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## Exploring Computer Self-Efficacy and Implementation Context Influencing the Use of Koha ILS in The National Library of Nigeria (NLN)

Glory Odochi Okeagu

*National Library of Nigeria, glokea@yahoo.com*

Dr. Amogu Uma Kalu

*Michael Okpara University, Umudike, maxwellamogu@yahoo.com*

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*Exploring Computer Self-Efficacy and Implementation Context Influencing the Use of Koha ILS in The National Library of Nigeria (NLN)*

BY

GLORY Odochi OKEAGU  
NATIONAL LIBRARY OF NIGERIA, ABUJA  
E-mail: [glokea@yahoo.com](mailto:glokea@yahoo.com); [okeagu.glory@nlm.org.ng](mailto:okeagu.glory@nlm.org.ng)

AND

DR. AMOGU UMA KALU, CLN  
MICHAEL OKPARA UNIVERSITY OF AGRICULTURE, UMUDIKE  
E-mail [maxwellamogu@yahoo.com](mailto:maxwellamogu@yahoo.com); [kalu.amogu@mouau.edu.ng](mailto:kalu.amogu@mouau.edu.ng)

**Abstract**

The study explored the computer self-efficacy and implementation context on the use of KOHA ILS in the National Library of Nigeria and adopted the experimental descriptive survey design. The study was based on the Unified Theory of Acceptance and Use of Technology by Venkatesh, Moris, Davis and Davis (2003). The population of the study comprised 170 librarians from the NLN. Random sampling technique was used to choose a sample size of 150 respondents, 120 copies of the questionnaire representing 80% returned, were used for the analysis and 30 copies of the questionnaire (20%) invalid. Data collected were analyzed using significant mean value analysis. The hypotheses were tested at 0.05 level of significance, using the Pearson r Correlation statistic. The findings show that staff of NLN showed high level of computer-self efficacy for the use of Koha; some ICT facilities for Koha use such as computers, laptops, internet connectivity, etc., were either inadequate or non-existent in some branches; and staffs were not confident of performing trouble shooting operations when using Koha. The test of hypotheses revealed that facilitating conditions have no significant relationship with the use of KOHA ILS in the NLN; social influence significantly affect the use of KOHA ILS in the NLN; there is no significant relationship between computer self-efficacy of staff and use of KOHA ILS in the National Library of Nigeria; and behavioral intentions of staff on the deployment of KOHA ILS had significant influence on its use. Few recommendations were made based on the findings.

**Keywords:** Computer self-efficacy, Implementation context, Facilitating condition, Social influence, KOHA ILS, ICT, National Library of Nigeria

## **Introduction**

The digital era has come upon us, bringing with it vast and significant changes in the way information is handled, occasioned by Information and communication technology (ICT) infusing into every aspect of library service, especially with the use of digital technologies in the creation, acquisition, organization, storage, dissemination and access to information in libraries and information centres. This has brought new narrative as well as new demands on library operations and services. Technologies have somehow become pervasive and vital to everyday life and businesses. This has further been exacerbated by the pandemic caused by COVID-19. Organizations have had to rethink the means and ways to meet the needs of their users. Library users' demands and experiences have transformed drastically, they are now mostly online and therefore would want to be attended using online platforms. Technologies are practically driving everything.

To that effect, the National Library of Nigeria (NLN) is moving her programs and services to the digital space as a matter of necessity. The new reality is online driven programming for libraries. ICTs have become sine qua non to organizational efficiency (Venkatesh, Bala and Sambamurthy, 2016). The NLN is accelerating investments in digital infrastructure, automation, improving technology capabilities and digitization. The vision of the NLN is to collect, preserve and provide access to knowledge leveraging on ICT. The NLN by the law establishing it requires it to maintain presence in all the states of the federation but currently has 33 branches including the Federal Capital Territory, Abuja. These branches are domiciled in the state capitals. In all those branches, the bibliographic records used were card catalogues. The users who are mostly researchers and students are most of the times situated far from the city centers. Implementing KOHA ILS by the library therefore, was aimed at not only making NLN bibliographic records accessible to the users from anywhere anytime via the online public access catalogue (OPAC), but also to enhance its acquisition function. It is expected that users can offsite ascertain and verify the availability of desired information resources before coming to the city centers.

The trajectory of NLN's journey towards automation of its bibliographic records started more than a decade ago with no success. A couple of commercial integrated library software have been tried and dropped for various reasons. At the last count, the NLN has eventually settled for KOHA ILS open source software. Koha is a web-based integrated library system capable of managing a wide range of administrative processes typically found in modern libraries (Keep Solutions, 2022). The attraction for Koha is for its user friendliness, robust user communities

amongst others. The software contains all core modules. The modules covered are online public access catalogue (OPAC), acquisition, cataloguing, circulation, serials management and reports. The modules currently deployed in the National Library of Nigeria are the OPAC, cataloguing, acquisition and report. Koha as an integrated library management system ensures that these modules are integrated into a single database. KOHA is updated twice in a year. It is believed that efficiency and effectiveness of this new software will to a large extent depend on the computer self-efficacy of staff of the library.

Self-efficacy refers to an individual's belief in his or her capacity to execute behaviours necessary to produce specific performance attainments. Self-efficacy reflects confidence in the ability to exert control over one's own motivation, behavior and social environment. Self-efficacy, as cognitive self-evaluations influence all manner of human experience, including the goals for which people strive, the amount of energy expended towards goal achievement, and likelihood of attaining particular levels of behavioral performance (American Psychological Association, 2022). Computer self-efficacy is an individual's judgment of capabilities to perform computer-related activities rather than personal capabilities such as one's personal characteristics or psychological traits. Implementation context refers to the professional environment of the users. Facilitating condition and social influence play roles in the implementation context. On facilitating condition, Venkatesh, Morris, Davis and Davis, (2003), define facilitating conditions as the degree to which an individual believes that an organizational technical infrastructure exist to support use of the system.

Social influence is defined as the degree to which an individual perceives that important others believe he or she should use the new system (Venkatesh, Morris, Davis and Davis, 2003). According to them the social influence has impact on individual behavior through three mechanisms, compliance, internalization and identification. Internalization and identification relate to altering an individual's belief structure and or causing an individual to respond to potential social status gains, the compliance mechanism causes an individual to simply alter his or her intention to respond to the social pressure i.e. the individual intends to comply with the social influence. Social influence involves three constructs, the subjective norms which refers to individual's perception of the expectations of the significant others, social factors and image. User acceptance and usage are the primary measures of successful use of technologies.

### **Statement of the Problem**

There is no gainsaying that the importance of integrated library software (ILS) in the automation, effective provision, and organization of information resources and services has made it compelling for libraries to acquire. Today, libraries make haste within the limit of available resources to acquire and use integrated library software that can facilitate their operations and services; such that will provide user-friendly interface, fast access to database and the one that may have more storage capacity. In fact, the use of ILS in libraries is gaining more acceptability by the day. ILS has brought libraries into the 21<sup>st</sup> century, enabling their digital transformation, and making them more accessible (Mastersoft ERP, 2021). Literature has shown that there is countless and multifarious number of ILS available in the market; the good and the bad; the very-functional and the not-very-functional. Some of the integrated library software used in some libraries in Nigeria include: Green Stone automation software, KOHA ILS, Alice for windows, EBSCO software, Graphic Library Automation System (GLAS), Microsoft Access software, WebLis, Docuware, Evergreen software, CD-ISIS, Dspace, TINLIB, VTLS, Alexandria, Koha etc., (Kari & Baro, 2014).

The importance of integrated library software in the 21<sup>st</sup> century libraries and the steady increase in their deployment and use cannot be over-emphasized. Experiences have shown that the effectiveness and efficiency of these ILS and other digital technologies may be difficult to harness without a level of digital competency and computer self-efficacy of the users. Studies have also shown that there are factors within and around an individual which affects the use of ICT and these factors are stronger in institutions in developing countries. In some cases, the integrated library

software is deployed, and not used effectively either because of implementation strategies, or other factors relating to computer self-efficacy of staff. However, there is no empirical evidence known to the researchers on the implementation strategies deployed for the use of Koha ILS of the library under study. Moreover, preliminary observations seem to cast doubt on the computer self-efficacy of staff of the NLN on the use of the new software. It is against this background that the study sets out to explore the computer self-efficacy and implementation strategies of the use of KOHA ILS in the National Library of Nigeria.

### **Objectives of the Study**

The main objective of this study is to explore the computer self-efficacy and implementation context influencing the use of KOHA ILS in the National Library of Nigeria. The specific objectives are to:

1. determine the facilitating conditions for the use of KOHA ILS in the National Library of Nigeria.
2. find out social influence affecting the use of KOHA ILS in the library under study.
3. investigate the computer self-efficacy of staff on the use of KOHA ILS in the National Library of Nigeria.
4. examine the behavioural intentions of staff towards the use of KOHA ILS in the National Library of Nigeria.
5. ascertain the usefulness of KOHA ILS in performing different library functions in the NLN.
6. find out the challenges faced by staff in the use of KOHA ILS in the National Library of Nigeria.

### **Research Questions**

The study was designed to answer the following research questions:

1. What are the facilitating conditions for the use of KOHA ILS in the National Library of Nigeria?
2. What are the social influence affecting the use of KOHA ILS in the library under study?
3. What is the level of computer self-efficacy of staff on the use of KOHA ILS in the National Library of Nigeria?
4. What are the behavioral intentions towards the use of use of KOHA ILS in the National Library of Nigeria?
5. How would you rate the usefulness of KOHA ILS in performing different library functions in the National Library of Nigeria?
6. What are the challenges faced by staff in the use of KOHA ILS in the National Library of Nigeria?

### **Hypothesis**

The study was designed to test the following formulated hypotheses:

Ho1: There is no significant relationship between facilitating conditions and the use of KOHA ILS in the National Library of Nigeria.

Ho2: Social influence does not significantly affect the use of KOHA ILS in the National Library of Nigeria.

Ho3: There is no significant relationship between computer self-efficacy of staff and use of KOHA ILS in the National Library of Nigeria

Ho4: Behavioral intentions of staff have no significant influence on the use of KOHA ILS in the National Library of Nigeria.

## **Literature Review**

### **Computer Self-efficacy**

Bandura in 1977 hypothesized that self-efficacy beliefs influence level of effort, persistence and choice of activities. Skaalvik and Skaalvik (2014) cited in (DiGregorio and Liston 2018) argue that teachers' lower levels of computer self-efficacy may stay away from using them more than individuals with higher levels of computer self-efficacy. Those with higher levels of computer self-efficacy experience less anxiety around the use of technology. Self-efficacy levels determine that an individual who successfully learnt how to use a technology will be motivated to keep with it continuously (Helsper, 2008).

### **Implementation Context**

The study conducted by (Wut, Lee and Xu, 2022) found information quality, social influence and facilitating conditions affect students to student interaction within the online environment. Another study found that social influence has positive impact on digital immigrants' decision to adopt tablets in different ways before and after training. Subjective norms (before training) and injunctive norms and subculture (following training) significantly influence intention to use tablets (before training) and effort expectancy (before and after training) significantly predicted actual tablet use (Joa and Magsamen-Conrad, 2021). Social influence directly and significantly influenced user behavior and adoption of HEIMS by nurses while facilitating conditions has insignificant direct influence on the user behavior to use the system; play a major role in the adoption of communication technologies. They stated that said that through the word of mouth, reference groups like friends and IT experts on influence an individuals' decision to use ICT (Zhou et al., 2017; Pietro et al. cited in (Nyeliga, Kituyi, Moya and Aballo, 2017). Social influence includes a variety of social processes and mechanism that lead users to formulate

perceptions of different aspect of a system (Venkatesh and Bale, 2008 cited in Baleghi-Zadeh and Ayub, 2019).

A study in Fiji found social influence to have significantly positive association with the intention to use mobile value added services by women owned micro enterprises (Sathye et al., 2016) while Attuquayefio and Addo (2014) found social influence and facilitating conditions insignificant to behavioural intention to use ICT for learning by students of MUCG while facilitating conditions and behavioural intention directly influenced MUCG students use behavior by ICT provided for learning and research.

### **Use of KOHA in the Library**

KOHA has been found to be very useful in acquisition, cataloguing, circulation and serials operations (Jamogha, Owoeye and Godwin, 2022). Nine factors (productivity, ease of use, free and open source nature of KOHA, peer pressure, availability of resources, domain knowledge, awareness, anxiety and computer literacy) were identified to influence the acceptance of KOHA in selected academic libraries in Uganda (Alikoba, Kiwelu and Lwanya, 2019). A study by Kalu and Ozioma (2022) revealed that KOHA ILS was the most commonly adopted software in academic libraries in South east Nigeria, and the software has more operational benefits compared to the other integrated library systems in use in the studied area.

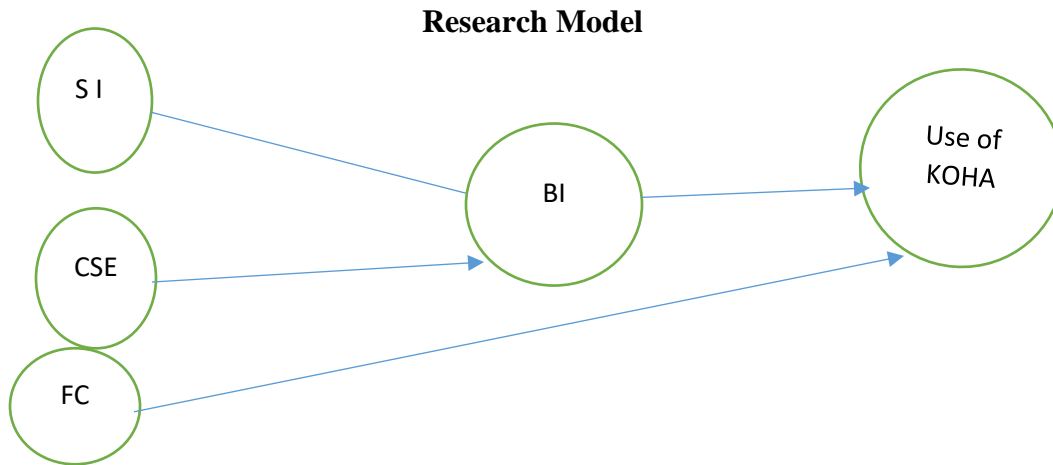
### **Theoretical Framework**

#### **Unified Theory of Acceptance and Use of Technology**

The study is based on the Unified Theory of Acceptance and Use of Technology (UTAUT) by Venkatesh, Morris, Davis and Davis (2003). This significant model theorized that four constructs: performance expectancy, effort expectancy, social influence(SI) and facilitating conditions(FC) will play a significant role as determinants of user acceptance and usage behavior, while attitude toward using technology, self-efficacy and anxiety are theorized not to be direct determinants of intention. These constructs influence the behavioural intention(BI) while behavioural intention and facilitating conditions influence usage behavior of the technology. This study adopts the two direct constructs of acceptance and use of information technology by Venkatesh's Venkatesh's UTAUT and a construct from Schaper and Pervan (2007) research model because they are relevant to the study. For instance, in performance expectancy, management will always have high expectation on staff on the effective use of KOHA; in effort expectancy, staff are expected to put much effort in learning how to use KOHA ILS in the same way for social influence, staff are directly or indirectly influenced or challenged by their social environment. In



all these, necessary facilitating conditions must be present for KOHA to work effectively and efficiently.



**Methodology**

The main purpose of the study was to explore the computer self-efficacy and implementation context on the use of KOHA ILS in the National Library of Nigeria. The study adopted the experimental descriptive survey design. Six specific objectives and research questions were stated. The population of the study comprised 170 librarians from the 33 branches of the National Library of Nigeria Abuja headquarters. Random sampling technique was used to choose a sample size of 150 respondents. The major instrument used for data collection was questionnaire. The questionnaire was administered on all the respondents. Out of the 150 copies of the questionnaire administered to the respondents, 120 copies representing 80% returned rate were completed and returned, and were used for the analysis. 30 copies of the questionnaire (20%) were either not returned or wrongly filled. Data collected with the instruments were presented in tables, and analyzed using frequency counts, and mean value based on the research questions. The hypotheses were tested at 0.05 level of significance, using the Pearson r correlation statistic.

**Data Results and Discussion of Findings**

The results and findings from the study are presented as follows:

**Research Question 1:** What are the facilitating conditions for the use of KOHA ILS in the National Library of Nigeria?

**Table 1: Mean Value Analysis of Facilitating Conditions and the Use of KOHA ILS in the National Library of Nigeria (n = 120)**

S/n	Question Items	SA	A	D	SD	Mean	Decision
1	The resources for facilitating use (computer, laptop, internet, modem) are available to me	37	35	27	21	2.12	Negative
2	I have the requisite knowledge for the use of KOHA ILS in the library	39	38	24	19	2.81	Positive

3	Guidance for effective use of KOHA ILS is available to me	39	42	12	27	2.80	Positive
4	Technical support to ensure seamless use of KOHA ILS is available to me	36	48	24	12	2.90	Positive
5	Training opportunities/programmes to improve my skills in the use of KOHA ILS is available	37	47	24	12	2.93	Positive
<b>Significant mean = 2.71</b>						<b>13.56</b>	

Table 1 shows the responses on facilitating conditions for the use of KOHA ILS in the National Library of Nigeria. Out of the five sub-variables or constructs of facilitating conditions, only one sub-variable was found to be negative: the resources for facilitating use (computer, laptop, internet, and modem) are available to me ( $\bar{x} = 2.12$ ). All the other variables were found positive. They are: requisite knowledge for the use of KOHA ILS in the library ( $\bar{x} = 2.81$ ), availability of guidance for effective use of KOHA ILS ( $\bar{x} = 2.80$ ), availability of technical support to ensure seamless use of the software ( $\bar{x} = 2.90$ ), and availability of training opportunities to improve skill of staff in the use of KOHA ILS ( $\bar{x} = 2.93$ ). This is because their mean values were all above the significant mean of 2.71. The implication is that despite the deployment of KOHA ILS in the National Library of Nigeria, necessary resources needed to facilitate effective use of KOHA such as computers, laptops, internet connectivity, etc., were still either inadequate or lacking especially in the branches. The finding affirms the findings of Kalu and Ogbuagu (2022), which identified poor computer and ICT facilities in the libraries as some of the challenges of integrated library software (ILS) in academic libraries in Nigeria.

**Hypothesis 1:** There is no significant relationship between facilitating conditions and use of KOHA ILS in the National Library of Nigeria.

**Table 2: Correlation Analysis of Facilitating Conditions and Use of KOHA ILS in the National Library of Nigeria.**

		Facilitating conditions	Use of Koha
Facilitating conditions	Pearson Correlation	1	.170
	Sig. (2-tailed)		.064
	N	120	120
Use of Koha	Pearson Correlation	.170	1
	Sig. (2-tailed)	.064	
	N	120	120

df - degree of freedom = number of respondents minus two ( $n-2 = 120 - 2 = 118$ )

P-value = 0.064

Decision = Reject the null hypothesis if P-value < 0.05.

Data from Table 2 shows a p-value of 0.064, which is greater than the alpha value of 0.05. Therefore, Correlation r between facilitating conditions and use of Koha ILS in the National Library of Nigeria was found to have negative correlation and was not statistically significant ( $r = .064, P > 0.05$ ). Since p-value, 0.064 is greater than 0.05, we accept the null hypothesis, and decide that facilitating conditions has no significant relationship with the use of Koha ILS in the National Library of Nigeria.

**Research Question 2:** What are the social influence affecting the use of KOHA ILS in the library under study?

**Table 3: Mean Value Analysis of Social Influence Affecting Staff on the Use of KOHA ILS in the National Library of Nigeria (n = 120)**

S/n	Question Items	SA	A	D	SD	Mean	Decision
1	Collaborations from colleagues influence my use of KOHA ILS in the library	58	56	3	3	3.41	Positive
2	My supervisors have influenced my use of KOHA ILS in the library	45	53	18	4	3.16	Positive
3	I am challenged by friends to use KOHA ILS	44	56	13	7	3.14	Positive
4	I am challenged by the social environment to use KOHA ILS	48	50	15	7	3.20	Positive
5	The library system has supported my exposure to the use of KOHA ILS	43	69	6	2	3.30	Positive
<b>Criterion mean = 2.50</b>						<b>16.21</b>	

Table 3 indicates the social influence affecting staff on the on the use of KOHA in the NLN. From the responses, all the five item questions on social influence affecting staff on the use of Koha yielded positive results. This is because their individual cluster means were all above the Criterion mean of 2.50. They are: collaborations from colleagues influence my use of KOHA ( $\bar{x} = 3.41$ ), my supervisors have influenced my use of KOHA ( $\bar{x} = 3.16$ ), I am challenged by friends to use KOHA ( $\bar{x} = 3.14$ ), I am challenged by the social environment to use KOHA. ( $\bar{x} = 3.20$ ), and the library system has supported my exposure to the use of KOHA ( $\bar{x} = 3.30$ ).

**Hypothesis 2:** Social influence does not significantly affect the use of KOHA ILS in the National Library of Nigeria.

**Table 4: Correlation Analysis of Social Influence Affecting Staff and Use of KOHA ILS in the National Library of Nigeria.**

		Social influence affecting staff	Use of Koha
Social influence affecting staff	Pearson Correlation	1	.257
			.003
			120
	Sig. (2 tailed)		1
	N	120	120
Koha Use	Pearson Correlation	.257	
	Sig. (2-tailed)	.003	
	N	120	

df - degree of freedom = number of respondents minus two (n-2 = 120-2 = 118)

P-value = 0.03

Decision = Reject the null hypothesis if P-value < 0.05.

Data from Table 4 shows a p-value of 0.03, which is less than the alpha value of 0.05. Therefore, Correlation r between social influence affecting staff and use of KOHA ILS in the National Library of Nigeria was found to have low positive correlation and statistically significant (r = 0.03, P < 0.05). Since p-value, 0.03 is less than 0.05, we reject the null hypothesis, and decide that social influence affecting staff significantly affect the use of KOHA ILS in the NLN. KOHA ILS is predominantly used by libraries in Nigeria. The NLN staff visited some libraries and also listened the testimony of professional colleagues using this library management system to verify its efficacy.

**Research Question 3:** What is the level of computer self-efficacy of staff on the use of KOHA ILS in the National Library of Nigeria?

**Table 5: Mean Value Analysis of Level of Computer Self-efficacy of Staff on the Use of KOHA ILS in the National Library of Nigeria (n = 120).**

S/n	Question Items	SA	A	D	SD	Mean	Decision
1	I feel confident I can use KOHA ILS efficiently	44	54	13	9	3.11	Positive
2	I am confident of learning the use of KOHA ILS independently	41	59	11	9	3.10	Positive
3	I am confident that I can use KOHA ILS to perform different library functions (cataloguing, acquisitions, etc.)	59	43	14	4	3.31	Positive
4	I feel confident I can perform trouble-shooting operations when using KOHA ILS	42	59	12	7	2.63	Negative
5	I feel confident I can teach other people how to use KOHA ILS	52	55	9	4	3.30	Positive
<b>Significant mean = 3.09</b>						<b>15.45</b>	

Data from Table 5 indicates that staffers of the NLN have high level of computer-self efficacy. This is because at a significant mean value of 3.09, responses from four question items on computer self-efficacy were found to be positive, as the scores were above the significant mean. They are: I feel confident I can use KOHA ILS efficiently ( $\bar{x} = 3.11$ ), I am confident of learning the use of KOHA ILS independently ( $\bar{x} = 3.10$ ), I am confident that I can use KOHA ILS to perform different library functions (cataloguing, acquisitions, etc.) ( $\bar{x} = 3.31$ ), and I feel confident I can teach other people how to use KOHA ILS ( $\bar{x} = 3.30$ ). However, one of the question items - I feel confident I can perform trouble shooting operations when using Koha yielded a negative response, as its cluster mean score of 2.63 was below the significant mean value of 3.09.

**Hypothesis 3:** There is no significant relationship between computer self-efficacy of staff and use of KOHA in the National Library of Nigeria.

**Table 6: Correlation r Analysis of Level of Computer Self-efficacy of Staff and Use of KOHA ILS in the National Library of Nigeria**

		Computer self-efficacy	Use of Koha
Computer self-efficacy	Pearson Correlation	1	.086
	Sig. (2 tailed)		.348
	N	120	120
Koha Use	Pearson Correlation	.086	1
	Sig. (2-tailed)	.348	
	N	120	120

df - degree of freedom = number of respondents minus two ( $n-2 = 120-2 = 118$ )

P-value = 0.086

Decision = Reject the null hypothesis if P-value < 0.05.

Data from Table 6 shows a p-value of 0.086, which is greater than the alpha value of 0.05. Therefore, Correlation r between computer self-efficacy and use of KOHA ILS in the National Library of Nigeria was found to have negative correlation and was statistically not significant ( $r = 0.086$ ,  $P > 0.05$ ). Since p-value, 0.086 is greater than 0.05, we accept the null hypothesis, and decide that computer self-efficacy has no significant influence on the use of KOHA ILS in the NLN. The librarians in the NLN are ICT literate and could use the library management software with training.

**Research Question 4:** What are the behavioral intentions of staff towards the use of use of KOHA ILS in the National Library of Nigeria?

**Table 7: Mean Value Analysis of Behavioral Intentions of Staff on the Use of KOHA ILS in the National Library of Nigeria (n = 120)**

S/n	Question Items	VHE	HE	LE	VLE	Mean	Decision
1	I intend to use KOHA as soon as it is deployed	14	38	40	28	2.32	Negative
2	I will use KOHA as soon as I am able	110	6	2	2	3.87	Positive
3	I intend to use KOHA in six months' time	28	35	33	24	2.60	Negative
4	I predict KOHA will make my work easier	105	10	3	2	3.82	Positive
5	I do not intend to use KOHA at all	15	40	35	30	2.33	Negative
<b>Significant mean = 2.99</b>						<b>14.94</b>	

Table 7 shows the behavioral intentions of staff on the use of KOHA ILS in the National Library of Nigeria. Out of the five item questions, two yielded positive results, as their cluster means were above the Significant mean score of 2.99. They are: I will use KOHA as soon as I am able ( $\bar{x} = 3.87$ ), and I predict KOHA will make my work easier ( $\bar{x} = 3.82$ ). On the other hand, the other question items: I intend to use KOHA as soon as it is deployed ( $\bar{x} = 2.32$ ), I intend to use KOHA in six months' time ( $\bar{x} = 2.60$ ), and I do not intend to use KOHA at all ( $\bar{x} = 2.33$ ), all yielded a negative response. This is because their individual cluster means are all below the cluster mean of 2.99.

**Hypothesis 4:** Behavioral intentions of staff do not significantly affect the use of KOHA ILS in the National Library of Nigeria.

**Table 8: Correlation r Analysis of Behavioral Intentions and Use of KOHA ILS in the National Library of Nigeria.**

		Behavioral Intention	Use of KOHA
Behavioral intention	Pearson Correlation	1	.259
	Sig. (2-tailed)		.004
	N	120	120
Use of Koha	Pearson Correlation	.259	1
	Sig. (2-tailed)	0.04	
	N	120	120

df - degree of freedom = number of respondents minus two ( $n-2 = 120-2 = 118$ )

P-value = 0.04

Decision = Reject the null hypothesis if P-value < 0.05.

Data from Table 8 shows a p-value of 0.04, which is less than the alpha value of 0.05. Therefore, Correlation r between behavioral intentions and use of KOHA ILS in the National Library of Nigeria was found to have low positive correlation and statistically significant ( $r = 0.04, P < 0.05$ ).

Since p-value, 0.04 is less than 0.05, we reject the null hypothesis, and decide that behavioral intentions of staff significantly affect the use of KOHA ILS in the NLN. There is need for sensitization, psychological preparation and retraining of staff especially those in the branches.

**Research Question 5:** How would you rate the usefulness of KOHA in performing different library functions in the National Library of Nigeria?

**Table 9: Mean Value Analysis of the Usefulness of KOHA ILS in Performing the Following Library Functions in the NLN (n = 120)**

S/n	Question Items	VHE	HE	LE	VLE	Mean	Decision
1	Acquisition operations	21	36	33	30	2.40	Negative
2	Cataloguing and Classification	107	10	2	1	3.85	Positive
3	Circulation services	8	20	56	36	2.00	Negative
4	Online Public Access (OPAC) services	103	15	1	1	3.83	Positive
5	Reporting and Statistics	60	25	20	15	2.00	Negative
<b>Significant mean = 2.82</b>						<b>14.08</b>	

Table 9 presents data from respondents on the usefulness of KOHA ILS in performing various library functions in the National Library of Nigeria. Out of the five item statements provided on the usefulness of KOHA: acquisition operations, cataloguing and classification, circulation services, Online Public Access (OPAC) services, and reporting and statistics, two, cataloging and classification and OPAC services yielded positive results as their cluster means score of 3.85 and 3.83 respectively were above the significant mean of 2.82. The other library functions: acquisition operations ( $\bar{x} = 2.40$ ), circulation services ( $\bar{x} = 2.00$ ), and reporting and statistics ( $\bar{x} = 2.00$ ) yielded negative results, as their cluster means were below the significant mean of 2.82. The result shows that the KOHA ILS is under-utilized in the NLN and therefore, calls for concern. This is because KOHA is designed with modules for such library functions as cataloguing, authority management, serials management, circulation, acquisition, reporting, etc.

**Research Question 6:** What are the challenges faced by staff in the use of KOHA ILS in the National Library of Nigeria?

**Table 10: Mean Value Analysis of Challenges Faced by Staff on the Use of KOHA ILS in the National Library of Nigeria (n = 120).**

S/n	Question Items	SA	A	D	SD	Mean	Decision
1	Inadequate management support	10	15	92	3	2.30	Negative
2	Poor computer and ICT facilities in the library	98	10	7	5	3.70	Positive
3	Poor internet connectivity and networking	100	15	3	2	3.80	Positive
4	Poor power supply	105	5	5	5	3.75	Positive
5	Problem of data input	100	10	6	4	3.72	Positive



6	Inadequate staff training	90	15	10	5	3.60	Positive
7	Inadequate maintenance support	15	5	95	5	2.25	Negative
8	Poor attitude of staff	93	10	13	4	3.60	Positive
<b>Significant mean = 3.34</b>						<b>26.72</b>	

Table 10 shows the responses on challenges faced by staff on the use of KOHA ILS in the National Library of Nigeria. From the responses, staff of the NLN agreed that they are faced with the following challenges on the use of KOHA: poor computer and ICT facilities in the library ( $\bar{x} = 3.70$ ), poor internet connectivity and networking ( $\bar{x} = 3.80$ ), poor power supply ( $\bar{x} = 3.75$ ), problem of data input ( $\bar{x} = 3.72$ ), inadequate staff training poor power supply ( $\bar{x} = 3.35$ ), problems of data input ( $\bar{x} = 3.28$ ), inadequate staff training ( $\bar{x} = 3.60$ ), and poor attitude of staff ( $\bar{x} = 3.60$ ). This is because their mean values were all above the Significant mean of 3.34. However, the following item questions: inadequate management support ( $\bar{x} = 2.30$ ), and inadequate maintenance support ( $\bar{x} = 2.25$ ) were not accepted as challenges, as they yielded cluster means below the Significant mean value. The implication is that the staffs of the National Library of Nigeria are still grappling with various challenges on the use of KOHA ILS. The finding affirms the findings of Diyaolu (2019), which identified network problems, data input, maintenance charges, network connectivity, power fluctuations, and inadequacy of staff with ICT skills as some of the challenges of ILS in academic libraries.

## Conclusions and Recommendations

The study explored computer self-efficacy and implementation context influencing the use of KOHA ILS in the National Library of Nigeria. The importance of integrated library software in the 21<sup>st</sup> century libraries and the steady increase in their deployment and use cannot be over-emphasized. The effectiveness and efficiency of these ILS and other digital technologies to a large extent depend on the digital competences and computer self-efficacy of the users. The study revealed that the usefulness of KOHA ILS in the National Library of Nigeria is felt more in the areas of cataloguing & classification and OPAC services; various implementation strategies have contextually been put in place by the library; staff of the NLN have considerable level of computer self-efficacy for the use of KOHA ILS. However, some ICT facilities needed to facilitate the smooth functioning of the software like computers, laptops, internet connectivity, modems, etc., were either inadequate or non-existent, especially in some branches; and staff were not confident of performing trouble-shooting operations when using KOHA ILS. The study also found out some challenges faced by staff in using KOHA ILS. However, test of hypotheses revealed that there was

negative correlation between facilitating conditions, computer self-efficacy and use of KOHA ILS, while significant relationship was established between behavioral intentions of staff and social influence affecting staff and the use of KOHA ILS in the National Library of Nigeria, since its deployment.

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

1. The NLN should explore exploiting other modules of Koha for other library functions outside cataloguing, classification and OPAC services.
2. The National Library of Nigeria should do more to provide necessary ICT facilities for seamless use of Koha in their services not just at the headquarters but also in the branches.
3. Special training on the use of KOHA and other digital technologies should be organized for staff from time to time.
4. Modalities for alternate internet connectivity and regular power supply should be explored by the library.

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