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Spring 9-8-2019

Information needs and access of Members of Vigilante in Adamawa State, North -East Nigeria

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Ibrahim, Muhammad Murtala; Barkindo, Amina; and Bello, Umar, "Information needs and access of Members of Vigilante in Adamawa State, North -East Nigeria" (2019). *Library Philosophy and Practice (e-journal)*. 3586.

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Information Needs and Access among members of Vigilante in Adamawa State of North-east, Nigeria.

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ABSTRACT

The study investigated the Information needs and access of Members of Vigilante in Adamawa state, North-eastern Nigeria, one of the three states bedeviled by the Boko Haram insurgency. Quantitative research methodology and Cross-sectional survey design was applied for the study. The population of the study 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 statistics. The outcome of the study revealed that the information needs of members were daily mainly work related and from informal sources, as there were no public libraries/information centers in 17 local governments' areas of the state. The outcome of the research also revealed barriers to information access to include general lack of formal information infrastructure such as libraries/information centers, poor and unreliable informal information sources, as well as lack of training on information literacy skills for members of Vigilante. It is recommended that there is a need for those involved in vigilante information delivery to continuously examine and identify evolving information needs of members of vigilante in order to meet such needs. Government should resuscitate the dying public libraries in all the local government areas of Adamawa state to provide information services. Libraries should organize training on information literacy and other information use skills for members of vigilante, because if this is done, it will enhance and improve information access across communities in Adamawa state. Finally, information resources be repackaged in order to take care of challenges of proximity to sources of information, language barrier and other challenges faced by members of vigilante.

Keywords: Information needs, Information access, Information Sources, Vigilante.

Introduction

Throughout human history, people in communities have paid prices in order to ensure that they and their families are protected from life threatening dangers. Ordinary citizens emerged throughout history in form of vigilante groups to fill perceived security gaps in their respective communities. According to the Oxford Dictionary (2016), the word vigilantism is of Spanish origin which means: “watchman” or “guard” but its Latin root is vigil, which means “awake” or “observe”. In vulnerable communities, vigilantism has always been an alternative to conventional security apparatus of states throughout history trying to fill in security gaps. This is evident in the role they are playing in the counter Terrorism operations in Adamawa state in particular and the entire northeast region in general. Many historical instances further buttressed this assertion. For instance, Nwaeze (2010), reported that in 1851 to 1856, concerned citizens in San Francisco, organized vigilante committees that forcibly restored peace and order in their communities. Consequently, the role of vigilante groups has become even more relevant and has attracted the attention of governments, the international community as well as researchers. Hence, researchers in information sciences should even be more concerned with studying the information needs and access of members of vigilante. This is because their efforts in defending their communities can be appreciated more if we understand the complexity of the information environment in which they operate.

In-arguably, the role of this group heavily relies on the information they need, how they access the information. Therefore, it is a fundamental pre-requisite to regard information need and access of members as a basic element not only in vigilantism but for the overall security and well-being of every member. What makes this especially more significant at present is the ever changing dynamic nature of information environment.

In studying information behavior, queries such as what type of information does the vigilante need in order to prevail? What are the sources they get the information from? What are the challenges of information access? These questions are important because of the importance attached to information. For instance, Best (2011), described information as the criterion for self-worth and sometimes the sole pre-requisite for any sound decision making. That is why Information needs and seeking behaviour has been a field that generated a lot of attention in the field of information science for decades and now security experts and other related psycho-analysis experts are putting more attention on information and how it is accessed. Also, the nature of information, often described as complex makes it more appealing for a

continuous research. Submissions such as “the Judgment-problem notion” of Daniel et al (2010), Wilson’s (1981), Dervin’s (1989), Hasler et al., (2014) and Wilson (2016) etc. have served as impetus for further research in the field of information needs and access. This consistent interest has further shown a practical need to study information needs and access of such groups because it is essential to providing appropriate collections in both the traditional and virtual library services.

The essence of this study therefore is to among others, draw attention to the information needs and access of members of vigilante as well as trigger more interest of research on the group. Secondly, since there is a remarkable success recorded in the activities of vigilante groups in Adamawa state, North-eastern Nigeria against the dreaded Boko Haram terrorist, Vigilante groups elsewhere could make use of the outcome of this research to further understand, entrench and reveal the central role information needs and access play in vigilantism as well as in Human Information Behaviour (HIB) thereby filling existing gaps in the body of literature. Moreover, it may serve governments at all tiers, as well as libraries and information centers with regard to information service delivery for this group. Non-governmental organizations, international donors and other partners may appreciate a study on how the vigilante group in Adamawa state grappled with the challenges of accessing and satisfying their information needs.

Objectives of the study

The main objective of the research is to study the information behavior of Vigilante group in Adamawa State. However, the specific objectives are to:

- Identify the information needs of members of Vigilante in Adamawa State.
- Ascertain the Information sources of members of Vigilante in Adamawa State.
- Identify barriers hindering access to information by Members of vigilante in Adamawa State.

Statement of the Problem

Without information no any meaningful achievement can be recorded in all human efforts. Therefore, information is central to all activities of any group, in every environment and for any endeavor to succeed. This role is even more central in security related activities such as vigilantism. Taking into cognizance the complexity of information environment they operate in, the state of information infrastructure available as sources of information, it is evident that these are all complexities that members are immersed in and seemingly grapple with on a daily basis. However, in spite of this assumed complexities, after a preliminary literature search, the researcher discovered that there is a gap in the existing body of literature particularly on the research variable and generally in relation to members of vigilante group. Therefore, considering the role played by the vigilante group in counter insurgency operations in Adamawa State and the issues raised above, the need to fill in the gap found in the body of literature formed the crux of the matter and informed the need for this research.

Literature review

The concept of information is a complex one because it defies definition. It is not its lack of definite definition that proved its complexity but its numerous definitions. It is value laden, the orientation of scholars often influence their view of what information is, regardless of whether it is normative or empirical, it is a troublesome concept. According to the Online Dictionary of Library and Information Science (2018), information is a data presented in readily comprehensible form, to which meaning has been attributed within a context for its use. However, whether a specific message is informative or not depends in part, on the subjective perception of the person receiving it.

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 even 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. 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 supported by (Nicholas and Herman 2009).

Other 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 trigger and driver of information seeking: 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.

Identifying information needs of users is the crux of human information behaviour and for the development of library and information system (Babariya, Patel, & Gohel 2014). Therefore, Library professionals should have a clear understanding of their users' needs and unless the needs are precisely determined, it is difficult to satisfy their requirements and develop an appropriate information system. As long as librarians and information managers are concerned with information organization, retrieval and provision, the question of what information is needed and how it is accessed by various groups of users such the Vigilante will continue to be important for both the survival of the profession and the overall development of the community.

However for libraries to cover such groups Anwarul Islam & Hossain (2014), is of the view that libraries need to market their services and resources proactively to who are not familiar with their services and resources. Reference librarians for (instance), need to consider their characteristics, language proficiency and their subjects of interests. However, what may basically aid in such service provision is the adoption of other non-traditional means of reaching the clientele. That is why the innovations in Information Communication Technology have

influenced libraries to serve as better sources, offer better services and influence information access of different users.

Within the academic environment, Ossai (2011) in her study on the utilization of information by the University of Benin law students found that most of the law students indicated that they heavily use the library as a source of information and use the library resources in the course of their academic programs. However, Khan and Shafique (2012), carried out a study on information sources by faculty members, research scholars and students of the Faculty of Commerce, Aligarh Muslim University (AMU) Aligarh, India. The study found that most of the faculty members as well as research scholars consulted database such as Emeraldinsight.com and Science Direct.com for accessing their required information.

This is corroborated by Islam & Hossain (2016) that one of the major developments in the library and information services in the last 10 years has been the introduction and spread of electronic information sources (EIS). This progress has offered today's information seekers different opportunities and access to information resources exponentially. However, away from the academic environment, there are different sources exploited by other groups. For instance, Mabuku (2015), investigated the Information Needs and Seeking behavior of Small-Scale Cattle Farmers in Katima Mulilo Rural Constituency of Zambezi Region, Namibia. The study established that the preferred sources of information was the radio. Similarly, Akeweta et al., (2018), studied the Information Needs of Farmers and found that Radio was the source of information dissemination to most of the respondents and other sources of information to the rural farmers are friends and family members, GSM and Television. Information from the newspapers was very low because majority of the rural farmers cannot read very well.

Similarly, Feehi et al., (2016) in a research on corporate social responsibility found that friends and family were the sources that customers use to access the information relating to CSR issues but some participants rely on the sales people for such information. Even with information from sales people, the customers verify from friends and relatives before they take a decision based on the information they have received. Additionally, it is found that sources such as radio, TV, websites, annual reports and brochures were not consulted because according to the participants they are not credible sources for these kinds of information. They believe that information from

these sources are full of deception.

In a study conducted by Mansour (2015), on "Information needs of local domestic workers in Egypt the study found that the most popular information resources and sources by participants were verbal information sources from friends, peers and colleagues in neighboring households either via telephones, especially cell phones, or face-to-face meeting. TV and Radio, newspapers and magazines were, respectively, the most famous formal sources respondents use. They were not commonly using libraries due to the fact that most of them were uneducated, and the education of the few was limited. In terms of using technologies related to the use of information like the Internet, the study found out that access was an issue, as a very small number of participants were using it mainly for personal information.

The challenges to information access of information users are mainly based on users occupations, information environments and geographical locations. For instance, Akeweta, et al., (2018) in a study on information use of farmers opined that there is a shortcoming of traditional print and library methods in providing information to rural farmers who are generally illiterate and relatively remote from sources of information. While only very few (4.0%) accessed information from extension services due to the fact that the extension agents were not readily available.

Similarly, Mbangu, et al. (2018), investigated the challenges to information access of rural Farmers through Internet-based Services, the study identified lack of ICT infrastructures through which internet-based service can be provided and accessed, low level of interest in utilizing agricultural information among rural farmers, Inadequate knowledge of rural farmers agricultural information needs, low level of ICT literacy, non-existence of information providing agency in rural areas, lack of information providing agencies in rural areas affects the provision of internet-based service to rural farmers. Non-existence of agricultural advisory services in libraries. This ordinarily would have been a good platform for reaching out to rural farmers.

Marzena S. (2011), investigated barriers to information access in libraries and found out that: barriers connected with personal characteristics. unawareness barrier, lack of information skills, terminology barrier, foreign language barrier, lack of time, psychological resistance to computer and internet use, psychological resistance to asking question, barrier of educational level, passive

attitude, barriers connected with demographic variables: age, sex and other factors. Interpersonal barriers, lack of help from people who are the source of primary and secondary information, environmental barriers, legal barriers, financial barriers, geographical barriers, political barriers, cultural barriers and Barriers connected with information resources.

Tella et al (2018), studied student's perception and use of e-books and the findings have shown that the major problem encountered by students in using e-books is the difficulty of reading on the computers or internet followed by the cost of e-books. It is hereby concluded that librarians need to take into consideration, users' preferences when selecting and acquiring books, either in electronic or printed format. The finding is contrary to the outcome of Musugeasan (2015), who investigated the information use of Faculty, the study found that utilization of reference books, text books and current periodical by the staff members ranked as high while usage of back volumes of periodicals, internet/e-mail are ranked average. The newspaper and non-book materials are ranked low utility.

Methodology

Quantitative research methodology and Cross-sectional survey design was applied for the study. The population of the study 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 from 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, the questionnaire was the instrument used.

The content and face validity of the research instrument was tested by two experts in the Department of Library & Information Sciences Modibbo Adama University of Technology, Yola. They validated the contents of the instrument and necessary corrections were made by the researcher to make the research instrument valid in measuring the objectives of the study and ensured that the instrument actually measured what is intended to measure. In the pre-test, 50 copies of the questionnaire were administered to members of vigilante in two local government areas of Lamorde and Mayo-belwa local governments. The questionnaires were returned and used for the reliability assessment using SPSS. Reliability (coefficient's Alpha) of .893 (Information needs), .879 (Information sources and resources) and .885 (factors affecting access

to information) was obtained for the three variables. The coefficients were considered as high enough to be used for this study. 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 statistics, percentages, frequencies as well as geometric mean and standard deviation. The responses were extracted, collated and coded using SPSS (Version 22.0).

Findings and Discussions

The discussion of the findings was made based on the respondent's information needs, sources, resources and Challenges encountered in obtaining information.

Demographic Data of Respondents

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

Table 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
		100.0
Total	240	
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	%
18-49	234	97.5
50-70	6	2.5
Total	240	100.0

Source: Field Survey 2018

The analysis of the result presented in table showed 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 other socio-cultural issues that consider security related jobs as purely ‘masculine’. 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 group 40-49 and 50-59 constituted only 1.2% and 2.5% respectively. This shows that majority of members were young people that came out to defend their various communities in Adamawa state as result of the escalation of the security situation in the state in 2014. This trend has also reflected in the working experiences of members with 0-5 years constituting 63.8% while 6-10 years constituted 22.5% of the respondents, 11-15 years 6.3%, 16-20 years 3.8% while 21 years and above constitutes 3.8%. This has further indicated the influx of people into vigilantism in the last five years which may be attributed to both security challenges and the bill on establishing the vigilante group of Nigeria that has passed second 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 contradicted the notion that Vigilantism is mostly practiced by the jobless and illiterate people, the result here indicated that majority of respondents had formal education.

Information Needs of Members of Vigilante in Adamawa State

The researcher asked respondents the frequency of their information need as well as the type (s) of information they need. The data collected were analyzed and presented in the following tables.

Table 2 Frequency of information needs

Options	Frequency	%
Hourly	30	12.5
Daily	141	58.8
Weekly	27	11.3
Monthly	33	13.8
Yearly	9	3.8
Total	240	100.0

Source: Field Survey 2018

The result in table 2 shows that majority of respondents require information on a daily basis, that is 58.8% while 12.5% said they require it hourly, 11.3% said weekly and 3.8% said yearly. This has buttressed how important information is in intelligence gathering and overall security architecture of any law enforcement endeavor, as majority of members need information very frequently on a daily basis.

Table 3 Types of information needs of Members of Vigilante group

S/N	Item statements	Responses	Frq	%	Mean	SD	Remarks
1	Information on Security	HR/R NS HNR/NR	219 6 15	92.5 2.5 5	20.0	53.04	VGE
2	Information on sports	HR/R NS HNR/NR	99 81 60	41.2 33.8 25.1	44.2	27.44	VGE
3	Information on personal development	HR/R NS HNR/NR	177 39 24	73.8 16.3 10	32.6	39.44	VGE
4	Information on Health	HR/R NS HNR/NR	198 24 18	82.5 10 7.5	27.0	46.55	VGE

5	Information on Economy	HR/R	189	78.8	28.0	40.37	VGE
		NS	36	15			
		HNR/NR	15	6.3			
6	Information on Politics	HR/R	114	47.5	35.0	24.83	VGE
		NS	99	41.3			
		HNR/NR	27	11.3			
7	Information on Welfare/allowance	HR/R	195	81.3	25.0	45.61	VGE
		NS	27	11.3			
		HNR/NR	18	7.5			
8	Information on family Issues	HR/R	183	76.3	35.2	38.48	VGE
		NS	18	7.5			
		HNR/NR	39	16.3			

Overall Mean
31.0

Key: 0.5 to 24.9 = Low Extent, 25.0 to 34.9 = Great Extent and 35.0 to 44.9 = Very Great Extent

Source: Field survey 2018

The result in table 3 revealed levels of need for different types of information. Respondents were asked their level of requirement for information on security, sports, personal development, health, politics and welfare/allowances. Generally, members of Vigilante in Adamawa State require information. 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, 62.5% indicated that they highly require, 30% require while 2.5% said they were not sure while 5% said they don't require. 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% were not sure, 11.3% said they 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 about 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% said they were not sure, 6.3% said it is highly not required while 3.8% said it is not required.

Again, when they were asked about 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 did not seem to need information related to politics because the result revealed a contrast of 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.

The outcome also revealed that members were more inclined to information about their economic wellbeing, as information related to welfare/allowances entailed 55.3% of respondents who 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 needed 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. The result revealed a high need for information on security, health, sports, personal development, politics, welfare/ allowances and family with an overall mean of 31 and a standard deviation ranging from 24-53 on a benchmark of three (3) indicating a good spread of values from the geometric mean.

Information Sources of Members of Vigilante

Members were asked about their sources of information, the information resources, their preferred format as well as the type of information and the pattern of use by members. Respondents were asked if they source for information from various formal and informal sources given below and were also asked what format of information they needed and how often?

Table 4 Information Sources of Members of Vigilante

S/N	Information Sources	Responses	Freq.	%	Remark
1	I source for information from libraries	Yes	10	4.2	
		No	230	95.8	Not a source
2	I source for information from my superiors	Yes	210	87.5	
		No	30	12.5	A source
3	I source for information from my colleagues	Yes	198	82.5	

		No	42	17.5	A source
4	I source for information from security agencies	Yes	198	82.5	
		No	42	17.5	A source
5	I source for information from the Television	Yes	20	8.3	
		No	220	91.7	Not a source
6	I source for information from the Radio	Yes	141	58.8	
		No	99	41.3	Source
7	I source for information from the Newspaper	Yes	20	8.3	
		No	220	91.7	Not a source
8	I source for information from the Internet	Yes	210	87.5	
		No	30	12.5	A source
9	I source for information form community Leaders	Yes	210	87.5	
		No	30	12.5	A source
10	I source for information from Hawkers/Traders	Yes	147	61.3	
		No	93	38.8	A source
11	I source for information from Neighbors	Yes	186	77.5	
		No	54	22.5	Not a source
12	I source for information from Clubs and Association	Yes	168	70	
		No	72	30	A source
13	I source for information from Mosque/Churches	Yes	168	70	
		No	72	30	A source
14	I source for information from Friends	Yes	198	82.5	
		No	42	17.5	A source
15	I source for information from Informers	Yes	174	72.5	
		No	66	27.5	A source

16	I source for information from official Meeting	Yes	168	70.0	A source
		No	72	30.0	
17	I source for information from Workshops and Seminars	Yes	165	68.8	A source
		No	75	31.3	
18	I source for information from Drivers of Commercial Vehicles	Yes	158	65.8	A source
		No	82	34.2	

Source: Field Survey 2018

The result in table 4 above indicated that respondent's major source of information is mostly informal sources as respondents don't get information from the libraries just as they did not regard the library as a source of information. Only 4.2% 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 the radio as a source of information, against 41.2% that don't. Moreover, when they were asked whether they source for information from 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. Similarly, on the use of Print Newspaper, only 8.3% respondents use the Newspaper as a source of information while 91.7% said they don't. On use of the internet as a source, respondent seemed to use the internet as an information source as 87.59 said they do while only 12.5% said they don't.

Also, on the use of community leaders 87.5% said they source for information through them while 12.5% said they don't. Similarly, respondents were asked if they source for information from hawkers/traders and 61.3% said they do While 38.8% said they don't. Also, 77.5% source for information from neighbors while 22.5% don't. Similarly, respondent's source for information from clubs and association 70% said they do while 30% said they don't. The study also revealed that religious organization are sources of information, 70% said they source information from mosques and churches. This is close to their response on drivers of commercial vehicles where 65.8% of respondents' indicated use of drivers of commercial vehicles while 34.2% said they don't. Also, 70% said they source for information in office meetings while 30% said No. On if respondent's source information at workshops and seminars 68.8% said they do

while 31.3% they don't. On if respondent's 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 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 as well as issues related to affordability. The findings confirmed that of Feehi et al (2016), Akeweta (2018) and Mansour (2015) but contrary to the findings of Khan and Shafique (2012) and Ossai (2011).

Table 5 Types of Information resources used by Members of Vigilante

S/N	Item statement		Very Often	%	Often	%	Not Sure	%	Not Often	%	Not at all	%	Total
1	How often You Use Book Information Resources	VO/O NS NO/N A	12	5.0	12	5.0	120	50	48	20	48	20	240
2	How often do you use Journal Information resource	VO/O NS NO/N A	12	5.0	12	5.0	120	50	48	20	48	20	240
3	How often do you use Magazine Information resources	VO/O NS NO/N A	120	50	60	25	30	12.5	30	12.5	0	0	240
4	How often do you use Almanac information resources	VO/O NS NO/N A	90	37.5	96	40.0	30	12.5	15	6.3	9	3.8	240
5	How often do you use Maps/Atlas Information resources	VO/O NS NO/N A	90	37.5	96	40.0	30	12.5	15	6.3	9	3.8	240
6	How often do you use Leaflets/Fliers	VO/O NS	120	50	114	47.5	0	0	6	2.5	0	0	240

Source: Field survey 2018

Results revealed from above table 5 showed that respondents low use of Book Information resources where 5% said they very often use it 5% said they often use, 50% said they were not sure, 20% said not often while 20% said not at all. A similar trend is also revealed in members use of journal information resources as 5% said they very often use it 5% said they often use, 50% said they were not sure, 20% said not often while 20% said not at all. This shows that although majority of members of vigilante group were literate, they probably didn't have access to books and journals information resources through the formal sources while they were probably faced with subscription charges on the internet. Contrary to that was members use of magazine where the study found that 50% of respondents very often use magazine, 25% often use while 12.5% said they weren't sure and 12.5% said they don't use at all. However, on the use of Almanac, Atlas/Maps members seemed to have the same use pattern because for the two information resources, 37.5% said they very often use them, 40% said they often do, 12.5% said they weren't sure, 3.8% said they don't often use while 3.4% said they don't use at all. Finally, on the use of leaflets/Fliers, members significantly indicated high use. 50% of respondents said they very often use, 47.5% said they often do while only 2.5% said they don't often use them. Generally, the result indicated lack of library services aimed at members of vigilante and confirmed the findings of the study confirmed that of Musugeasan (2015) and Rajeev et al (2017) on information sources and resources.

Table 6 Challenges associated with information access of Members of Vigilante in Adamawa State.

S/N	Challenges	Yes frq.	%	freq.	%	Total No.	Remarks
1	It takes too long to get the information I want.	210	87.5	30	12.5	240	Challenge
2	I do not know where to get the information I want.	174	72.5	66	27.5	240	Challenge
3	The process of getting the information is too complicated.	195	81.2	45	18.8	240	Challenge

4	I do not know if the required information exist.	174	72.5	66	27.5	240	Challenge
5	Often the information I want is too expensive.	189	78.8	51	21.2	240	Challenge
6	Often the information I get is of poor quality.	177	73.8	63	26.2	240	Challenge
7	An information literacy skill is a challenge to my information access.	162	67.5	78	32.5	240	Challenge
8	Often I do not know how to identify relevant information sources.	171	71.2	69	28.8	240	Challenge
9	Often the information I get is not correct.	180	75.0	60	25.0	240	Challenge
10	Often I have no access to internet or computer.	180	75.0	60	25.0	240	Challenge
11	I do not like to ask people.	150	62.5	90	38.5	240	Challenge
12	Often I don't get information in my preferred language.	180	75	60	25	240	Challenge
13	Often I do not know what information sources are available.	177	73.8	63	26.2	240	Challenge
14	I have challenges in accessing Libraries	138	57.5	102	42.5	240	Challenge

Sources: Field survey 2018

On challenges associated to information access, results in table 6 revealed that 87.5% of respondents said It usually takes too long for them to get information they wanted while 12.5% said it does not. 72.5% said they did not know where to get the information they needed while 27.5% said they knew. Also, 81.2% said the process of getting the information is too complicated while 8.8% said it is not complicated. On if members knew where the information they needed existed, 72.5% said often they do not know if their required information existed, while 27.5% said they know. Also, 78.8% said often the Information they needed is too expensive while 21.2% said it was not. The outcome in table 4.16 also showed that 73.8% said another challenge to information use and information sharing is that often the information they get is of poor quality while 26.2% said it was not. Similarly, 67.5% said information literacy skills are also a challenge while 32.5% said it was not. Another challenge according to 71.2% is that often they do not know how to identify sources of relevant information. Therefore 75% said often the information they get is not always correct while 25% said no. To compound to these challenges 75% said often they have no access to computer and the internet while 25% said they do. Also, the findings revealed that 62.5% said they do not like to ask people while 37.5% said they do. Another challenge according to 75% of respondents is that often they don't get information in their preferred language while 25% said they do. 73.8% of respondents said often they don't know what information sources are available while 26.2% said they knew. Another

challenge to information use according to 57.5% is the challenge of accessing the library 42.5% said no.

Findings

- On information needs the findings of the study indicated that the frequency of information needs of members of vigilante is daily, which has buttressed the importance of information as a basic requirement for any decision making as well as a basic pre-requisite in Vigilante operations. The study also 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 is not surprising as members of vigilante were often pre occupied with community-watch and other security activities. As such, did not have enough time for leisure and other social engagements. 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.

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. The outcome also confirmed, Jeffryes (2016) findings on information needs where he found out that information needs of users is related to their hierarchy of needs.

- On sources, resources and formats of information, the research found that members use all formats of information resources which included; print, electronic, pictorial, verbal and audio/visual formats. This might be related to the different environments members operate in and their ability to use available information tools such as the GSM/internet, maps, leaflets etc. On type of information resources, majority of respondents did not indicate use of books and journals but indicated high use of Maps/Atlases, leaflet/ Fliers and Almanacs. This is indicative of member's use mainly for security related information and probably for lack of libraries to provide books and journals. The outcome of the study also indicated the willingness of members of vigilante 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 centres. Factors which influence members to use information resources include; close proximity to information sources and resources, adequacy of information resources and sources, reliability of information resources and sources, affordability of information resources and sources. Some of these factors such as affordability of the information resources and sources. might be related to the low income of an average member of vigilante, while some of the factors that influence use of resources and sources might be related to the rough and suspicious terrain in various communities, example of such factors are close proximity to the information resources and sources, as well as reliability of information resources and sources. The findings confirmed that of Feehi et al (2016), Akeweta (2018) and Mansour (2015) but contrary to the findings of Khan and Shafique (2012) and Ossai (2011) on information sources and resources. On user satisfaction, the study revealed that members of vigilante were not satisfied with information resources and sources they use. This is obvious because formal sources of information such as libraries were not involved in providing information to members of vigilante and informal sources does not always have professional touch. Hence, members were not likely to be satisfied with the information sources and resources. The finding 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) confirmed that resources are very positively perceived by most respondents and users are predominantly focused on print documents.

- Barriers to information access as revealed by the study include: - taking too long for members to get information, sometimes they didn't know where to get the information, sometimes the process of getting information is too complicated, often they were not aware if information they needed exist. Often information is expensive to get and often information is of poor quality (lack of skills on the part of members). And lack of access to the library and internet.

Conclusion

This study has achieved its aim of examining the information needs and access of members of vigilante. It has shown the importance of gaining an understanding of the information behaviour of members of vigilante and the dynamism of their information behaviour in relation to information needs and access. The study has brought all these issues to the fore and recommended that there is a need to provide formal information support and services to members of vigilante.

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 outcome of study has demonstrated the importance of reviewing the information sources 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 and information centers in communities across Adamawa state. There were virtually no functional public library or information Centre in 17 out of the 19 local government areas of the state that provide information resources or serve as a source of information for members of vigilante.

However, members' information needs and access are engrossed in a lot of barriers, both personal barriers such as poor information literacy of members, and poor income. As well as environmental barriers such as taking too long for members to get information from their informal sources and not getting it at all from formal sources. Sometimes they did not know where to get the information because the process of getting the information is too complicated. Often members were not aware if the information they needed exist. Often information is expensive to get because of lack of access to the library, internet/computer. These are all barriers that should be removed on their path to information.

This study has established that information is important for the smooth operations of members of vigilante. Therefore, information service providers need to know the contexts in which the members of vigilante operate so that their information service provision can be enhanced. Libraries/other information providers, NGO's and government may work together so that the services are well coordinated, packaged and provided in order to satisfy members' information needs and enhance information access by removing all barriers. Consequently, recommendations

on how to improve the present state of member's information access, including recommendations for further research have been made as follows;

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 those involved in vigilante information need delivery to continuously examine and identify evolving information needs of members of vigilante in order to meet such needs.
2. Government should resuscitate the dying public libraries in all the local government areas of Adamawa state to provide information access such as reference services, discussion groups, mobile libraries, conferences/seminars and other outreach services in order to provide needed information access to members of the group as well as subjecting the informal sources of information to the guidance and support of formal sources of information.
3. Information be repackaged in order to take care of challenges of proximity to sources of information, language barrier and other challenges faced by members of vigilante. Information literacy training be periodically conducted as that will enhance members' skills.

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