



## Job Information Needs and Seeking Behaviour of University Graduates of Bayelsa, Rivers and Delta States of Nigeria

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### Abstract

The study examined job information needs and seeking behaviour of university graduates of Bayelsa, Rivers and Delta States of Nigeria. The study adopted descriptive survey research design. The study population comprised 390, 000 participants in the Nigerian Federal Government-organised youth empowerment programme, “N-Power Nexit Training”. A sample of 649 university graduate participants was used. A questionnaire was adopted. The data collected were analyzed using weighted mean and standard deviation. The findings showed that university graduates highly needed information on job vacancies, entrepreneurial opportunities, preparation for aptitude test/exam and job interview, resume preparation and time of job interview/aptitude test/exam; needed information on job location and discipline-related jobs; and fairly needed information on discipline-unrelated jobs and employer details; their sources of job information were the Internet, social media, print media, relatives and friends; their methods of seeking job information were starting, browsing, monitoring and extracting, while their obstacles in seeking job information were lack of information and communication skills, poor power supply, ignorance of sources of job information and abundance of inaccurate and unreliable job information.

**Keywords:** Job Information Needs; Job Information Seeking Behaviour; Graduates; Bayelsa State; Rivers State; Delta State; Nigeria.

### Introduction

Individuals are often confronted by several daily tasks or desires in which information is required to solve a problem, make a decision or a plan, gain awareness or understanding, obtain an opportunity, etc. However, individuals do not always have all the information required to address all these issues at every point in time. Thus, they are often faced by information need at one point or the other in their lives. Information need could be defined as a situation in which someone lacks information required to solve a problem, obtain an opportunity, gain awareness or understanding of something, etc. According to Case (2003), information need results from the recognition of a problematic situation or information gap by individuals, in which their implicit

knowledge, beliefs and environmental structure deprive them of a way to meet their aims. As a result of the information gap, Case sees information need as the difference between what we know and the reality. Consequently, it is an imbalance existing between what a person knows and what the person is supposed to know (Ozoiko, 2007). This need could be a need to obtain new information, to expand or clarify the information obtained and to confirm or validate the information known (Allen, 1996).

Information need often causes a level of discomfort or discontent in individuals which propels them to seek information that would help them deal with the problem at hand or gain the understanding or awareness or obtain the opportunity desired. Case (2003) observes that the desire to associate with our environment and make decisions in some situations forces us to seek relevant information. Information seeking is, thus, critical to meeting an information need. Information seeking can be defined as a conscious attempt made to obtain information to meet an information need. Tidwell and Sias (2005) define information seeking as the proactive communicative process of gathering information from one's environment, typically, for the purpose of reducing uncertainty. Besides reducing uncertainty, one of the cardinal purposes for which individuals seek information in contemporary times is to obtain information about jobs. Somvir and Kaushik (2012) see job as an occupational act that is carried out by an individual or group of individuals in return for a reward. Job information seeking has been described as a purposeful attempt to locate information about available job opportunities and requirements for such jobs from various information sources. It is an important aspect of job searching activities which involves monitoring jobs available through the media, contacting potential employers, writing job applications and participating in personal job interviews (Savolainen, 2008). Job information seeking comes with a particular conduct or approach which is displayed or adopted by job information seekers. This conduct or approach could be referred to as information seeking behavior or more precisely, job information seeking behavior.

Information seeking behavior can be described as the totality of mentally-organised and directed approaches adopted by individuals while looking for information. It has been viewed as the strategies used by people in order to satisfy their need for information (Mathias & Verkaa, 2021). It is a set of actions that an individual takes to seek information, select, evaluate and use information to satisfy his information needs (Wilson, 2000). Thus, it is the way and manner people gather and seek or source for information for their personal use, knowledge update and personal development (Ajiboye & Tella, 2007; Kehinde et al., 2016). Moreso, information seeking behaviour could be directed at obtaining a job after graduation from an institution of higher learning. This is common among graduates of Nigerian universities.

Since the Nigerian economic recession started in 1984, an increasing number of graduates have been unable to find permanent positions in their chosen fields of study (Olorunfemi, 2021). The National Bureau of Statistics (2016) indicates that a total of 52million citizens within the economically-active population of Nigeria are jobless and this figure consists mostly of newly-qualified university graduates. Okpoko and Ughwufobe (2015) observe that, upon graduation from tertiary institutions of learning, graduates find themselves in a situation in which they are faced by uncertainties, rare job opportunities and fears for the future. They maintain that this situation has forced several jobless graduates to seek jobs, with some dying in this struggle.

Thus, these graduates are more engaged in job information seeking than any other group in the society (Babalola & Adedayo, 2013). In other words, the current job information seeking behaviour of Nigerian graduates could be described as frantic, feverish, conscious or strategic. This is characteristic of National Youth Corps members of Nigeria, whose job search intensity is described as high, as most of them spend about ten hours daily, seeking online job information. Despite these efforts, only 2% of these graduates obtained jobs (Zubair & Omotayo, 2018). Meanwhile, a critical review of scholarly literature reveals that this set of Nigerian graduates have been omitted in various studies on information needs, sources, seeking behavior and other factors associated with information utilization (Igwe & Onah, 2013).

## **Background Information about N-Power Nexit Training**

N-power is a National Social Investment Programme of the Federal Government of Nigeria basically intended to create jobs for Nigerian unemployed educated and non-educated youth by providing them with opportunities for skills acquisition and personal development; to fill the unemployment gaps in basic or elementary education in rural or disadvantaged communities, to provide manpower to complement health care personnel in primary health care centers in communities, as well as to provide manpower in the area of agricultural business (N-power Information Guide, 2017; Okoro & Bassey, 2018).

N-Power programme is broadly divided into graduate and non-graduate category. The graduate category, which is also called N-Power Volunteer Corps, is designed for Nigerians who have completed tertiary education and whose ages range between 18 and 35 years of age. It is a paid optional programme spanning two years. N-Power Volunteers are responsible for providing teaching, instructional and advisory solutions in four essential areas which are agriculture, health, power technology and community education (Bennel, 2017). Upon expiration of the two years meant for the programme, graduate participants can either be retained voluntarily by the employer or the participants may have to seek another job or be self-employed. These are replaced by new intakes. However, the Federal Government of Nigeria provides another training programme for the participants in the N-Power programme who had completed their two-year programme. This is called N-Power Nexit Training. The trainees, who come from all states of Nigeria, are trained on empowerment skills and are opportune to obtain loans from the Central Bank of Nigeria to establish their own businesses after training. The federal government of Nigeria began this training of 467,183 participants out of the 500,000 batch A and B beneficiaries of the N-Power scheme who exited the programme in 2021. The training was conducted between March 14 and 18, 2022 in all the states of the country. N-Power Nexit training has three core components, including N-Power Volunteer Corps (the graduate programme), N-Power Build (non-graduate programme) and N-Power Knowledge (non-graduate program), which covers N-Tech Hardware, N-Tech Software and the N-Creative training programme (Nexit Training, 2022).

## **Statement of the Problem**

Having a sound knowledge of job information sources and adopting an appropriate approach to seeking job information can enable graduates take a right path that leads them to obtain a desired

job. On the other hand, an inappropriate job information seeking behaviour could deny them of a desired job. However, preliminary investigation by the researchers has shown that some university graduates of Bayelsa, Rivers and Delta States of Nigeria are jobless. This could be as a result of their ignorance of the various sources of job information. Moreso, it could mean that they do not know how to seek job information. If this trend is not reversed, university graduates of Bayelsa, Rivers and Delta States of Nigeria could take to crime and fraudulent practices, which could have a negative impact on their lives and on the economy of Nigeria. Moreso, no study, to the best of knowledge of the researchers, has revealed the job information needs, sources, seeking strategies and job information seeking challenges faced by university graduates of these states of Nigeria. Hence, this study examined job information needs and seeking behaviour of university graduates of Bayelsa, Rivers and Delta States of Nigeria.

## **Purpose of the Study**

The main aim of this research was to investigate the job information needs and seeking behaviour of university graduates of Bayelsa, Rivers and Delta States of Nigeria. Specifically, the study intended to:

1. Identify the job information needs of university graduates of Bayelsa, Rivers and Delta States of Nigeria.
2. Discover the sources of job information used by university graduates of Bayelsa, Rivers and Delta States of Nigeria.
3. Find out the methods of seeking job information adopted by university graduates of Bayelsa, Rivers and Delta States of Nigeria.
4. Unravel the challenges in seeking job information encountered by university graduates of Bayelsa, Rivers and Delta States of Nigeria.

## **Research Questions**

The following research questions were raised to guide this study:

1. What are the job information needs of university graduates of Bayelsa, Rivers and Delta States of Nigeria?
2. What are the sources of job information used by university graduates of Bayelsa, Rivers and Delta States of Nigeria?
3. What are the methods of seeking job information adopted by university graduates of Bayelsa, Rivers and Delta States of Nigeria?
4. What are the challenges in seeking job information encountered by university graduates of Bayelsa, Rivers and Delta States of Nigeria?

## **Literature Review**

### **Job Information Needs of University Graduates**

A number of empirical studies have come up with the job information needs of graduates of higher institutions of learning. Findings from a study by Babalola and Adedayo (2013) on Job

Information Seeking Behaviour of Nigerian Graduates, using a sample of 184 National Youth Service Corp members, who served in Ikenne Local Government Area of Ogun State, indicate that the graduates have such job information needs as information about job vacancies, resume preparation and how to prepare for job interview. The same year, another finding from a study by Igwe and Onah (2013) on Information Environment of National Youth Service Corps Members in Kwara State, Nigeria, using a sample of 170 Corps members, reveals that the corps members need information on job opportunities and vacancies, business and entrepreneurial opportunities and scholarship for postgraduate education. In a study on Employment Experiences of Post-Graduate Students at the University of Zululand, Kwazulu-Natal, South-Africa, using participants comprising employed and unemployed students, Ndebele and Ndlovu (2019) reported that the post-graduate students lack required job market information and experience to enable them to be employed in the labour market. In other words, the post-graduate students need job market information and information about job experience. A subsequent study by Gyesi (2020) shows that the main information needs of graduate students of the University of Professional Studies, Accra, include career information, self-development, employment, course information, health, entertainment, sports and religion. In a research that investigated Internet Job Information Sources Used for Job Information Seeking Purposes by Nigerian Tertiary Education Graduates Undergoing National Service in Ibadan, Nigeria, Zubair and Omotayo (2018) found that the graduates need job information on jobs related to their subject disciplines, location of jobs, curriculum vitae preparation, and preparation for aptitude tests/ interviews. The study further indicates that the graduates need job information mostly on preparation for interviews, followed by information about preparation for aptitude tests and lastly, information about resume preparation.

### **Sources of Job Information Used by University Graduates**

A wide range of job information sources exist, which could be tapped by graduates of higher institutions of learning in their attempt to secure employment. Several expert observations suggest that the internet and other electronic media are important sources of job information utilized by individuals, including graduates. For instance, Ployhart et al (2017) observe that technological advances currently offer majority of job seekers a wide range of job information sources, including online job boards, social media, organizational websites, etc. Explaining the status of social media as a source of job information, Babalola and Adedayo (2013) stated that social network media, such as Facebook, is becoming the melting pot for job seekers. The combined use of the internet and social media as sources of job information has been established in a study by Zubair and Omotayo (2018) which shows that Nigerian tertiary education graduates undergoing National Youth Service in local government areas of Ibadan, Oyo State, Nigeria, use online job sites, social media and Internet to search for job information. Among these sources of job information, the internet seems to gain more popularity as a source of job information utilized by individuals, including graduates. Nwagbara (2009) observes that most Nigerian graduates are increasingly using the Internet as a veritable source of job opportunities. Nwagbara further notes that many Nigerian graduates are living up to the challenges of joblessness by searching frantically through the use of multimedia and the Internet is one of the most common forms of such media. In the same vein, Broughton et al. (2013) and Suvankulov et al. (2012) note



that the Internet has become an essential job search and recruitment tool, and that its penetration rates and use in job search have risen sharply. While there has been a popular use of the internet and social media as sources of job information among graduates, McQuaid et al. (2004), however, found that the newspaper, being one form of print media, is still widely favoured as a source of job information. Despite this finding, the popularity in the use of the internet over the print media, such as the newspaper, has been established in a subsequent survey by the Pew Research Centre's Project for Excellence in Journalism, Internet and American Life Project in 2011 which found that the Internet has already surpassed newspapers as a source Americans turned to for job information. The study found that African-Americans who are below 40 years, with some college education or a college degree, depend more on the Internet to seek information about local job openings, and specialty websites are commonly used by those who prefer the Internet for job searches (Rosenstiel et al., 2011). Similar result emanates from a study by Nwagbara (2009) in Nigeria, which indicates a high level of use of the Internet for job hunting by graduates who rendered the National Youth Service in Cross River State, Nigeria. Igwe and Onah (2013) came up with related findings which reveal that the major source of job information used by National Youth Service Corps members in Kwara State, Nigeria, is the Internet. In the same vein, Abioye (2012) found that job seekers prefer the use of electronic and informal sources in seeking job-related information. But in Canada, Dupont (2010) reported that Metis Youths in the country prefer seeking job information from other people to searching the internet or newspapers. As a source of both print and electronic media, the library has been viewed as a potential source of job information. In this regard, the US Bureau of Labor Statistics (2012) acknowledges that, because the library provides trade journals, magazines and internet sources, it is a major source where job seekers can find information on jobs openings and career opportunities. Other studies have suggested the combined use of informal sources, print and electronic media as sources of job information, Findings from a research by Babalola and Adedayo (2013) reveal that the most consulted sources of job information by National Youth Service Corp members serving in Ikenne Local Government Area of Ogun State, Nigeria, are relatives, friends, internet sources, newspaper and the radio.

### **Methods of Seeking Job Information Adopted by University Graduates**

Individuals, including graduates of institutions of higher learning, seek job information through various methods or strategies. These constitute the job information seeking behavior of such graduates. Several models have attempted to explain information seeking behaviour of individuals. In his Anomalous State of knowledge (ASK) model, Belkin (1980) gives the idea that information seeking behaviour has three basic steps: a person recognizes a need for information; presents a query (request) to an information repository system, which returns information in the form of text(s) and finally, evaluates the information obtained from the system with a view to determining whether his/her information need is completely satisfied, partially satisfied or not satisfied at all. It is evident from the perspective of Belkin that information seeking behaviour involves realizing one's information need and taking not only steps to obtain the needed information but finding out if it perfectly meets one's information need. While recognising one's need for information is important in the information seeking process, defining such a need can be very useful to starting the actual seeking process. Consequently, Eissenberg

(1992) quoted by Kakai (2004) proposed the Big Skills Model in which he identifies six skills associated with information seeking behaviour to include task definition, which involves a user defining a problem from an information point of view; information seeking strategy, which involves making decisions; location and access, which involves use of access tools, arrangement of materials within a library or parts of an information source; use of information, which involves interacting, dialoguing, reading, viewing, questioning and reflecting on the information; synthesis, which is the application of all the information to the defined task and lastly, evaluation, which involves the examination and assessment of the information problem solving process. Similarly, Aina (2004) maintains that information seeking behavior should begin with identifying the needed information, followed by selecting the appropriate sources of information, and finally, finding the required information using selected strategies. However, Ellis (1989), in a similar model, neglects steps such as information need recognition and its definition or identification and goes on to depict what characterizes the actual search process associated with information seeking behaviour by identifying six actions taken by individuals in their attempt to seek information, and these include: starting, chaining, browsing, differentiating, monitoring and extracting. He explains these actions as follows: ‘Starting’ involves identifying the initial materials to search through and selecting starting points for the search. ‘Chaining’ is drawing connections to other sources that contribute new sources of information. ‘Browsing’ involves casually looking for information in one’s areas of interest. ‘Differentiating’ is selecting among the known sources by noting the distinctions of characteristics and value of the information. ‘Monitoring’ is keeping up-to-date on a topic by regularly following specific sources as well as using small set of care sources including key personal contacts and publications. Lastly, ‘extracting’ is methodically analyzing sources to identify materials of interest. Like Ellis who associates information seeking behaviour with the actual information search process, Bhatti (2008) opines that information seeking behaviour is expressed in various forms, from reading printed material to doing research and experimentation. The nature of this search process has been identified in a study by Gyesi (2020, 2) which shows that the information seeking behaviour of graduate students of the University of Professional Studies, Accra, include active search, passive search and ongoing search.

### **Challenges in Seeking Job Information Encountered by University Graduates**

Graduates of tertiary institutions tend to come face-to-face with some obstacles in their attempt to seek job information. Kuhlthau (1994) asserts that, on most occasions, information users have difficulty in the early phases of information seeking. Kuhlthau further notes that even when they begin with enthusiasm and achieve initial success, many users become confused, hesitated and uncertain about how to proceed after a short period of time. Harris and Dewdney (1994) observe that not knowing what information is needed, not knowing where to find such information, non-availability of the needed information, lack of self-confidence in seeking the needed information, inaccurate information and poor communication skills can constitute barrier to effective information use by individuals. In respect of the challenges to seeking job information, Babalola and Adedayo (2013) opine that ignorance of reliable sources of job information or inability to access the sources could limit a person’s chances of securing the desired job. Findings from a study by Nwagbara (2009) on Job Hunting through the Internet by Graduates of Nigerian

Tertiary Institutions, using a sample size of 500 graduates drawn from selected graduates who did the National Youth Service (NYSC) in Cross River State, indicate that these graduates encountered problems and frustrations in surfing the Internet for jobs. Nwagbara, therefore, concludes that job hunting through the internet is fraught with limitations that form a stumbling block to job-seekers, especially those that lack the necessary search skills. Result from a subsequent research by Babalola and Adedayo (2013) reveals that the greatest obstacle facing the National Youth Service Corp members serving in Ikenne Local Government Area of Ogun State in seeking job information was finding accurate and reliable job information. A fairly-recent study by Gyesei (2020, 2) shows that the hindrances faced by graduate students of the University of Professional Studies, Accra, in seeking information include unstable internet connection, low internet speed, issues regarding accessibility using password and shortage of computers.

## Methodology

The study adopted descriptive survey research design. The study was carried out in Bayelsa, Rivers and Delta States of Nigeria. The study adopted descriptive survey research design. The population of the study consisted of the 390, 000 batch A participants in the Nigerian youth empowerment programme, “N-Power Nexit Training”, which was organized by the Federal Government of Nigeria from March 14, 2022 to March 18, 2022 across the 36 states of the country (N-power Nexit Training, 2022). Convenience sampling was adopted to engage a total of 759 university graduate participants, 250 from Bayelsa State, 276 from Rivers State and 233 from Delta State. The instrument for data collection was a self-designed questionnaire titled “University Graduates’ Job Information Needs and Seeking Behaviour Questionnaire (UGJINSBQ)”. The questionnaire consisted of two parts: Part A and B. Part A covered information on the background of the respondents while Part B had four sections with Section A dealing with “Graduates’ Job Information Needs”, Section B with “Graduates’ Sources of Job Information”, Section C with “Graduates’ Methods of Seeking Job Information” and Section D with “Graduates’ Challenges in Seeking Job Information”. Section A adopted four-point response category of Highly Needed (4), Needed (3), Fairly Needed (2) and Not Needed (1). Section B adopted a two-point response category of Used (1) and Not Used (0). Section C adopted a two-point response category of Adopted (1) and Not Adopted (0). Section D adopted a four-point response category of Strongly Agree (4), Agree (3), Disagree (2) and Strongly Disagree (1).

The instrument was validated by two experts in the Department of Library and Information Science in Niger Delta University, Bayelsa State, Nigeria. Reliability test was not conducted on the instrument based on the opinion of Nworgu (2015) that once a test is valid, it tends to be reliable. The researchers distributed 759 copies of the draft of the validated questionnaire to the graduate participants in the N-Power Nexit Training at the various local government council halls of the three states, which served as the major training venues. The researchers sought the consent of the respondents in filling in the questionnaires, having assured them of the confidentiality of the information they provided. The researchers also sought and obtained the assistance of some participating trainees who went to some of the venues with some questionnaires and helped administer the questionnaires to participants at venues which could not be reached by the



researchers. This was done after these research assistants had been trained on the purpose of the study and on the administration process. Those who consented completed the questionnaires and these were retrieved by the researchers on the spot. The rest were retrieved from the research assistants after the training. All data were collected from the respondents while they were waiting for the training at the respective venues. The five (5) days scheduled for the training were used for data collection. Out of the 759 questionnaires distributed, 694 questionnaires were properly completed and returned, comprising 220 questionnaires from university graduates of Bayelsa State, 260 from university graduates of Rivers State and 214 from university graduates of Delta State. This resulted in a response rate of 91.44%.

The data collected was analyzed using weighted mean and standard deviation. The decision rule followed in interpretation of results from data analysis in respect of Section A of Part B of the instrument was that items with means which fell into the range of real limits of 3.50-4.49, 2.50-3.49, 1.50-2.49 and 0.50-1.49 were regarded as Highly Needed, Needed, Fairly Needed and Not Needed respectively. For Section B and C, items with means equal to 0.50 and above were regarded as Agree while items with means less than 0.50 were considered as Disagree. For Section D, items with means equal to 2.50 and above were regarded as a Challenge items with means less than 2.50 were viewed as Not a Challenge.

## Results

This section presents the results of data analysis in tables in line with the research questions earlier formulated to guide the study.

**Research Question 1:** What are the job information needs of university graduates of Bayelsa, Rivers and Delta States of Nigeria?

**Table 1: Mean Ratings of Responses on the Job Information Needs of University Graduates of Bayelsa, Rivers and Delta States of Nigeria**

S/N	Graduates' Job Information Needs	X	SD	Remarks
1	job vacancies/opportunities	3.78	1.18	HN
2	resume preparation	3.72	0.07	HN
3	preparation for job interview	3.75	1.00	HN
4	preparation for aptitude test/exam	3.77	1.92	HN
5	time of aptitude test/exam/interview	3.76	1.27	HN
6	job location	3.35	1.09	N
7	discipline-related jobs	3.41	1.27	N
8	discipline unrelated jobs	1.58	0.97	FN
9	employer details	2.45	1.07	FN
10	business/entrepreneurial opportunities	3.51	1.13	HN
	Grand Mean and Standard Deviation	3.31	1.10	Needed

Key: X: Mean; SD: Standard Deviation; HN: Highly Needed; N: Needed; FN: Fairly Needed and NN: Not Needed

Table 1 shows that university graduates of Bayelsa, Rivers and Delta States of Nigeria highly need information on job vacancies/opportunities, business/entrepreneurial opportunities, preparation for aptitude test/exam, preparation for job interview, resume preparation and time of

aptitude test/exam/interview; need information on job location and discipline-related jobs; and fairly need information on discipline-unrelated jobs and employer details. The table further indicates that the highly-needed preparatory information takes a descending order of information needed for preparation for job aptitude test/exam, job interview and resume preparation.

**Research Question 2:** What are the sources of job information used by university graduates of Bayelsa, Rivers and Delta States of Nigeria?

**Table 2: Mean Ratings of Responses on the Sources of Job Information Used by University Graduates of Bayelsa, Rivers and Delta States of Nigeria**

S/N	Sources	X	SD	Remarks
1	internet	0.78	0.09	Used
2	social media (Facebook, whatsapp, etc)	0.73	0.40	Used
3	television	0.45	0.13	Not Used
4	radio	0.43	0.05	Not Used
5	library	0.45	0.07	Not Used
6	print media (newspaper, magazines, etc.)	0.57	0.10	Used
7	relatives	0.53	0.17	Used
8	friends	0.67	0.13	Used
	Grand Mean and Standard Deviation	0.63	0.14	Used

Key: X: Mean; SD: Standard Deviation

Table 2 shows that the sources of job information used by university graduates of Bayelsa, Rivers and Delta States of Nigeria are the internet, social media, print media, relatives and friends, while, the sources they do not use are television, radio and library.

**Research Question 3:** What are the methods of seeking job information adopted by university graduates of Bayelsa, Rivers and Delta States of Nigeria?

**Table 3: Mean Ratings of Responses on the Methods of Seeking Job Information Adopted by University Graduates of Bayelsa, Rivers and Delta States of Nigeria**

S/N	Graduates' Job Information Seeking Methods	X	SD	Remarks
1	Starting (identifying information sources to get information)	0.75	0.12	Adopted
2	chaining (connecting information to related information or information sources)	0.23	0.01	Not Adopted
3	browsing (scanning an information material for desired information)	0.87	0.07	Adopted
4	differentiating	0.34	0.19	Not Adopted
5	monitoring (keeping current on information)	0.58	0.11	Adopted
6	extracting (filtering relevant information from abundant information)	0.51	0.08	Adopted
	Grand Mean and Standard Deviation	2.86	0.51	Adopted

Key: X: Mean; SD: Standard Deviation:

Table 3 shows that the methods of seeking job information adopted by university graduates of Bayelsa, Rivers and Delta States of Nigeria are starting, browsing, monitoring and extracting, whereas, they do not adopt chaining and differentiating.

**Research Question 4:** What are the challenges in seeking job information encountered by university graduates of Bayelsa, Rivers and Delta States of Nigeria?

**Table 4: Mean Ratings of Responses on the Challenges in Seeking Job Information Encountered by University Graduates of Bayelsa, Rivers and Delta States of Nigeria**

S/N	Challenges	X	SD	Remarks
1	ignorance of sources of job information	2.89	0.14	Agreed
2	lack of ICT tools (android phones, computers etc)	0.46	0.12	Disagreed
3	lack of information and communication skills	3.02	1.23	Agreed
4	poor power supply	2.77	0.57	Agreed
5	lack of clear job information needs	2.42	0.40	Disagreed
6	abundance of inaccurate and unreliable job information	2.67	1.09	Agreed
7	lack of confidence in seeking job information	2.45	0.75	Disagreed
	Grand Mean and Standard Deviation	2.38	0.61	Disagreed

Key: X: Mean; SD: Standard Deviation:

Table 4 indicates that the challenges in seeking job information encountered by university graduates of Bayelsa, Rivers and Delta States of Nigeria are lack of information and communication skills, poor power supply, ignorance of sources of job information and abundance of inaccurate and unreliable information. On the other hand, lack of ICT tools, lack of clear job information needs and lack of confidence in seeking job information are not part of the challenges faced by the graduates.

## Discussion of Findings

The study shows that university graduates of Bayelsa, Rivers and Delta States of Nigeria highly need information on job vacancies/opportunities, business/entrepreneurial opportunities, preparation for aptitude test/exam, preparation for job interview, resume preparation and time of job interview/aptitude test/exam; need information on job location and discipline-related jobs whereas, the graduates fairly need information on discipline-unrelated jobs and employer details. The highly-needed preparatory information takes a descending order of information on preparation for job aptitude test/exam, job interview and resume preparation. This agrees with the finding of the study by Babalola and Adedayo (2013) which suggests that graduates who did National Youth Service Corp Service in Ikenne Local Government Area of Ogun State have job information needs on job vacancies, resume preparation and how to prepare for job interview. The current result is also consistent with that of Igwe and Onah (2013) which reveals that the information needs of graduates who did National Youth Service Corps Service in Kwara State, Nigeria, is on job opportunities/vacancies and business/ entrepreneurial opportunities. The result confirms that of the study by Zubair and Omotayo (2018) which identifies the job information needs of Nigerian tertiary education graduates undergoing National Service in Ibadan, Nigeria, to include information on jobs related to their subject disciplines, location of jobs, on how to prepare their curriculum vitae, and for aptitude tests and interviews. Where the present finding

varies from that of Zubair and Omotayo is that the information needs priority of the respondents in this study takes a descending order of information on preparation for job aptitude test/exam, job interview and resume preparation.

The research also reveals that the sources of job information used by university graduates of Bayelsa, Rivers and Delta States of Nigeria are the internet, social media, print media, relatives and friends. The finding is in consonance with that of Babalola and Adedayo (2013) which reveals that graduates who did National Youth Service Corp members in Ikenne Local Government Area of Ogun State, Nigeria, mainly sourced job information from relatives, friends, internet sources, newspaper and the radio. It also agrees with that of Igwe and Onah (2013) which shows that the major source of job information among National Youth Service Corps members in Kwara State, Nigeria, is the Internet. It is also in line with that of Zubair and Omotayo (2018) which indicates that Nigerian tertiary education graduates who did national service programme in Ibadan, Oyo State, Nigeria, used both job sites, social media and Internet to search for job information.

The study further indicates that the methods of seeking job information adopted by university graduates of Bayelsa, Rivers and Delta States of Nigeria are starting, browsing, monitoring and extracting. This is in line with Ellis (1989) who posits that individuals take six actions while seeking information and these include: starting, chaining, browsing, differentiating, monitoring, and extracting. The finding, however, does not confirm the use of chaining and differentiating as part of the job information seeking strategies of graduates of Bayelsa State. It further agrees with Aina (2004) who identifies information identification as the first step in seeking information by individuals. In the current study, browsing is identified as one of the job information seeking strategies of graduates of Bayelsa, Rivers and Delta States of Nigeria. This agrees with Bhatti (2008) who opines that reading is one of the ways of expressing information seeking behaviour.

Finally, the research indicates that the challenges in seeking job information by university graduates of Bayelsa, Rivers and Delta States of Nigeria are lack of information and communication skills, poor power supply, ignorance of sources of job information and abundance of inaccurate and unreliable job information. This agrees with Harris and Dewdney (1994) who maintain that ignorance of information sources, existence of inaccurate information and possession of poor communication skills are likely to prevent individuals from seeking information effectively. However, the present study does not confirm Harris and Dewdney's notion that ignorance of needed information and lack of confidence in seeking information can be a stumbling block to information seeking process. The finding is also in line with Babalola and Adedayo (2013) who note that ignorance of reliable sources of job information or inability to access the sources can reduce an individual's chances of obtaining a needed job. The finding also agrees with that of Babalola and Adedayo (2013) which identifies the existence of accurate and reliable job information as the biggest obstacle encountered by graduates who did National Youth Service in Ikenne Local Government Area of Ogun State, Nigeria, as they attempt to seek job information.

## Conclusion

The study investigated the job information needs and seeking behaviour of university graduates of Bayelsa State, Nigeria. The study has shown that that university graduates of Bayelsa, Rivers and Delta States of Nigeria have a high need for information on job vacancies/opportunities, business/entrepreneurial opportunities, preparation for aptitude test/exam, preparation for job interview, resume preparation and time of job interview/aptitude test/exam, have a need for information on job location and discipline-related jobs, whereas, the graduates have a fair need for information on discipline-unrelated jobs and employer details. The research has also indicated that the sources of job information utilised by the graduates are the Internet, social media, print media, relatives and friends. Furthermore, that the methods of seeking job information adopted by the graduates include starting, browsing, monitoring and extracting. Finally, the study has shown that that the obstacles encountered in seeking job information by the graduates are lack of information and communication skills, poor power supply, ignorance of sources of job information and abundance of inaccurate and unreliable job information.

## Recommendations

In the light of the findings of the study, the study recommended that:

1. The National Universities Commission should collaborate with Nigerian universities to improve the contents of the compulsory “Introduction to English and Use of Library” course and “Introduction to Computer Science” course offered by all 100 and 200 level students from all departments respectively, so that undergraduates would be acquainted with basic ICT skills before graduation.
2. Nigerian undergraduates should undergo informal computer training to help them acquire fundamental computer skills so that they would be well-prepared for effective job information seeking after graduation.
3. Finally, the undergraduates should cultivate the habit of using university libraries with a view to developing information literacy skills which would be useful for job information seeking after graduation.

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**Appendix A: Questionnaire: Librarians’ Infopreneurship Practice Questionnaire (LIPQ)**

Please complete the following information about your background and current employment as a librarian and tick √ as appropriate.

**PART A: Demographic Information of Librarians**

1. Name of University:.....

2. Status of University: Federal University  State University

**PART B**

**Section A: Job Information Needs of University Graduates of Bayelsa, Rivers and Delta States of Nigeria**

Item 1-10 show probable job information needs of individuals, including university graduates. Please indicate your job information need (s) using the following options: HN (Highly Needed=4), N (Needed=3), FN (Fairly Needed=2) and NN (Not Needed=1).

S/N	Items	HN (4)	N (3)	FN (2)	NN (1)
1.	job vacancies/opportunities				
2.	resume preparation				
3.	preparation for job interview				
4.	preparation for aptitude test/exam				
5.	time of aptitude test/ exam/ interview				
6.	job location				
7.	discipline-related jobs				
8.	discipline unrelated jobs				
9.	employer details				
10.	business/ entrepreneurial opportunities				

**Section B: Sources of Job Information Used by University Graduates of Bayelsa, Rivers and Delta States of Nigeria**

Item 1-8 show possible sources of job information used by individuals, including university graduates. Kindly indicate the source you use by means of the following two options: Used (1) and Not Used (0).

S/N	Items	Used (1)	Not Used (0)
1.	internet		
2.	social media (Facebook, whatsapp, etc)		
3.	television		
4.	radio		
5.	library		
6.	print media (newspaper, magazines, etc.)		
7.	relatives		
8.	friends		

### Section C: Methods of Seeking Job Information Adopted by University Graduates of Bayelsa, Rivers and Delta States of Nigeria

Items 1-6 highlight probable methods of seeking job information adopted by individuals including university graduates. Kindly indicate the method you adopt using the following two options: Adopted (1) and Not Adopted (0).

S/N	Items	Adopted (0)	Not Adopted (0)
1.	starting (identifying information sources to get information)		
2.	chaining (connecting information to related information or information sources)		
3.	browsing (scanning an information material for desired information)		
4.	differentiating		
5.	monitoring (keeping current on information)		
6.	extracting (filtering relevant information from abundant information)		

### Section D: Challenges in Seeking Job Information Encountered by University Graduates of Bayelsa, Rivers and Delta States of Nigeria

Items 1-7 show likely challenges faced by individuals, including university graduates, in job information. Please indicate your challenge using the following options: SD (Strongly Agree=4), A (Agree=3), D (Disagree=2) and SD (Strongly Disagree=1).

S/N	Items	SA (4)	A (3)	A (2)	SD (1)
1.	ignorance of sources of job information				
2.	lack of ICT tools (android phones, computers etc)				
3.	lack of information and communication skills				
4.	poor power supply				
5.	lack of clear job information needs				
6.	abundance of inaccurate and unreliable job information				
7.	lack of confidence in seeking job information				

Many thanks for your contribution to making this survey a successful one.

### Appendix B: Distribution of Respondents of the Study

	University Graduates of Bayelsa State		University Graduates of Rivers State		University Graduates of Delta State		Total
	FUO	NDU	UNIPORT	RSU	FUPRE	DELSU	
Respondents	106	114	137	123	97	117	694

Key: FUO: Federal University Otuoke; NDU: Niger Delta University; UNIPORT: University of Portharcourt; RSU: Rivers State University; FUPRE: Federal University of Petroleum Resources; DELSU: Delta State University