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**Boko Haram Insurgency: Correlating Information Needs of Members of Vigilante
in Adamawa State, North-East Nigeria.**

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Abstract

The study correlated the Information needs of Members of Vigilante to other Information activities in Adamawa state, North-eastern Nigeria. Quantitative research methodology and Cross-sectional survey design was applied for the study. The population comprised of One Thousand Four Hundred Members (1400) drawn from Nineteen (19) local governments areas in the state. Krejcie and Morgan Table (1970) was used to draw (302) members as sample of the population, while Walpole's (1982) formula for proportions was used in arriving at a sample for each stratum (i.e. each local government area). In collecting data, a total of Three Hundred and Two (302) copies of questionnaires were administered, and Two Hundred and Forty 240 copies (79.47%) were returned and found useful. The data collected was analyzed using descriptive and inferential statistics. The outcome of the study revealed that there is a significant relationship between the information needs of members and other information activities such as information sharing activity, information resources and information sources. The Pearson correlation coefficient value confirms that there appears to be a positive correlation between the information needs of members and the other variables and the magnitude, or strength of the association is strong i.e More information needs is related to more information source, more information resources and more information Sharing. It is recommended that those involved in vigilante information delivery to continuously study the information needs of members and establish more sources of satisfying information needs of members and by providing variety of formats of information resources and enhance better information sharing protocol in order to satisfy information needs of Members.

Keywords: Information needs, Correlation, Information resources, Information Sources, Vigilante.

Introduction

The essence of this study is to draw attention to the correlation of information needs of members of vigilante group to other information activities and trigger more interest of research on the group by identifying such activities that may enhance information needs satisfaction of members of the group.

There is a remarkable success recorded in the activities of the group in Adamawa state, north-eastern Nigeria against the *Boko-Haram*. The need to study information needs of vigilante will further entrench and reveal the central role information needs' plays in HIB and bring to light such information needs because according to Fisher (2010), if people did not have information need then libraries and other information systems would cease to exist.

Moreover, studying the group's information needs, may serve governments at all tiers, as well as libraries and information centers in regard to information service delivery. More so, non-governmental organizations, international donors and other partners may appreciate a study on how members correlate their information needs, to other activities within the information environment.

The study may unravel issues related to the relationships of members information needs with the role of technology, information centers/channels, traders, food vendors, health centers, religious bodies, community leaders and others.

The researchers will be guided by the Post-positivist philosophical assumptions: That reality is objective, "out there," and independent of the researcher and that reality is something that can be studied objectively. The researchers will remain distant and independent of what is being researched. It is also assumed that the researchers is value-free-- i.e the values of the researchers do not interfere with, or become part of the research so that it is based primarily on deductive forms of logic and theories. Thus, the researcher's ontological and epistemological view is post-positivist.

Literature review

The concept of information need consists of two words, 'Information' and 'Needs' coined by Robert S Taylor (1968) but as simple as this compound noun sounds, it has however generated a lot of attention in the field of LIS, psychology and other related fields. This is informed by the attention given to information user behavior and since the 1960's, the concept remains valid in Human Information Behavior studies (HIB) till date.

Studies in the field include contributions of Taylor (1968) on question negotiation in the context of reference interviews, Wilson's (1981 and 1996) on user studies and information needs, and as well as his models of information behavior. Others include Belkin's et al (1982) Anomalous state of knowledge (ASK), Dervin (1983) gap' and Kuhlthau (1993) uncertainty.

Even after these studies there has been a consistent interest in the field of information need (Lundh, 2010; Hasler et al., 2014 and Wilson 2016). This consistent practical interest in the study of information needs shows that understanding such needs is essential to providing effective services and appropriate collections in both face-to-face and virtual library services. Those services include those ought to be offered to groups such as the vigilante.

According to the online Dictionary of Library & Information science: ODLIS (2015), information need is described as a gap in a person's knowledge which when experienced at the conscious level as a question gives rise to a search for an answer. If the need is urgent, the search may be pursued with diligence until the desire is fulfilled. This is akin to Dervin's gap and Wilson's argument that need is a subjective experience which occurs only in the mind of the person in need and consequently, is not directly accessible to an observer and that the experience of need can only be discovered by deduction from behaviour or through the reports of the person in need.

However, because of the complexity of information need foundational submission in the field of information behavior such as that of Wilson concluded that there are difficulties in the concept and suggests that it should be abandoned and replaced with the term information-seeking behavior because behavior is observable, whereas needs being internal mental states, are not. It is

important however ironically, to note that information need still appears in and also form part of Wilson's revised models over the years. That is to say information need is always a triggering factor and a psychological state of mind in any seeking behavior, it refers to a mental state and tremendous attention is still given to the idea. Psychologically, that means Information need is a stimulus to any activity, a reflex action that is discovered intuitively, a lead to all the interaction in the process of satisfying information needs and the first step in the series of activities to follow. This psychological view is earlier supported by (Nicholas and Herman 2009).

Studies buttressing information need as a trigger include the view of Patel &Gohel (2015), who asserts that the motives and purposes of users give rise to information needs and requirements and to satisfy such needs and requirements, users adopt many ways and means of accessing and searching sources of information. However, the motive or trigger is an intuitive problem that depends on the judgment of the information user which requires a solution in form of answers or at least kick-start a whole or partial process of information behavior.

Similarly, Savolein (2017), in a study on Information need as a trigger and driver of information seeking: a conceptual analysis he found a neglected' aspect of information need and approached it as both a root factor which motivates people to identify and access information sources and as a secondary trigger or driver determined by more fundamental factors, for example, the information requirements of task performance. This idea means it is information need that entrenched the interest in information seeking behaviour as one of the important areas in user studies for library and information science professionals.

This different view on information need has continued to dominate studies in Human Information Behavior (HIB) including this one on information needs of the Vigilante. However, regardless of the divergent views on the concept, information need may as well be accepted as any information required to make a decision. For instance, according to Jonathan and Udo (2015) Information needs refers to the information that people require to conduct their business and conduct their daily life. All human beings need information regardless of where they live. It is required for individual growth and change, too. Information is needed both for personal, societal and/or work related activities of individuals and for development of societies and states.

Many factors might influence information need of an individual which might lead to further

categorization of such needs. Earlier, Wilson (1999) opined that information needs is influenced by a variety of factors such as the range of information sources available, the uses to which the information will be put, the background, motivation, professional orientation and individual characteristics of the user.

In spite of the difficulties with the concept of information needs, studies on various categorizations of information need have been produced for instance (Chew 1994; Nicholas and Herman 2009; Norwood 2014; Gorman and Philip 2015). In a study on Patients information seeking actions and physician's responses in gynecological consultations found the following categories of information needs: -

- i. Need for new information
- ii. Need to elucidate the information held and
- iii. Need to confirm information held.

In other studies, more emphasis is given to hierarchy of information needs through adopted theories that explain such. For instance, Jeffryes, (2016) categorized Information needs in relation to Abraham Maslow's theory of hierarchy of needs which is acknowledged as the most famous of all categorizations of needs. Hierarchy of needs theorizes that human beings are motivated by their needs. Individuals must satisfy their basic physical and emotional needs before they move up the hierarchy to satisfy such higher-level needs as esteem and self-fulfillment. Maslow's original hierarchy of needs listed five levels and they include:

- Biological and physiological needs: the very basic physical needs for air, food, drink, shelter, warmth, sex, sleep, etc.
- Safety needs: the needs for security, order, law, limits, safety and stability. These are psychological needs for protection from all threats.
- Love and belongingness needs: the needs for belonging to a work group, family, etc. and for feeling affection, being in relationships, etc.
- Esteem needs: the needs for self-esteem based on achievement, mastery, independence, etc. and for status based on recognition from others.
- Self-actualization needs: the needs for realizing self-fulfillment.

According to Jeffryes (2016) Maslow's hierarchy provides a structure that can be used by

information professionals to conceptualize the varieties of information needs that client groups may have as a result of their needs as human beings. Jeffrey's categorization is akin to an earlier study of Norwood (2014) in the sense that they are both founded on Abraham Maslow's theory of needs that identifies five types of information that are directly related to Maslow's hierarchy of needs:

- i. For coping, i.e information to resolve basic physiological needs.
- ii. For helping, i.e information to resolve needs related to the personal safety.
- iii. For enlightening, i.e information to resolve higher-level needs such as those related to personal relationship development.
- iv. For empowering, i.e information for resolving needs related to personal esteem.
- v. For edifying, i.e information for resolving needs related to self-fulfillment and realizing one's potential.

We may well conclude on a contrary and more general view of Nicholas and Herman (2009), who posits that it is unusual for people to have information needs *per-se*: rather when they experience a problem or difficulty or are under some pressure, these cognitive and emotional needs of theirs may be met, or at least partially met, by obtaining and then applying some appropriate information.

Statement of the Problem

Exploration of available literature by the researchers revealed that there is an existing gap in relation to the information needs of members of Vigilante members; no study has been conducted to identify and correlate the Information needs of members of Vigilante to other information activities in order to understand their information behavior better. This is despite the fact that information need is the impetus for studying information behavior of information users such as members of Vigilante and correlating these information needs to their information activities within "information behaviour" will enable information service professionals have a clear understanding of their users' needs and unless the needs are precisely determined, understood and correlated, it is difficult to develop appropriate information delivery systems. This endeavor will be much appreciated if we understand the complexity of the environment in which Members of the group thrive. Often the environment is a chaotic one and full of suspicion by both the security agencies and the general public. In some instances criminals infiltrate the

vigilante and create suspicion among the ranks and file of its members which may affect their information behavior. In addition to that, as a result of the insurgency, information infrastructure that offers information resources and services such as libraries, mobile communication facilities and internet facilities were grounded in many places in Adamawa state. Many Ward heads, and other community leaders were killed who were perhaps hitherto, very good sources of acquiring information. Members' remunerations and other welfare packages from government were mostly in-adequate and may also affect their information behavior. This chaos makes it even more imperative to deeply understand the information behavior of members by correlating the information needs of members to other information activities in such a complex information environment.

Research Objectives

The main objective of the research is to correlate the information needs of Members of Vigilante group to their sources of information, information resources and information sharing strategies. However, the specific objectives are to:

1. Identify the information needs of members of vigilante in Adamawa State.
2. Identify the information sources of members of vigilante in Adamawa state.
3. Identify the information resources of members of vigilante in Adamawa state.

Research Hypotheses

The following hypotheses of the study will be tested:

H01: There is no significant relationship between information need of members of vigilante and their sources of information.

H02: There is no significant relationship between information need of members of vigilante and the information resources they use.

H03: There is no significant relationship between information need of members of vigilante and their information sharing activities.

Research Methodology

A quantitative research method was adopted for the research which focused on gathering numerical data and generalizing it across groups. A Cross-sectional survey was used to gather the quantitative data through a questionnaire. The method was found suitable because of its ability to employ a questionnaire which minimizes the weaknesses of bias and draws from the strengths of an inclusively quantitative research method and describe the community of user's needs and correlate such needs understand its correlation to other activities. The target population for this study is the registered members of Vigilante group in Adamawa State totaling One thousand four hundred (1400) registered members. The table for determining sample size for a given population by Krejcie and Morgan (1970) was used to determine (302) members as sample for the research. Stratified random sampling technique was used for sampling, members of the population were first divided into strata and then randomly selected to form the sample. It involves the division of the population into smaller groups known as strata in this case, each local government is considered a stratum. A random sample from each stratum is taken of a number proportionate to the stratum's sample size. These subsets of the strata are then pooled to form a sample size.

Findings

Table 1.0 *Response rate*

| Questionnaire | Frequency | Percentage (%) |
|---------------------------------------|------------------|-----------------------|
| Number of Questionnaires administered | 302 | 100% |
| Number of Questionnaires returned | 240 | 79.47% |
| Number of Questionnaires not returned | 62 | 20.53% |

Source: Field survey 2018

Table 1.0 shows that 302 copies of questionnaire were administered to respondents, out of which 240 (79.47%) were filled, returned and found useful. While 62. (20.53%) were not returned. The

high rate of returned copies of the questionnaire might be attributed to the effort of the researcher and research assistants who ensured that respondents filled and returned the questionnaires.

Demographic Data

The distribution of the respondents by gender, age, working experience, educational background is collected and presented in the following table.

Table 1.1 Distribution of Respondents by gender, age, working experience and educational background

| Gender | Frequency | % |
|-------------------------------|------------------|----------|
| Male | 198 | 82.5 |
| Female | 42 | 17.5 |
| Total | 240 | 100 |
| Working Experience | Frequency | % |
| 0-5years | 153 | 63.8 |
| 6-10years | 54 | 22.5 |
| 11-15years | 15 | 6.3 |
| 16-20years | 9 | 3.8 |
| 21 years and above | 9 | 3.8 |
| Total | 240 | 100.0 |
| Educational Background | Frequency | % |
| Adult Literacy Certificate | 30 | 12.5 |
| Primary school certificate | 36 | 15.0 |
| Secondary school certificate | 106 | 44.2 |
| Diploma | 27 | 11.3 |
| Degree/HND | 15 | 6.3 |
| Others specify | 6 | 2.5 |
| None | 20 | 8.3 |
| Total | 240 | 100.0 |
| Age range | Frequency | % |
| 18-29 | 123 | 51.3 |
| 30-39 | 108 | 45.0 |
| 40-49 | 3 | 1.3 |

| | | |
|-------|-----|-------|
| 50-59 | 6 | 2.5 |
| Total | 240 | 100.0 |

Source: Field Survey 2018

The analysis of the result presented in table 1.1 shows that 82.5% of the respondents were Male while Female members constituted 17.5%. This might be related to the nature of the job and cultural issues. However, majority of respondents fell into the active years of 18-29 who constituted 51.3% followed by another agile age group of 30-39 constituting 45% of the respondents. Ages of 40-49 and 50-59 constituted only 1.2% and 2.5% respectively. This indicates that majority of members were young people that came out to defend themselves against an imminent security threat of the insurgency in Adamawa state north-eastern Nigeria. Consequently, the result shows an influx of people into vigilante work in the last five years.

The result also shows working experiences, 0-5 years constituting 63.8% while 6-10 years constituted 22.5% of the respondents and 11-15 years 6.3%, 16-20 years 3.8% and 21 years and above 3.8% working experiences. This is an indicator to the influx of people into vigilantism in the last five years and may be attributed to the bill on establishing the vigilante group of Nigeria that has passed third reading in the national assembly. On the educational background of respondents, majority of them were literate as 44.2% had secondary school certificates 15% had primary school leaving certificate, 12.5% had adult literacy certificate, 11.3% had Diploma while 6.3% had Degree/HND. This therefore indicates that majority of respondents had formal education.

Information needs of Members of Vigilante in Adamawa State

The researcher asked respondents the format of information they need, type (s) of information they need and how frequently? The data collected were analyzed and presented in the following tables.

Table 1.2 Frequency of information needs

| Options | Frequency | % | Valid Percent |
|----------------|------------------|----------|----------------------|
|----------------|------------------|----------|----------------------|

| | | | |
|---------|-----|-------|-------|
| Hourly | 30 | 12.5 | 12.5 |
| Daily | 141 | 58.8 | 58.8 |
| Weekly | 27 | 11.3 | 11.3 |
| Monthly | 33 | 13.8 | 13.8 |
| Yearly | 9 | 3.8 | 3.8 |
| Total | 240 | 100.0 | 100.0 |

Source: Field Survey 2018

The result on table 1.2 shows that majority of respondents require information on a daily basis (58.8%) while 12.5% say they require it hourly, 11.3% said weekly and 3.8% said yearly. This shows how important information is in intelligence gathering and overall security architecture of any law enforcement endeavor.

Table 1.3 Information needs of Members of Vigilante group

| General Information | | | |
|--------------------------------|-----------|---------|--------------------|
| Response | Frequency | Percent | Cumulative Percent |
| Highly required | 120 | 50.0 | 50.0 |
| Required | 99 | 41.3 | 91.3 |
| Not Sure | 9 | 3.8 | 95.0 |
| Highly not required | 6 | 2.5 | 97.5 |
| Not required | 6 | 2.5 | 100.0 |
| Total | 240 | 100.0 | |
| Information on security | | | |
| Response | Frequency | Percent | Cumulative Percent |
| Highly required | 153 | 63.8 | 63.8 |
| Required | 66 | 27.5 | 91.3 |
| Not Sure | 6 | 2.5 | 93.8 |
| Highly not required | 6 | 2.5 | 96.3 |
| Not required | 9 | 3.8 | 100.0 |
| Total | 240 | 100.0 | |
| Information on Sports | | | |
| Response | Frequency | Percent | Cumulative Percent |
| Highly required | 60 | 25.0 | 25.0 |
| Required | 39 | 16.3 | 41.3 |
| Not Sure | 81 | 33.8 | 75.0 |

| | | | |
|--|-----------|---------|--------------------|
| Highly not required | 27 | 11.3 | 86.3 |
| Not required | 33 | 13.8 | 100.0 |
| Total | 240 | 100.0 | |
| Information on Sports | | | |
| Response | Frequency | Percent | Cumulative Percent |
| Highly required | 60 | 25.0 | 25.0 |
| Required | 39 | 16.3 | 41.3 |
| Not Sure | 81 | 33.8 | 75.0 |
| Highly not required | 27 | 11.3 | 86.3 |
| Not required | 33 | 13.8 | 100.0 |
| Total | 240 | 100.0 | |
| Information on Personal dev. | | | |
| Response | Frequency | Percent | Cumulative Percent |
| Highly required | 117 | 48.8 | 48.8 |
| Required | 60 | 25.0 | 73.8 |
| Not Sure | 39 | 16.3 | 90.0 |
| Highly not required | 15 | 6.3 | 96.3 |
| Not required | 9 | 3.8 | 100.0 |
| Total | 240 | 100.0 | |
| Information on Health | | | |
| Response | Frequency | Percent | Cumulative Percent |
| Highly required | 138 | 57.5 | 57.5 |
| Required | 60 | 25.0 | 82.5 |
| Not Sure | 24 | 10.0 | 92.5 |
| Highly not required | 12 | 5.0 | 97.5 |
| Not required | 6 | 2.5 | 100.0 |
| Total | 240 | 100.0 | |
| Information on Economy | | | |
| Response | Frequency | Percent | Cumulative Percent |
| Highly required | 81 | 33.8 | 33.8 |
| Required | 108 | 45.0 | 78.8 |
| Not Sure | 36 | 15.0 | 93.8 |
| Highly not required | 6 | 2.5 | 96.3 |
| Not required | 9 | 3.8 | 100.0 |
| Total | 240 | 100.0 | |
| Information on Politics | | | |
| Response | Frequency | Percent | Cumulative Percent |
| Highly required | 54 | 22.5 | 22.5 |
| Required | 60 | 25.0 | 47.5 |
| Not Sure | 99 | 41.3 | 88.8 |
| Highly not required | 9 | 3.8 | 92.5 |
| Not required | 18 | 7.5 | 100.0 |
| Total | 240 | 100.0 | |
| Information on welfare/allowances | | | |

| Response | Frequency | Percent | Cumulative Percent |
|---------------------|------------------|----------------|---------------------------|
| Highly required | 135 | 56.3 | 56.3 |
| Required | 60 | 25.0 | 81.3 |
| Not Sure | 27 | 11.3 | 92.5 |
| Highly not required | 3 | 1.3 | 93.8 |
| Not required | 15 | 6.3 | 100.0 |
| Total | 240 | 100.0 | |

| Information family issues | | | |
|----------------------------------|------------------|----------------|---------------------------|
| Response | Frequency | Percent | Cumulative Percent |
| Highly required | 111 | 46.3 | 46.3 |
| Required | 72 | 30.0 | 76.3 |
| Not Sure | 18 | 7.5 | 83.8 |
| Highly not required | 18 | 7.5 | 91.3 |
| Not required | 21 | 8.8 | 100.0 |
| Total | 240 | 100.0 | |

Source: Field Survey 2018

The result in table 1.3 revealed levels of requirement for different types of information. Respondents were asked their level of requirement for general information, information on security, sports, personal development, health, politics and welfare/allowances. Generally, members of Vigilante in Adamawa State highly require information 50% of respondents indicated that they highly require information of all types, 41.3% indicated that they require, 3.8% said they were not sure, 2.5% said highly Not required and 2.5% said they don't require. However, when they were asked on the more specifics to identify their preferences, the results were of varying proportions depending on the type of information. For instance, when asked if they require information on security, 63.8% indicated that they highly require, 33.8% require while 2.5% say they are not sure. This indicated that almost 100% need information on security. However, on their need for information on sports, 25% of respondents acknowledged that they highly require 16.3% require, 33.8% not sure, 11.3% highly don't require 13.8% said they don't require. This indicated their preference of information on security over that of sports. But when respondents were asked their need for information for personal development, which again is broad and more general than specific, 48.8% said they highly require it, 25.8% said they require it, 16.3% say they are not sure, 6.3% say it is highly not required while 3.8% say it is not required.

Again, when they were asked on the specifics of personal development i.e. health related information, the result again revealed that 57.5% highly required health related information 25% required it, 10% were not sure, 5% highly not required and 2.5% not required. Contrary to health related type of information, majority of respondents didn't seem to need politics related information as the result revealed a contrast 22.3% that highly require it, 25% said they require, 41.3% were not sure 3.8% highly didn't require, while 7.4% did not require.

Members are more inclined to their economic wellbeing as information related to welfare/allowances 55.3% of respondents said they highly Require it, 25% said they required such information, 11.3% were not sure while 1.3% said they highly don't require information and 6.3% said they didn't require. Lastly, when respondents were asked if they need information on family related issues 46.3% said they highly require it, 30% said they require it 7.5% said they weren't sure, 7.5% said they highly don't require it while 8.8% said they don't require it. This result shows that members of vigilante in Adamawa state need information generally but are more interested in information related to their work and personal development than for leisure. This is not surprising as members of vigilante are often pre occupied with community watch and such groups don't have enough time for leisure and other social engagements.

Information resource need

On information resource need respondents were asked if they need information resources and if they do, what format of information resource they need and how often?

Table 1.4 Information resources

| How often do you need Print information resources | | | |
|---|-----------|---------|--------------------|
| Response | Frequency | Percent | Cumulative Percent |
| Very Often | 78 | 32.5 | 32.5 |
| Often | 120 | 50.0 | 82.5 |
| Not Sure | 30 | 12.5 | 95.0 |
| Not Often | 12 | 5.0 | 100 |
| Total | 240 | 100.0 | 100.00 |
| How often do you need Electronic information resources | | | |
| Response | Frequency | Percent | Cumulative Percent |
| Very Often | 72 | 30.0 | 30.0 |
| Often | 75 | 31.3 | 61.3 |
| Not Sure | 51 | 21.3 | 82.5 |
| Not Often | 30 | 12.5 | 95.0 |

| | | | |
|------------|-----|-------|-------|
| Not at all | 12 | 5.0 | 100.0 |
| Total | 240 | 100.0 | |

How often do you need Audio/Video information resources

| Response | Frequency | Percent | Cumulative Percent |
|------------|-----------|---------|--------------------|
| Very Often | 90 | 37.5 | 37.5 |
| Often | 96 | 40.0 | 77.5 |
| Not Sure | 30 | 12.5 | 90.0 |
| Not Often | 15 | 6.3 | 96.3 |
| Not at all | 9 | 3.8 | 100 |
| Total | 240 | 100.0 | 100.00 |

How often do you need verbal information resources

| Response | Frequency | Percent | Cumulative Percent |
|-----------------|------------------|----------------|---------------------------|
| Very Often | 120 | 50.0 | 50.0 |
| Often | 84 | 35.0 | 85.0 |
| Not Sure | 18 | 7.5 | 92.5 |
| Not Often | 12 | 5.0 | 97.5 |
| Not at all | 6 | 2.5 | 100.0 |
| Total | 240 | 100.0 | |

How often do you need Pictorial information resources

| Response | Frequency | Percent | Cumulative Percent |
|------------|-----------|---------|--------------------|
| Very Often | 90 | 37.5 | 37.5 |
| Often | 72 | 30.0 | 67.5 |
| Not Sure | 30 | 12.5 | 80.0 |
| Not Often | 30 | 12.5 | 92.5 |
| Not at all | 18 | 7.5 | 100 |
| Total | 240 | 100.0 | 100.0 |

Source: Field Survey 2018

Results revealed from above table 1.4 shows that respondents were asked if they need information resources. 100% Said yes and that corresponded the result on their need for information. On the format of information, respondents were asked on their need for print resources 32.5% said they very often need it 50% said they often need, 2.5% said they were not sure, while 5% said not often. This shows that members of vigilante group are educated enough to read print information resources as indicated in their demographic data.

Majority of members need electronic information resources as 30% said they very often need, 31.3% said they often need, while 21.3% said they were not sure. on the other hand, 12.5% said they need it but not often, while 5% said they don't need electronic information resources and service at all. Although members need both print and electronic resources but are more inclined

towards print format since only 2.5% said they were not sure if they need print format but 21.3% said they were not sure if they need electronic information resources.

On the need for Audio/Video information resources & services 31.5% of the respondents say they very often need, 40% say they often need, 12.5% say they weren't sure 6.3% say not often while 3.8% not at all. On if respondents need direct verbal information resources 50% said very often, 35% said often, 7.5% said not sure, 59% said not often, while 2.5% not at all. On their need for pictorial information resources 37.5% of the respondents said they very often need, 30% said they often need, 12.5% said they weren't sure, while 7.8% said not at all.

The result in table 1.4 above shows that members need all format of information. This further show buttressed the fact that members of vigilante in Adamawa state were literate and can use all format of information.

Table 1.5 Factors influencing need for information resources

| Close Proximity influences my frequent use of information resources | | | |
|--|-----------|-------|--------------|
| Response | Frequency | % | Cumulative % |
| SA | 99 | 41.3 | 41.3 |
| A | 90 | 37.5 | 78.8 |
| U | 18 | 7.5 | 86.3 |
| SD | 18 | 7.5 | 93.8 |
| D | 15 | 6.3 | 100.0 |
| Total | 240 | 100.0 | 100 |
| Adequacy of information content influences my frequent use of information resources | | | |
| Response | Frequency | % | Cumulative % |
| SA | 90 | 37.5 | 37.5 |
| A | 108 | 45.0 | 82.5 |
| U | 21 | 8.8 | 91.3 |
| SD | 9 | 3.8 | 95.0 |
| D | 12 | 5.0 | 100.0 |
| Total | 240 | 100.0 | 100 |

Reliability of the information sources influences my frequent use of information resources

| Response | Frequency | % | Cumulative % |
|----------|-----------|-------|--------------|
| SA | 90 | 37.5 | 37.5 |
| A | 87 | 36.3 | 73.8 |
| U | 42 | 17.5 | 91.3 |
| SD | 18 | 7.5 | 98.8 |
| D | 3 | 1.3 | 100.0 |
| Total | 240 | 100.0 | 100.00 |

Affordability influences my frequent use of information resources

| Response | Frequency | % | Cumulative % |
|----------|-----------|-------|--------------|
| SA | 81 | 33.8 | 33.8 |
| A | 57 | 23.8 | 57.5 |
| U | 36 | 15.0 | 72.5 |
| SD | 60 | 25.0a | 97.5 |
| D | 6 | 2.5 | 100 |
| Total | 240 | 100.0 | 100 |

Format of information influences my frequent use of information resources

| Response | Frequency | Percent | Cumulative Percent |
|----------|-----------|---------|--------------------|
| SA | 99 | 41.3 | 41.3 |
| A | 90 | 37.5 | 78.8 |
| U | 18 | 7.5 | 86.3 |
| SD | 18 | 7.5 | 93.8 |
| D | 15 | 6.3 | 100 |
| Total | 240 | 100.0 | 100 |

Source: Field Survey 2018

In table 1.5, In an attempt to identify factors that influence members needs of information resources, users were asked to agree or disagree on various statements. On the statement that proximity to sources of information resources influences members to needs for information resources more 41.3% strongly agree, 37.5% agree, 7.5% undecided,7.5% strongly disagree and 6.3% disagree. This shows that members of vigilante needs information resources that are close to them more than the ones that are far. On the statement that adequacy of information resources influence members of vigilante needs for information resources more 37.5% strongly agree, 45%

agree, 8.8% undecided, 3.8% strongly disagree, while 3.8% disagree. This also revealed that members of vigilante were more influenced toward sources that they could get adequate information resources.

The results in table 1.5 also revealed that majority of members of vigilante were influenced by needs for information resources that were reliable. On the statement, 37.5% strongly agree, 36.3% agree, 17.5% undecided, 7.5% strongly disagree, while 1.3% disagree. Lastly, on the statement that affordability of information resources influence members needs for the resources. 33.8% strongly agree, 23.8% agree, 15.0% undecided, 25.0% strongly disagree while 2.5 disagree. This also indicate members need for affordable sources of information resources and shows how affordability influences needs for the resources. This outcome revealed how members of vigilante struggle within their meager income to acquire information. They were not employed by government and often neglected.

Table 1.6 Information sources of Members of vigilante

I share information by oral means which include face-to-face talking, telephoning and conferencing.

| Responses | Frequency | Percent | Cumulative Percent |
|-----------|-----------|---------|--------------------|
| Yes | 210 | 87.5 | 87.5 |
| No | 30 | 12.5 | 100.0 |
| Total | 240 | 100.0 | |

I source for information through libraries

| Responses | Frequency | Percent | Cumulative Percent |
|-----------|-----------|---------|--------------------|
| Yes | 10 | 4.2 | 4.2 |
| No | 230 | 95.8 | 100.0 |
| Total | 240 | 100.0 | |

I source for information through my superior

| Responses | Frequency | Percent | Cumulative Percent |
|-----------|-----------|---------|--------------------|
| Yes | 210 | 87.5 | 87.5 |
| No | 30 | 12.5 | 100.0 |
| Total | 240 | 100.0 | |

I source information through my colleagues

| Responses | Frequency | Percent | Cumulative Percent |
|-----------|-----------|---------|--------------------|
| Yes | 198 | 82.5 | 82.5 |
| No | 42 | 17.5 | 100.0 |
| Total | 240 | 100.0 | |

I source for information through security agencies

| Responses | Frequency | Percent | Cumulative Percent |
|-----------|-----------|---------|--------------------|
| Yes | 198 | 82.5 | 82.5 |
| No | 42 | 17.5 | 100.0 |
| Total | 240 | 100.0 | |

I source for information through the TV

| Responses | Frequency | Percent | Cumulative Percent |
|-----------|-----------|---------|--------------------|
| Yes | 20 | 8.3 | 8.3 |
| No | 220 | 91.7 | 100.0 |
| Total | 240 | 100.0 | |

I source for information through the Radio

| Responses | Frequency | Percent | Cumulative Percent |
|-----------|-----------|---------|--------------------|
| Yes | 141 | 58.8 | 58.8 |
| No | 99 | 41.3 | 100.0 |
| Total | 240 | 100.0 | |

I source for information through the Newspaper

| Responses | Frequency | Percent | Cumulative Percent |
|-----------|-----------|---------|--------------------|
| Yes | 20 | 8.3 | 8.3 |
| No | 220 | 91.7 | 100.0 |
| Total | 240 | 100.0 | |

I source for information through the Internet

| Responses | Frequency | Percent | Cumulative Percent |
|-----------|-----------|---------|--------------------|
| Yes | 210 | 87.5 | 87.5 |
| No | 30 | 12.5 | 100.0 |
| Total | 240 | 100.0 | |

I source for information through community leaders

| Responses | Frequency | Percent | Cumulative Percent |
|-----------|-----------|---------|--------------------|
|-----------|-----------|---------|--------------------|

| | | | |
|-------|-----|-------|-------|
| Yes | 210 | 87.5 | 87.5 |
| No | 30 | 12.5 | 100.0 |
| Total | 240 | 100.0 | |

I source for information through Hawkers/Traders

| Responses | Frequency | Percent | Cumulative Percent |
|-----------|-----------|---------|--------------------|
| Yes | 147 | 61.3 | 61.3 |
| No | 93 | 38.8 | 100.0 |
| Total | 240 | 100.0 | |

I source for information through Neighbors

| Responses | Frequency | Percent | Cumulative Percent |
|-----------|-----------|---------|--------------------|
| Yes | 186 | 77.5 | 77.5 |
| No | 54 | 22.5 | 100.0 |
| Total | 240 | 100.0 | |

I source for information through Clubs and Associations

| Responses | Frequency | Percent | Cumulative Percent |
|-----------|-----------|---------|--------------------|
| Yes | 168 | 70.0 | 70.0 |
| No | 72 | 30.0 | 100.0 |
| Total | 240 | 100.0 | |

I source for information through Mosques/Churches

| Responses | Frequency | Percent | Cumulative Percent |
|-----------|-----------|---------|--------------------|
| Yes | 168 | 70.0 | 70.0 |
| No | 72 | 30.0 | 100.0 |
| Total | 240 | 100.0 | |

I source for information through Friends

| Responses | Frequency | Percent | Cumulative Percent |
|-----------|-----------|---------|--------------------|
| Yes | 198 | 82.5 | 82.5 |
| No | 42 | 17.5 | 100.0 |
| Total | 240 | 100.0 | |

I source for information through Informers

| Responses | Frequency | Percent | Cumulative Percent |
|-----------|-----------|---------|--------------------|
|-----------|-----------|---------|--------------------|

| | | | |
|-------|-----|-------|-------|
| Yes | 174 | 72.5 | 72.5 |
| No | 66 | 27.5 | 100.0 |
| Total | 240 | 100.0 | |

I source for information through official meetings

| Responses | Frequency | Percent | Cumulative Percent |
|-----------|-----------|---------|--------------------|
| Yes | 168 | 70.0 | 70.0 |
| No | 72 | 30.0 | 100.0 |
| Total | 240 | 100.0 | |

I source for information through Workshops and Seminars

| Responses | Frequency | Percent | Cumulative Percent |
|-----------|-----------|---------|--------------------|
| Yes | 165 | 68.8 | 68.8 |
| No | 75 | 31.3 | 100.0 |
| Total | 240 | 100.0 | |

I source for information through informal personal conversations

| Responses | Frequency | Percent | Cumulative Percent |
|-----------|-----------|---------|--------------------|
| Yes | 162 | 67.5 | 67.5 |
| No | 78 | 32.5 | 100.0 |
| Total | 240 | 100.0 | |

I source for information through Drivers of commercial vehicles

| Responses | Frequency | Percent | Cumulative Percent |
|-----------|-----------|---------|--------------------|
| Yes | 158 | 65.8 | 65.8 |
| No | 82 | 34.2 | 100.0 |
| Total | 240 | 100.0 | |

Source: Field Survey 2018

In table 1.6, On information sources of members, results indicated that respondents don't get information through the library just as they don't regard the library as a source of information. Only 4.29% get information through the library while 95.8% don't. However, respondents use the radio more than any other mass media as information source as 58.8% use, against 41.2% that don't. However, when they were asked whether they source through their superior officers 87.5% said yes. Contrary to that is the respondent's use of TV as a sources as 91% said they

don't use while only 9% said they do. On the use of Print Newspaper, only 8.3% respondents use the Newspaper as information source while 91.7% said they don't. Respondent seemed to use the internet as a tool for information source as 87.59 said they do while only 12.5% said they don't.

Also, on the use of the community leaders 87.5% said they source information through them while 12.5% said they don't. Similarly, respondents were asked if they source information through hawkers/traders and 61.3% said they do While 38.8% said they don't. Also, 77.5% source information from neighbors while 22.5% don't. On if the respondents source information through clubs and Association 70% said they do while 30% they don't The result also revealed that religious organization is a source of information, 70% said they source information from mosques and churches. This is close to their response on drivers of commercial vehicles where it indicated 65.8% of respondents' source of information from drivers of commercial vehicles while 34.2% said they don't Also, 70% said they source information in office meetings while 30% said No. On if respondents source information at workshops and seminars 68.8% said they do while 31.3% they don't. On if respondents source for information through colleagues 82.5% of respondents said yes, while 17.5% said No. Similarly, the results revealed that 82.5% source for information through other security agencies while 17.5% said they don't.

Generally, the outcome of this study indicated the willingness of members of vigilante to groups to source for information but mostly from informal sources. This however might be related to issues of almost total absence of formal sources such as Libraries and information centers and issues related to affordability as found in factors influencing use of information n table

Inferential Statistics

The following explains the findings of the inferential analysis using Pearson correlation to analyze the research hypothesis. Pearson's correlation coefficient is a statistical measure of the strength of a *linear* relationship between paired data. In a sample it is denoted by *r*. It is an effect size and so we can verbally describe the strength of the correlation using the guide that Evans (1996) suggests for the absolute value of *r*:

- .00-.19 “very weak”
- .20-.39 “weak”
- .40-.59 “moderate”
- .60-.79 “strong”
- .80-1.0 “very strong”

In testing the hypothesis employed in the study, all the assumptions of Pearson correlation were met before the analysis was done on SPSS 19.0 as follows

H1 There is no significant relationship between information needs of members of vigilante and their information sharing activities.

Table 1.7 Relationship between Information needs and Information sharing activities

| Correlations | | Information Needs | Information Sharing activities |
|---------------------------------|---------------------|-------------------|--------------------------------|
| | Pearson Correlation | 1 | .970** |
| Information Needs | Sig. (2-tailed) | | .000 |
| | N | 240 | 240 |
| Information sharing activities. | Pearson Correlation | .970** | 1 |
| | Sig. (2-tailed) | .000 | |
| | N | 240 | 240 |

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

Information needs and information Sharing activities have a statistically significant linear relationship ($p < .001$).

The direction of the relationship is positive (i.e., information needs of members of Vigilante and their information Sharing activities are positively correlated), meaning that these variables tend to increase together (i.e., greater information needs is associated with greater information sharing activities). The Pearson correlation coefficient value of 0.977 confirms that there appears to be a positive correlation between the two variables and the magnitude, or strength of the association is strong. This shows that, null hypothesis was rejected and alternate hypothesis was accepted. The analysis shows that the level of information sharing activities of members of vigilante largely depends on their information needs.

H2 There is no significant relationship between information needs of members of vigilante and their information sources.

Table 1. Relationship between information needs of members of vigilante and their information sources.

| Correlations | | Information needs | Information sources |
|---------------------|---------------------|--------------------------|----------------------------|
| Information sources | Pearson Correlation | 1 | .975** |
| | Sig. (2-tailed) | | .000 |
| | N | 240 | 240 |
| Information sharing | Pearson Correlation | .975** | 1 |
| | Sig. (2-tailed) | .000 | |
| | N | 240 | 240 |

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

Based on the results, we can state the following: Information needs of members of vigilante and information sources of members of vigilante have a statistically significant linear relationship ($p < .001$). The direction of the relationship is positive (i.e., Information needs of members of vigilante and information Sources of members of vigilante are positively correlated), meaning that these variables tend to increase together (i.e., Information needs of members of vigilante is associated with greater information sources). The Pearson correlation coefficient value of 0.975 confirms that there appears to be a positive correlation between the two variables and the

magnitude, or strength of the association is strong. This shows that, null hypothesis was rejected and alternate hypothesis was accepted. The analysis shows that the level of Information needs of members of vigilante largely depends on their information sources.

Discussion of research findings

This study investigates the information needs of members of Vigilante in Adamawa state. The research is based on Three (3) research questions addressed in the study. A quantitative research methodology employing cross-sectional survey research design was adopted through the use of a questionnaire administered to respondents to collect data.

The research revealed that majority of members of vigilante were Male and between the agile ages of 18-39 with few ranging from 40-60. Also, it was found that members had working experiences ranging from 0-20 years. On the information needs of respondents, it is found that the frequency of information needs of members of vigilante is daily, which has buttressed the importance of information as a basic requirement in vigilantism. The research revealed that members of vigilante needed information generally but were more inclined towards information on security, health, economy, personal development, welfare and allowances.

However, they were less inclined towards information related to politics. This findings corroborated that of Mansour (2015), on" Information needs of local domestic workers in Egypt, Information related to work, family affairs, security and health issues were most commonly desired and wanted by participants. This also shows the need for information providers to cater for information resources that are security related to members of vigilante and that will ultimately enhance their capacity to deal with security issues.

On information resources the study found that members of vigilante use information resources of different formats which include; print, electronic, pictorial, verbatim and audio/visual formats. This might be related to the different environments they operate from and their different information needs. Furthermore, the study revealed that factors which influence members to use information resources and sources include; close proximity to sources and resources, adequacy of the information resources and sources, reliability of the information resources and sources, affordability of the information resources and sources. These factors might be related to their low

income e.g. affordability of the information resources and sources. Some of the factors might be related to the rough terrain in various communities e.g. proximity to the information resources and sources. However, the outcome of the research indicates that members of vigilante operate in a difficult information environment where members are influenced by ease of getting information resources than sheer quality and reliability.

Consequently, the study revealed that members of vigilante were not satisfied with the information resources and sources. The findings of the study corroborated that of Mabaku (2015) who investigated the Information Needs and Seeking Behaviour of Small-Scale Cattle Farmers. His study established that the preferred format of information was oral, print, and electronics. Also, Nzivo (2012) in a study on user perception on library services and information resources, it is found that resources are very positively perceived by most respondents and users are predominantly focused on print documents.

The research revealed that members of vigilante use information of all formats that carry general information, security related information, information on personal development, information on welfare and family related issues. On the other hand, the result shows members' apathy to use of information on sports and politics. This is indicative of the use of information by members for work. Members tend to rely mostly on people for information that affect their work and family but are reluctant in using information related to sport and politics. Also, the study identified factors that influence use of information by members and these include-; the language of the information, proximity of the information, adequacy of the information, reliability of the information, format of the information and timeliness/up-to-dateness of the information. This indicates that members are careful in using the information as most of their sources are informal and in security related issues more than any other, information must be reliable and authoritative.

Conclusion

This study has achieved its aim of examining the information needs of members of vigilante in Adamawa state. It has shown the importance of gaining an understanding of the information needs of members of vigilante and the correlation of the information needs to sources, resources and sharing strategy. The study brought this to the fore and recommended that there is a need to provide more information sources and resources to support them.

It is worrisome that Information need of members of vigilante is mostly met by informal sources which are complex to access, poor in quality and often unreliable. The study has demonstrated the importance of reviewing the information sources and resources of members of vigilante in order to fill existing gaps in information provision. Also, the study has exposed the poor state of formal information infrastructure such as libraries in communities across Adamawa state. Furthermore, member's information use pattern and information sharing strategy is tilted toward security information resources of all formats and form.

While information is important for members of vigilante's duties, information service providers need to know the contexts in which vigilante members operate. Vigilante information service provision can be enhanced when members, libraries/other information providers and government work together so that the services are well coordinated and provided in order to satisfy members' information needs. However, recommendations on how to improve the present state of member's information services have been made, including recommendations for further research.

5.4 Recommendations

Based on the findings of the study and conclusions drawn, the following recommendations were made:

1. The information need of members of vigilante is mostly met by informal sources which are complex to access, poor in quality and sometimes unreliable. There is a need for the informal sources to be guided and supported by formal sources of information, it is therefore recommended that in order to keep pace and deal with the complex information environment in which members of vigilante operate, there is a need for those involved formally in vigilante information service delivery to continuously examine and identify the information needs of members of vigilante and identify how they are correlated with other information activities.

2. Since there is a direct correlation between the information needs of members and information sources and resources they use, Government should resuscitate the dying public libraries in the twenty-one local government areas of Adamawa state in order to provide more information sources and resources such as reference services, discussion groups, mobile libraries, conferences/seminars and other outreach services for members of vigilante.
3. Members should be provided customized ICT's such as phones, iPad, notebook etc. that support the use of social media applications. This will facilitate collaborations among members of vigilante and enhance information sharing strategies of members since more information sharing is related to more information needs satisfaction.
4. There is a need to establish an organizational information structure to ensure that information sharing is not just legally possible but institutionalized in routine operations of vigilante.
5. Finally, certain information resources be repackaged in order to take care of language/format challenges faced by members of vigilante.

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