

INFLUENCE OF STUDENT PERSONNEL SERVICES ON STUDENTS' BEHAVIOURS IN UNIVERSITY OF ILORIN, ILORIN: MANAGEMENT IMPLICATIONS

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Abstract

Student personnel services are very important to the efficient and effective functioning of the university system. This paper investigated the influence of student personnel services on students' behaviours in University of Ilorin, Ilorin. The research design for this study was a descriptive survey. Twenty HODs and 400 students were selected as respondents through purposive sampling technique. Two Researchers-designed instruments entitled: "Student Personnel Services Questionnaire" (SPSQ) and "Students' Behaviours Questionnaire" (SBQ) were used to obtain relevant data. The instruments were validated by five experts in the areas of Educational Management and Educational Measurement and Evaluation. Three research questions and one hypothesis were used in the conduct of the study. The research questions raised were answered using frequency, parentage and ranking. Pearson product-moment correlation statistic was used to test the hypothesis formulated at 0.05 level of significance. The findings of the study revealed that there was a significant relationship between student personnel services and students' behaviours (calculated $r\text{-value} = .79 > \text{critical } r\text{-value} .095, p \leq .05, df=418$). Based on the findings of the study, it was recommended, among others, that the school clinic should be well equipped with adequate medical practitioners and necessary hospital amenities in order to take care of sick students.

Keywords: Students, Personnel services, Behaviours, Education, Management.

Introduction

Student personnel services are welfare services provided in an institution in order to prevent unnecessary increase in the rate of anti-social activities among the students and to encourage positive thinking and actions that would promote the attainment of their academic pursuit and choices of future career. The students are to get in touch with student personnel services on matters that affect their socio-academic life. These services are provided to find out students problem in all ramifications as to proffer appropriate solution to the problems. Also, a well-equipped clinic will equally contribute in no small

way to the health care of the students as it will help to solve their health problems. Adequate supply of water and electricity will enhance their wellbeing on campus. Furthermore, provision of catering services and accommodation is of great importance to the students. Effective teaching and learning can only take place where the students are comfortable on campus at a given point in time (Akinnubi and Alabi, 2020).

If the above services and other services are satisfactorily provided, there would be positive response from the students in terms of their behaviours, that is, their behaviours would be in conformity with the norms of the institution. Inadequate provision of the aforementioned services might lead to unwholesome attitudes among the students, such as riot, demonstration, destruction of school properties and might obstruct the learning process as well as can lead to a state of trauma among the undergraduates (Akinnubi, 2016). Effective implementation of student personnel services policy will help the institution's management to efficiently and effectively utilize the available human and materials resources at a given point in time that could enhance high students' academic performance (Akinnubi, 2019). Thus, adequate provision of student personnel services plays an important role in any higher institution as it helps to complement learning process and students' wellbeing on campus. Hence, this study examined student personnel services and students' behaviours in University of Ilorin, Ilorin.

Objectives of the Study

The objectives of this study are to examine:

- i. Student personnel services available in university of Ilorin,
- ii. How well behaved are the students in the institution and
- iii. The relationship that exists between student personnel services and students' behaviours in the institution.

Research Questions

1. What personnel services are available to students and how adequate in University of Ilorin?
2. How well behaved are the students in University of Ilorin?
3. What are the causes of good behaviours and misbehaviours among students in University of Ilorin?

Research Hypothesis

Ho: There is no significant relationship between provision of student personnel services and students' behaviours in University of Ilorin

Methodology

The research design for this study was a descriptive survey. Ten faculties were used in the study. Furthermore, 20 HODs and 40 students from each faculty, that is, 400 out of 21, 666 students were selected as respondents through purposive sampling technique. Two Researcher-designed instruments titled: "Student Personnel Services Questionnaire" (SPSQ) and "Students' Behaviours Questionnaire" (SBQ) were used to obtain relevant information from the respondents. The instruments were validated by five experts in the areas of Educational Management and Educational Measurement and Evaluation. Test re-test technique was used to ascertain the reliability coefficients of the instruments. These

yielded .85 and .74 for SPSQ and SBQ respectively. The research questions were answered using frequency counts, parentage and ranking. Pearson product-moment correlation statistic was used to test the hypothesis formulated in the study at .05 level of significance.

Results

Research Question 1: What personnel services are available to students and how adequate in University of Ilorin?

To answer this research question, frequency count and percentage were used to code the responses as shown in Table 1.

Table 1: Personnel services available to students on campus

S/N	ITEMS	ADEQUATE		NOT ADEQUATE	
		Frequency	%	Frequency	%
1.	Guidance Services	300	75	120	29
2.	Health Facilities	220	52	200	48
3.	Hostel Accommodation	320	76	100	24
4.	Transportation Service	350	83	70	17
5.	Libraries	300	71	120	29
6.	Water Supply	200	48	220	52

Table 1 shows personnel services available to students in university of Ilorin.

Research Question 2: How well behaved are the students in University of Ilorin?

Table 2: Student Behaviours in University of Ilorin

S/N	ITEMS	FREQUENCY	%
1.	Good	200	48
2.	Satisfactory	210	50
3.	Bad	10	2
Total		420	100

Table 2 shows responses on behaviours of students in University of Ilorin.

Research Question 3: What are the causes of the good behaviours and misbehaviours among students in University of Ilorin?

Table 3: Causes of Good and Bad behaviours among students

S/N	ITEMS	FREQUENCY	RANK
1.	Guidance and Counseling	250	4
2.	Health Services	320	2
3.	Hostel Accommodation	211	5
4.	Libraries	389	1
5.	Transportation Services	298	3
6.	Water Supply	191	6

Responses on causes of bad and good behaviours are shown in Table 3.

Research Hypothesis

There is no significant relationship between Provision of Student's personnel Services and Students' Behaviours in University of Ilorin

Table 4: Students personnel services and students' behaviours

Variable	N	Mean	SD	D F	Calculated r-value	Critical r-value	Decision
Student personnel services	420	7.12	4.88	419	.791	.195	Significant
Students' behaviours	420	4.02	3.09				

As shown in Table 4, the calculated r-value (.791) is greater than the critical r-value (.195) at .05 level of significance and for 419 degrees of freedom. Thus, the null hypothesis is rejected. That is, there was a significant relationship between student personnel services and students' behaviours in University of Ilorin.

Discussion of Findings

As shown in Table 1, the student personnel services that are available in University of Ilorin are guidance and counseling, health, provision of hostel accommodation, provision of transportation services, provision of health facilities, provision of water supply and libraries. Odegbami (2008), in a related study, found out that insufficient transportation services motivates students to riot in the school.

From Table 2, not all students are well behaved because of inadequate provision of student personnel services such as provision of hostel accommodation, transportation, health services, water supply, libraries and electricity supply rendered by the university

authority. Yalokwu (1992) asserted that the necessary student's personnel services provided by the school management are; health services, guidance services, school social services. Therefore, the result in Table 2 indicates that 98 percent of the services rendered are good and satisfactory to the students, while, 2 percent of the services rendered are unsatisfactory to the students in university of Ilorin.

Based on the responses in Table 3, provision of library facilities was ranked the major cause of good and bad behaviours among University of Ilorin students, while water supply was ranked the least. Hostel accommodation, guidance and counseling, transportation and health services are not too popular among causes of good and bad behaviours among students. Durowande (1995) stated that welfare problems brought about the students' unrest in Nigerian universities. Inadequate hostel accommodation, unsatisfactory supply of food and catering services, inadequate lecture halls and hostels, and poor sanitary conditions tend to make students in university of Ilorin campus' life and experience a very traumatic one.

The analysis in Table 4 implies that the conduct of the students on campus could be traceable to the provision of good transportation, accommodation, health clinic and conducive environment. If these student's personnel services are not sufficient, the students misbehave on campus by demonstration as a result of inability of the school authority to provide good water, good accommodation, well equipped health center or clinic and so on. Aderounmu (1985), Ahmed (1985), Edem (1993) and Durowade (1995) all stated in their individual studies that students need to be given adequate personnel services in order to prevent them from misbehaving and to do these successfully, the university should admit the number of students they can cater for. Similarly, the scholars also discovered that students show positive behaviours to the management in an atmosphere where they are satisfied with the personnel services rendered by university of Ilorin.

Conclusion

It is a truism that there was a significant relationship between student's personnel services and students' behaviours in the University of Ilorin. If adequate student's personnel services are provided, this would elicit positive behaviours among the students in university of Ilorin campus. Inadequate student's personnel services generate bad behaviours among the students in university of Ilorin.

Recommendations

Based on the findings of this study, the following recommendations are made:

- i. The school clinic in university of Ilorin campus should be well equipped in order to take care of the sick students.
- ii. The university of Ilorin authority should provide adequate hostel accommodation that can facilitate effective reading and learning process.
- iii. There should be adequate provision of guidance and counseling services with qualified experts. This will help to identify causes of undesirable behaviours among the students, like examination malpractices, cultism etc.
- iv. Finally, cultism, rape, examination malpractices and drug abuse should be totally eradicated from the university environment by ensuring that the

culprits are sanctioned immediately, such as expulsion.

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