LN	8
6	Information on administration of medicine	144	48	0	0	3.75	2.39	VHN	2
7	Information on hospital administration	108	59	25	0	3.43	2.84	HN	5
8	Information on professional development	104	88	0	0	3.54	1.64	VHN	4

Key: VHN-Very Highly Needed, HN-Highly Needed, LN – Less Needed, NN- Not Needed

B. *What are the information seeking behavior of the nurses*

Table 2 revealed the result of the respondents on the information seeking behavior of the nurses using mean and standard deviation as derived from the data collected. Out of eight (8) items on information seeking behavior of nurses, the result indicated that, discussing with patience and/or with relatives (2). Discussing with professional colleagues and (4), searching through nursing data base were recorded Very Great Extent with mean scores of 3.63,3.69 and ,3.62. respectively.

Items (5), photocopying available nursing textbooks and journal available in the library and (8), browsing the internet, recorded Great Extent with mean scores of 2.61 and 3.28 respectively. Vickery (2012) remark that as information needs vary both in dimension and urgency, so also is the pattern of behavior of the user of such information. These findings therefore, show that almost all the nurses in Hospitals management board in Kogi states have common information searching behavior.

Table 2: Mean Responses on the information behavior of Nurses n =192

S/N	Information Seeking Behavior	VGE	GE	LE	NE	$\bar{x}$	SD	DECN	Rank
1	I discuss with patient and /or relatives	122	70	0	0	3.63	1.89	VGE	2
2	I discuss with professional colleagues	133	59	0	0	3.69	2.11	VGE	1
3	I read through nursing textbooks and journals	29	41	78	44	2.27	2.92	LE	6
4	I search through nursing database	119	73	0	0	3.62	1.86	VGE	3
5	I made use of available nursing textbooks and journals available in the library	34	84	39	35	2.61	2.98	GE	5
6	I attend conferences and read through conference proceeding	11	28	61	92	1.75	1.93	LE	8
7	I use the library	24	39	76	53	2.18	2.70	LE	7
8	I browse the internet	69	107	16	0	3.28	2.90	GE	4

KEY: VGE-Very Great Extent, GE-Great Extent, Less Extent, NE Not Extent

C. *What are the various information sources used by the nurses*

Table 3 reveals the result of the respondents on the information sources used by nurses using mean and standard deviation as derived from the data collected. Out of nine (9) items on information seeking behavior of the nurses, the result indicated that items (1), patient and (6), from colleagues were Highly Used with the mean scores 3.80and 3.69 respectively. Item (2), library (3), television (4) printing mass media, (5), internet (7), friends and relative (8), radio, and (9) from senior

colleagues were Highly used, with mean scores of 2.72,2.92,3.34, 3.08, 2.83,3.28 and 2.81 respectively. Kelson, Jenifer (2007) who opined that this choice be connected with the growing information explosion and the need to gather as much useful, current and unbeatable information as possible. With the new innovation in medical practice, the existing technological information packages and the increasing demand by the public hr efficient medical services, the medical doctors have no choice than to make drastic and frantic consultations of these sources.

Table 3: Mean Responses on the information sources used by the Nurses n =192

S/N	Information Sources	HU	U	LU	NU	$\bar{X}$	SD	DECN	Rank
1	Patient	153	39	0	0	3.80	2.64	HU	1
2	Library	52	44	87	9	2.72	2.95	U	6
3	Television	71	58	38	25	2.92	2.93	U	7
4	Printing Mass Media	92	73	27	0	3.34	4.03	U	3
5	Internet	54	97	41	0	3.08	3.31	U	5
6	From colleagues	111	81	0	21	3.69	2.98	HU	2
7	Friends and Relatives	56	89	26	0	2.83	2.55	U	8
8	Radio	69	107	16	0	3.28	2.91	U	4
9	From both senior and junior colleagues	39	92	46	15	2.81	2.67	U	9

Key: HU- Highly used, U- used, LU -Less used NU- Not Used

D. Which information sources do the nurses prefer

Table 4 reveals the result of the respondents on the information sources which the nurses prefer. Using mean and standard deviation, as derived from the data collected. Out of nine (9) items on information seeking behavior of the nurses, the result indicated that items (1), patient (4), the printing mass media (5), internet (6), from colleague (8) radio and (9)

from senior colleague were Highly Preferred with the mean scores 3.91,3.61,3.86,3.84,3.58 and 3.56 respectively. Haug (2013) who pointed out that the nurses, when seeking information on medical knowledge turn to established textbooks and professional journals. This means that nurses' preference to information sources depends generally on the information that is required at a particular time.

Table 4: Mean Responses on the information sources preferred by the Nurses n =192

S/N	Information sources	HP	P	LP	NP	-x	SD	DECN	Rank
1	Patient	176	16	0	0	3.91	2.59	HP	1
2	Library	12	28	103	49	2.02	3.12	LP	9
3	Television	63	74	29	26	2.91	3.30	P	8
4	The Printing Mass Media	116	76	0	0	3.61	1.82	HP	4
5	Internet	156	36	0	0	3.86	2.80	HP	2
6	From colleague	133	59	0	0	3.84	2.40	HP	3
7	Friends and Relatives	56	88	31	17	2.96	3.38	P	7
8	Radio	112	80	0	0	3.58	1.73	HP	5
9	From senior colleague	108	84	0	0	3.56	1.68	HP	6

Key: HP Highly Preferred, P, Preferred, LP Low Preferred

E. What is the extent of satisfaction of the nurses with their information seeking behavior in meeting their information needs

Table 5 reveals the result of the respondent on the extent of satisfaction of the nurses with their information seeking behavior in meeting their information needs using mean and standard deviation as derived from the data collected. Out of

eight (8) items on information seeking behavior, the nurses were satisfied with the result indicated. The nurses are satisfied with discussion with patience and/or relatives (2), discussing with professional colleagues (4), searching through medical data base (6), attending conferences, seminars and workshop papers and (8), internet were with the mean scores 3.83,3.86,3.61,3.63 and 3.68 respectively.

Table 5: Mean Responses on the extent to which the nurses are satisfied with their information behavior in meeting their information needs n =192

S/N	Information sources	VHE	HE	LE	NA	-x	SD	DECN	Rank
1	Discussion with patient and /or relatives	161	31	0	0	3.83	2.84	VHE	2
2	Discussion with professional colleagues	164	28	0	0	3.86	2.98	VHE	1
3	Reading through nursing textbooks and journals	91	69	15	17	2.22	2,48	LE	8
4	Searching through medical database	116	76	0	0	3.61	1.84	VHE	5
5	Photocopying nursing textbook and journals available in the library	27	43	83	39	2.29	2.97	LE	7
6	Attending conferences seminar and workshop paper	121	71	0	0	3.63	1.89	VHE	4
7	Library	33	46	58	55	2.39	2.53	LE	6
8	Internet	126	66	0	0	3.68	1.60	VHE	3

Key: VHE, Very High Extent, HE, High Extent, LE, Little Extent, NA. Not At All

F. What are the problem encountered by the nurses while seeking for information to meet their information needs

Table 6 reveals the result of the respondents on the problem encountered by the nurses while seeking for information meet their information needs using mean. The only problem was overflow of medical information. Others including standard deviation as derived from the data collected. Patience hide information about themselves, (4), poor library use skill, (5), poor internet use competency (6), lack of access to the internet and other resources and (7), small bandwidth was Disagreed with the mean scores 2.17,1.61,2.29,1.97 and 2.11 respectively.

Table 6: Mean Response on the problem encountered on information seeking by Nurses in meeting their information needs n =192

S/N	Information sources	SA	A	D	SD	-x	SD	DECN	Rank
1	Patient hide information about themselves	24	39	76	53	2.17	3.09	D	3
2	There is an overflow of medical/health information	84	108	0	0	3.44	1.48	A	1
3	I have the problem of selection from numerous medical/health information	0	0	36	156	1.19	0.17	SD	7
4	Poor library use skills	0	0	116	76	1.61	0.37	D	6
5	Poor internet use competency	27	43	83	39	2.29	3.49	D	2
6	Lack of access to the internet and other sources	22	13	94	63	1.97	2.22	D	5
7	Small bandwidth	27	34	65	66	2.11	2.49	D	4

Keys: SA- Strongly Agree, A –Agree, D- Disagree, SD – Strongly Disagree

G. What are the Strategies for enhancing the information seeking behavior of the nurses to meet their information needs

Table 7 reveals the result of the respondents on the problem encountered by the nurses while seeking for information to meet their information needs using mean and standard deviation as derived from the data collected. Items (1),

Medical/health library are to provide the entire necessary health information sources (2), medical/health library should provide medical data base like MEDLINE and HINARI (3), medical/health library should provide internet information (4), Training in the use of ICT resources and (6), Orientation on the use of the library were Strongly Agreed with mean scores of 3.69, 3.66, 3.54, 3.79, and 3.65 respectively

Table 7: Mean Responses on the strategies for enhancing information seeking behavior of the nurses to meet their information needs

S/N	Information sources	SA	A	D	SD	-x	SD	DECN	Rank
1	Medical/health library should provide the entire necessary health information sources	133	59	0	0	3.69	2.11	SA	2
2	Medical/health library should provide medical database like MEDLINE and HINARI	116	76	0	0	3.66	1.89	SA	4
3	Medical/health library should provide internet information	104	88	0	0	3.54	1.64	SA	5
4	Medical/health library should provide photocopy facilities	80	112	0	0	3.42	1.46	A	7
5	Training in the use of ICT resources	153	39	0	0	3.79	2.61	SA	1
6	Orientation on the use of the library	107	85	0	0	3.65	1.85	SA	3
7	Provision of library services in the hospitals	84	108	0	0	3.43	1.46	A	6

Keys: SA- Strongly Agree, A –Agree, D- Disagree, SD – Strongly Disagree

IV. CONCLUSION

Information needs and researching behavior of nurses in Kogi state Hospitals management board in Kogi States of Nigeria have been variously discussed. The discussion covered not only the needs and searching behavior, but also traversed the sources to be used, the information resources that are mostly preferred, the extend of satisfaction so derived with information obtained, the problems being encountered on the process of searching for such information and the way forward for enhancing the availability of the information required by the nurses. In effect, findings revealed that nurses needed information for their daily professional activities, for impacting knowledge and research and for helping them, build data for their patients. They also required information for administrative purposes and for disease prevention and control. Findings further revealed that the information searching behaviour nurses obtained basically through

discussions with professional colleagues, discussions with the patients or their relatives, medical database such as MEDLINE, MEDLARS and HINARI. On issue of sources of information used by nurses, it was gathered that they make greater use of information contained in textbooks, journals, dissertations, essays, theses and most essentially, direct information from patients of their relatives. Other sources of information as revealed from the findings include online computer networks, current awareness services, CD-ROM database, and conference proceedings. Though the information resources preferred by nurses differ owing to academic status and level of practice, most of them do settle for basically uniform and common resources. The study revealed that the' generally prefer information from patients or their relatives, CD-ROM database, textbooks and journals. Other preferred information resources include on line computer networks and technical reports. The study, through the analysis revealed that nurses are generally satisfied with

the information obtained through online computer networks, textbooks and journals. Other are CD-ROM and conference proceedings. The major problems being encountered by nurses during their search for information basically relates from the overflow of medical information, the issue of selecting from the numerous medical information, their inability to use the library effectively and the problems of browsing through the internet, effectively. Finally, the study provided that the best was possible for enhancing the availability of information needed by nurses is by providing medical database, the provision of internet information by medical librarians for nurses connecting their updated medical information records to the internet.

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