ASSESSMENT OF INFORMATION MANAGEMENT BY SMALL SCALE ENTREPRENEURS IN NIGER STATE

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DECLARATION

I hereby declare that this thesis entitled "Assessment of Information Management by Small Scale Entrepreneurs in Niger State", had been written by me under the supervision of Professor Tijjani Abubakar and Dr. K. A. Sanusi. All literature consulted and cited were properly acknowledged.

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Date 30/6/2011

CERTIFICATION

This is to certify that this thesis entitled "Assessment of Information Management by Small Scale Entrepreneurs in Niger State" had met the requirement for the award of Master Degree of Library Science (MLS) of Ahmadu Bello University, Zaria, Nigeria.

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DEDICATION

This work is dedicated to my beloved daddy Alhaji Arzika, may Allah bless you, Ameen.

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ABSTRACT

The study was conducted to identify the information sources available to small scale entrepreneurs (SSEs), their search strategy, how they organize their resources, storage and preservation of information among others. A survey research method was used for the study. 900 small scale entrepreneurs were sampled as subject of the study. Questionnaire, observation and oral interview were used as instrument for data collection. Frequency count, simple percentages were used for data analysis. The study discovered that Single ownership is the most popular form of business ownership by the SSEs; Provision store, poultry, tailoring and fast food are the predominant business activities; Trade partners, suppliers, newspapers, magazines and personal friends are their major sources of information; Marketing, information on raw materials, and financial information are the major types of business information by the SSEs. The study concluded that Small scale entrepreneurs in Niger State obtain most of their information from the sales agents, radio and television. Most of them make intensive use of records of sales invoices which give many businesses a satisfactory appraisal and help them to keep their business running. The research recommends Training of Staff and sales men/girls in information collection, dissemination, handlings of enquiries and use of the internet as one of the business information resources.

CHAPTER ONE

INTRODUCTION

1.1 Background to the Study

The concept of information in an organizational sense is more complex and difficult than the frequent use of this common word would suggest. Today information has come to be recognized and accepted as vital tool to any national resources. INFOSEC (1999) and Wali (1992) describe Information as a data that have been interpreted and understood by the recipient of the message. It has become an inevitable tool for planning, policy formation and implementation, coordination, controlling and decision-making in all spheres of National Development.

From the views of the above scholars, it can be deduced that information denotes facts or knowledge put together to promote human resourcefulness and attainment of the set goals and objectives of every organization. Therefore, adequate and proper utilization of information is required by every member of the organization from the ordinary member of the organization up to the top management centre.

The importance of information to national development cannot be over emphasized; relevant information must be collected, selected, organized and disseminated for the purpose of achieving particular goals

or objectives. The acquisition, processing and dissemination of proper information require an investment in information infrastructures, facilities and human capacity in order to undertake or provide 'relevant information needed to management for decision making. This scenario calls for the institutionalization of Management Information Systems that collect, process and disseminate information to management for effective decision making.

The growth of information has been described as experimental. Lancaster (1978), Wali (1992), Lynch, (1974). Their view is supported from the existing scenarios of information generating activities for examples. Nigeria has numerous organizations both public such as educational institution at the tertiary levels, a number of research institutions, non-governmental organization (NGO), the industrial sectors, commerce and government parastatal. All these I institutions produce, store, retrieve and disseminate information enhance and execute their numerous responsibilities.

The term small scale business is referred to a business that is privately owned and operated, with a small number of employees and relatively low volume of sales. Small businesses are normally privately owned or sole proprietorships. The legal definition of "small" varies by

country and by industry. In the United States the Small Business Administration establishes small business size standards on an industry-by-industry basis, but generally specifies a small business as having fewer than 100 employees. In the European Union, a small business generally has fewer than 50 employees. However, in Australia, a small business is defined by the Fair Work Act 2009 as one with fewer than 15 employees. By comparison, a medium sized business or mid-sized business has under 500 employees in the US, 250 in the European Union and fewer than 200 in Australia.

In addition to number of employees, other methods used to classify small companies include annual sales (turnover), value of assets and net profit (balance sheet). These criteria are followed by the European Union, for instance (headcount, turnover and balance sheet totals). Small businesses are usually not dominant in their field of operation.

Small businesses are common in many countries, depending on the economic system in operation. Typical examples include: convenience stores, other small shops (such as a bakery, hairdressers, tradesmen, lawyers, accountants, restaurants, guest houses, photographers, small-scale manufacturing).

The smallest businesses, often located in private homes, are called micro-businesses (term used by international organizations such as the World Bank and the International Finance Corporation). The term "mom and pop business is a common colloquial expression for a single-family operated business with few (or no) employees other than the owners. When judged by the number of employees, the American and the European definitions of a micro-business are the same, under 10 employees. There is a notable trend to further segment different-sized micro-businesses; for instance, the term Very Small Business is now being used to refer to businesses that are the smallest of the smallest, such as those operated completely by one person or by 1-3 employees.

However, Akindeinde(2007) gives the definition of micro small and medium Enterprises in the Nigerian context thus:

Micros small and medium enterprises in Nigeria is an enterprises with a maximum of 300 employees and an asset base of up to N200 million, excluding land and working capital. Typical numbers employed in Nigerian Micro, Small and Medium Enterprises (MSME) micro 5 employee as less, small 5-20 employee and medium 21 to 50 employees. Estimate 8.4 million MSMES in Nigeria of which 80%(6.7 million) are micro, 15%(1.3 million) are small and 5%(420,0000) are medium.

Gwandu (2007) gives Central Bank of Nigeria (CBN) and World Bank definitions of SMES thus: the CBN-SME as business with asset base of N1 million to N150 million excluding real estate and employing between 50-100 people. World Bank 1976- firms with fixed assets exchange land less than $250,000 in value.

Conclusively, Government in both developed and developing countries are giving special attention to the promotion of small and medium enterprises (SMEs) as they are considered the providers of bulk of employment as well as their substantial contribution to exports and innovative activity. Consequently, governments are investing considerable efforts and resources in supporting SME growth and development.

Information Management

Information management is a function basic to every business. Glencoe Professional Communication Series (2003) stated that it is the receiving, storing and organizing of all relevant business information and communication. One of the greatest challenges facing entrepreneurs is how to most effectively and economically control and utilize an ever - expanding information base. As a result of the technological and social changes in government and business, the need for creation and

dissemination of records in various forms and formats becomes very important so that the right information will be gotten on time and in the right form and format. According to Abdulahi (2001), the management of information is very important to big, medium or small scale enterprise. Every organization generates information in the course of conducting its day-to-day activities. The management of information resources is essential considering the fact that the whole function of an organization is information dependent. Information provides organization with knowledge to support their decision-making responsibility in each functional area. Information management involves:

i. Receiving incoming information: This is usually in the form of letters, forms, telephone, computer data etc.

ii. Processing information: This includes sorting and distribution of information internally for action to be taken,

iii. Recording information: which comprises the classification and filing of correspondences and, the recording of data for future reference

iv. Controlling information: that is, making information" available in the form and style required by those who take action on it and those who will use it.

v. Transmitting information: This is usually in form of letters, telephone, telex, fax, and computer data.

Information management includes the organization of wide information, policy planning, development and maintenance of integrated systems and services, the optimization of information flows and harnessing of leading edge technologies to the functional requirements of end-users, whatever their status or role in the organization. However the aim of information' management is to promote organizational effectiveness by enhancing the capabilities of the organization to cope with the demands of its internal and external environments in both dynamic and stable conditions. It also includes the maintenance, use and protection of such records. Within its framework are forms, reports, correspondences, drawings, maps and the like, whether they are in magnetic, or hardcopy formats.

1.2 Statement of Problem

Information Management is vital and very important in any organization due to its features to decision making and quick result in an organization.

Lenoh (2004) observed that the task and functions of management vary greatly in detail according to the type and size of organization and the way responsibilities are arranged. However, there are many common elements and managerial task can conveniently be grouped into five areas Planning, Decision Making, Organization and Coordinating, leadership and motivation and control.

Also Lucey, (2005) asserts that information management enable the management to make timely and effective decision for planning, directing and controlling the activities for which they are responsible for.

The major constraints to the growth and development of SMEs in developing countries like Nigeria include: limited access to finance, limited access to business training, technological limitations, and limited access to markets, poor transport infrastructure and limited business management skills. Access to information is also a major factor in the development of SMEs. However, access to information is not often given the same attention as other constraints facing SSEs. The few studies on information provision to SSEs in developing countries reveal that there are gaps in the demand for, and supply of business information. SSEs are limited in their capacity to access business information either through lack of knowledge

or technology, low levels of education or because of the nature of business that they operate.

As a result, this study is undertaken to examine the information management among the small scale enterprises (SSEs) in Niger state.

1.3 Research Question

The research answered the following research questions.

1. What are the sources of information for small scale enterprises (SSEs) in Niger state?
2. How do the SSEs in Niger State organized their information?
3. What are the retrieval methods of information by SSE in Niger State?
4. How does the SSE in Niger State store their information?
5. To what extent do the SSE in Niger State use information?
6. How does the SSE in Niger State preserve their information?

1.4 Objective of the Study

The study was carried out to accomplish the following objectives:

1. To identify the sources of information for SSE in Niger State
2. To determine how SSE in Niger State organize their information

3. To determine the retrieval method of information by SSE
4. To identify the storage media of information used by SSE in Niger State
5. To determine the extent of use of information by SSE in Niger State
6. Identify the preservation techniques of information used by SSE in Niger State.

1.5 Significance of the Study

The study is very significant because it is an attempt at having a closer look at information management of small scale business in Niger State so that it will be on record if they have the knowledge of information management. The study is significant so that we can know what types of information management adopted by the operators of those small scale businesses in Niger State. The study is significant in the area of the level of satisfaction of the type of information management adopted by those operators of small scale business in Niger State. The study is significant so as to be able to know what experience they have in terms of profit and loss while using the adopted information management.

1.6 Scope and Limitation

The study covers the information management in small and medium scale business within Niger State like Furniture Factory, Internet Cafe, Leather Shoe Factory, Pure Water Factory, Clay Pot, Yoghurt Factory, Printing Company, Welding Works, Mechanic Works, Grain Processing, Local Weaving, Dying of Cloths and the like, which constitute two third of the small scale industry. The was limited to small scale businesses because of financial, time and logistics constraints.

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CHAPTER TWO

2.1 Introduction

This chapter reviews literature that relates to the research topic under the following sub-headings:

2.2 Information

2.3 Small Scale Enterprises (SSEs)

2.4 Profiles of Small Scale Entrepreneurs

2.5 Business Entrepreneurship in Nigeria

2.6 Information Management

2.7 Information Needs of Small Scale Entrepreneurs

2.8 Business Information

2.2 Information

Information is an assemblage of data in a comprehensive form capable of communication. It means that information must be made up of facts put together in a particular form that can be communicated or distributed. Farradane (1993) sees information as any physical form of presentation such as knowledge or a particular thought used for communication. The Association of African Women on Research and

Development (1981) described information as reduction of ignorance and misconception.

Wali (1992) describes information as a necessary tool for planning, policy formation and decision-making in all spheres of national development. It is a strategic resource that is critical to all levels, sectors and endeavours of a society, including the development of entrepreneurs in Nigeria. Chen and Hernon (1982) defined information as all knowledge, ideas, facts, data, and imaginative works of mind which are communicated formally and/or informally hi any format. Davies (1986) defined information as "that knowledge or conceptual context which has to be perceived.

Bikika (2002) outlined some qualities of information such as accessibility, comprehensiveness, precision, compatibility, timeliness, clarity, flexibility, verifiability, unbiasness, quantifiability. Brophy (1986) provided more or less the same list of qualities as Bikika (2002) with the addition of qualities like relevance, historicity, completeness and reliability. Information therefore is that which adds to our awareness or understanding of some topic, problem or event. It is variously perceived as facts, intelligence, data, news and knowledge. These perceptions can be attributed to the different forms of information which include internal,

external, physical and tacit. Palmour and King (1981) see information as the act of informing. It can be thought of as the contents of a message that is conveyed and assimilated by a person who receives the message. Such conveyed information usually results in some decision, action or behavioural change or adds to one's knowledge.

Krikelas (1983) opined information to be "any activity of an individual that is undertaken to identify a message that satisfied a perceived need". In this context it is viewed as any stimulus that reduces uncertainty. It is obvious whether to the hunters and herdsmen of pre-industrial times or to latter-day captains of industries and commerce, information has always been important. Thus it has become a symbol of political potency and economic prosperity. As a geopolitical phenomenon it carries implications for relations between nations, for the future of institutions, for value systems and for ways of life. It has equally become a factor in the economies of developed nation. Abdulahi (2001) is of the opinion that information is an important resource. This is evident from the fact that people can be replaced in organization, capital can be transferred and fund can be raised from variety of sources. Property and equipment

can be replaced. Information on the other hand cannot be replaced or reconstructed easily when destroyed.

Aduku (2001) revealed that access to appropriate information is a pre-requisite to meaningful development. Development at national or rural level must aim at producing food and industrial goods in order to improve the Quality of life of the people. For the overall development of a country, every citizen must have equal access to information regardless of age, life situation or geographical location. Lancaster (1981) asserted that in the Western part of the globe, information is increasingly looked upon as profit making commodity. Instead of getting information at nominal cost, developing nations will have to pay rich nations commercial rates.

2.3 Small Scale Enterprises (SSEs):

The term small business refers to enterprises engaged in low level manufacturing services, commerce, tourism, franchising, etc. The definition of small business is often based on the following criteria, size and nature of assets, number of employees, registered or unregistered business and formality of management structure, Ihenacho (2005).

The term SME has been defined by the European Union (EU). An SME is one which:

Has fewer than 250 employees and has either:

(a) An annual turnover not exceeding 40 million Euros, or

(b) An annual balance-sheet total not exceeding 27 million Euros. And is less than 25% owned by large organization (unless these are financial investors such as banks and venture capitalists).

Akindeinde (2007) gives the definition of Micro Small and Medium Enterprises in the Nigerian context thus:

- Micros, small and medium enterprises in Nigeria is an enterprise with a maximum of 300 employees and an asset base of up to N200m, excluding land and working capital.
- Typical numbers employed in Nigerian Micro, small and medium Enterprises-Micro 5 employee or less; small-5 to 20 employees and medium 21 to 50 employees.
- Estimated 8.4 million SMEs in Nigerian of which 80% (6.7 million) are micro, 15% (1.3million) are small and 5% (420.000) are medium.

Gwandu (2007) gives Central Bank of Nigeria (CBN) and World Bank definitions of SSEs thus: "The CBN- SME as business with asset base of Nl million to N150 Million excluding real estate and employing between 50-

100 people. World Healt (1976) - firms with fixed assets (excluding land) less than US 200,000 in value".

Governments in both developed and developing countries are giving special attention to the promotion of small enterprises (SSEs) as they are considered the providers of bulk of employment as well as their substantial contribution to exports and innovative activity. Consequently, governments are investing considerable efforts and resources in supporting SME growth and development. The contribution of SMEs to employment and output differs on country bases. Mansour (2001) in his study on the competitiveness of SMEs in the Arab region noted that the share of SMEs in total manufacturing employment reaches 74% and 78% respectively in Thailand and Korea, 66% in Germany and (91% in Greece compared to 31% in Bahran and 41% in Jordan.

Furthermore, he observed that SMEs in developed countries tend to be in "modern" manufacturing and services, often in the field of cutting edge technology with strong entrepreneurial bases, vibrant expert sectors and large based of educated and technical manpower. In contrast to less developed countries, SMEs are concentrated in labour-intensive and traditional activities with low levels of productivity and poor quality products. Also, there is little or no technological dynamism among SMEs

and a few graduates into larger sizes or modern technologies Mansour (2001).

Before independence and thereafter, the Nigerian economy has been characterized by increase focus on large scale enterprise development. This attention to large enterprise development was part of the national industrial development strategy aimed at diversifying the economy which was focused on agriculture. It is during this period that huge investments were made in state-owned enterprises such as iron and steel, petrochemicals and refineries and cement industries. These accounted for over 60 per cent of Federal Government investments in the industrial sector between 1980-85.

A study on SSE development in Nigeria observed that the economy had been characterized by support for large enterprises FMI/UNDP (1997). In the study it was revealed that between 1962 and 1987, SMEs accounted for more than 50 per cent of vale added manufacturing as a percentage of gross domestic output while large enterprises (LS) contributed below less. In order to encourage the growth of large enterprises in term of incentives, tax structure, marking investment and export promotion FMI/UNDP (1997).

2.4 Profiles of Small Scale Entrepreneurs

Entrepreneurs in the SSE sector in Nigeria share common characteristic compared with those in most less developed countries. Their profiles show a common trait such as the following.

- **Family Background:** Most are family business and entrepreneurs come from a traditional business family background. Business family relatives are important for new start-up business, particularly in countries characterized by a relative absence of institutional support for entrepreneurs.
- **Reliance on Personal Savings:** the formal banking system does not play any significant role in the provision of financial support to start-ups or exiting enterprises. This means that entrepreneurs must search for informal sources of finance. Personal savings accumulated from previous jobs or money borrowed from family and relatives formed the seed money for start-to establish the business
- **Lack of Innovation:** SSEs entrepreneurs in less developed countries have been observed to lack innovation as most business is repetition of existing enterprises. Often, they have limited innovation in business ideas, production processes or targeted market. The marketing constraints which are considered as the major problem by

most of the entrepreneurs are in fact related to the product itself which does not satisfy customer's needs in terms of quality, taste, design and price Mansour (2001).

- **Management Limitation:** most SSEs are owned and managed by one person who is all and all handled alone activities such as production, organization, marketing, accounting, etc. Often they are saddled with daily routine and cannot prepare strategic plans for the company. Furthermore, they start their business without a business plan or feasibility study report. Business plans are one of the major instruments that help entrepreneurs understand market needs and therefore generate new products.
- **Educational Background:** the educational background of SSE entrepreneurs differs. Generally, majority of them are not learned and therefore learn business from experience and practice. The activities undertaken are usually not related to their educational background. This is due to the fact that entrepreneurial people take advantage of opportunities where they exist, even when they are not related to heir specialization.

2.5 Business Entrepreneurship in Nigeria

Many societies place great value on business entrepreneurship in order to encourage their activities; they may be offered access to inexpensive capital, tax exemptions and management advice. An entrepreneur has the greatest chance of success by focusing on a market niche either too small or too new to have been noticed by established businesses.

Entrepreneurs in Nigeria are expected to use information for proper planning, controlling, and carrying out duties. They need to know what resources such as finance, people, machinery and equipment, property and customers it has. Entrepreneurs also need information about the market in which they operate and the actions of their competitors. At the planning stage, information is important to entrepreneurs as a key ingredient in decision-making. Misbahu (2008) stated that access to international markets is the only way to booting the local, Micro, Small and Medium Enterprises (MSME). The President, National Association of Small Scale Industrialist (NASSI) posits that access to international markets and consistent policies that result in driving entrepreneurs to productive ventures and improve service and trading activities would improve the MSME in Nigeria. Sanusi (2008) pointed out that the Nigerian MSMEs are

faced with the problems of lack of access to domestic and international markets as well as difficulty information in terms of source of funds, and in terms of available incentives. Therefore the needs of MSME in the area of having access to credits and other financial supports for the promotion of local industries cannot be overemphasized. The government has nothing to loose in allocation enough resources for the development of MSME, because apart from reduction of unemployment, it will go along way in promoting local products.

The Nigeria entrepreneurs need support for proper recordings in order to measure and analyse their performance in their sales, cost and profits for success and entrepreneurial decision making. Optimum performance of Nigeria entrepreneur in small scale industries is achievable in the area of creativity, willingness to make decision, risk management, persistence and independence if business information are sufficiently available and accessible to them.

2.6 *Information Management*

According to Michael (1993) every organization collects, generates and manage information. It is an aspect of life which is inescapable. It is true of all organizations, whatever their purpose or character. The staffing

structures and activities which are associated with information management are built by societal forces into every activity. In every kind of public or private organization the major part of daily activities is spent in the handling of information. Useful information can be well captured and kept and this will make it possible to find lost information.

Information management is a term which describes such activities as creating, capturing, registering, classifying, indexing, storing, retrieving and disposing of records and developing strategies to manage them. However, the first stage of processing information, are observed and recorded in the form of primary data. This function is performed for private purposes in the economy. Much of the private information is a by-product of routine activities, but some is an end product of effort to develop new and potentially profitable knowledge. The large amounts of microeconomic data results from transactions in open market, and much of this information is publicly available. In well-organized markets for standardized assets and commodities, prompt and general dissemination of the information is vital and constitutes a central part of the functioning of the market.

Record is central in information management as it is an essential facet of information. The key element hi a record is the "data" as such

Cook (1977) stated that record management is the direction of a program designed to provide economic and efficiency in the creation, organization, maintenance, use and retrieval, and disposition of records, assuring that needless records will not be created or kept and valuable records will be preserved and available. He also stated that the main aim of record management is the control of the process whereby records become archives withdrawal of non-current records, their handling, storage and evaluation. According to Glencoe Professional Communication Series (2003), information management should be from its conception and its role in the organization's ability to meets its strategic goals. He also stressed that the how and why data is created, who should have access to it, and when it should be destroyed, must be understood and the emerging business trends which influence new processes developed to manage information must be kept. Also, Alardice (1997) stressed that for the information worker to overcome the business of providing access to information, he must be able to cope with the changes in the "new information age that is, coping with the challenges of information technologies. Such includes the electronic formats and online services which are expected to give quick and immediate access to databases.

The business environment generates a vast amount of information from competitors, suppliers, consumers, the government and other sources. Some of these information are relevant while others are not. Several businesses are expected to encourage the flow of information by the requirement of extensive reports through memoranda and meetings. These efforts undoubtedly will increase the flow of words and papers. The problem of information flow borders around its timing. Right timing will of business information will contribute to high productivity such that it will make the greatest impact and be relevant to the receiver even in the right format.

William and Raymond (1968) pointed out that keeping good records is not only good sense, but may be required by law. Legal and financial questions may be raised by government agencies, banks and employees. These questions can be accurately answered when written records of all business proceedings are kept. He also stated that by recording business history, the owner can profit from mistakes and avoid costly errors in the future. A chronicle of the good and bad things that occur in a business usually permits evaluation, improvement and a good chance for personal and financial success.

Records are information media which are created in the course of business by an organization and kept because they are useful in the business. Archives are subsets of the records .which particularly records appraisal tests and selected because of then" possible value hi other kinds of reference. Therefore records are placed in an archival repository for a permanent retention. Elendu (1988) postulated that filing is an important business activity, is regarded as the memory of a business. It provides an organized system of classifying and storing records, hi a definite arrangement that enables facts to be found easily when needed. On the other hand, Nzotta and Alegbeleye (1992) agreed that the term "information management" and "information resource management" are synonymous with similar connotation. According to the authors, Management Information System (MIS) is a narrower term under the new concept. They also agreed that information management is the means through which organization maximize its efficiency in planning, collection, organization, use, control, dissemination and dispossession of information through which it ensures that the value and potential value of that information are exploited in full extent.

2.7 Information Needs of Small Scale Entrepreneurs

Small scale enterprises are important economic drivers in the growth and development of developing countries such as Nigeria. It fills the gap left by reduced Foreign Direct Investment (FDI) through job creation, stimulating economic growth and alleviating poverty among vulnerable groups of society (Elisha, 2008). Njoku (2004) studied the information needs of small-scale fishermen hi Nigeria and their information seeking behaviour. The deductions from the study showed that the information needs of fishermen were mostly on credit facilities, skills training, storage and processing facilities, marketing strategies, sea conditions and the locations of big fish, and government policies. Immorth (1974) pointed out that, it is inappropriate to base information needs of one on another group of users. The reason is that information needs of the groups being served must be the basis on which to development of services must be. This calls for such particular studies into all aspects of information service in all the fields for all categories of users from tune to time.

Mchombu (2000) observes that women operating small businesses in Botswana ranked their information needs in order of priority as in: business management, business diversification, financial assistance, and information on how to operate nursery schools. Ikoja-Odongo (2001)

indicated a variety of information needs, uses, effects, channels, languages, sources and constraints. It ranked information needs ranging from marketing information, raw materials and supply information to seeking advice, looking for contracts, advertising services government information as regarding policies and regulations, and others. In a report on information, ICTs and small enterprises in Botswana, Buncombe and Heeks (1999) emphasized that information is not the "be-all and end all" of enterprise development and hence studies on information needs must be set alongside other needs like finance, marketing, business linkages and services. According to Buncombe and Heeks (1999) and Buncombe (2004), manufacturing in Small, Medium and Micro Enterprises (SMMEs) had higher levels of information needs which reflect a struggle to survive. While service-based exporting SMMEs had less information needs and many information-handling capacities.

Emerg, (1969) a systems theorist differentiated three major sub-systems with the total business system namely:

1. The Production System which transforms the inputs to the business.
2. The Maintenance System which maintains the fabric of the social system of the business intact, and

3. The Adaptive System, which helps the business system to be amenable to a changing environment.

The management systems cut across section through each of these three activities. No system can exist without a web of information channels binding the various elements together. A business Information Management System is no exception to this rule. Business Information is expected to be made available to each segment of a business. Information needs of each of the sub-system of any business are different, while maintenance system looks inwards, the adaptive system looks outwards, and the productive system lies at some intermediate point between the two. The lack of satisfaction of information needs is a challenge to most enterprise hi the globe (Zhao, (1990); Kinnell and Matthews (1994) .The United Nations Industrial development Organization (UNIBO, 2003) identifies the failure of information services provision to small scale business as being caused by the lack of the needed assessment, on-going projects which are not demand oriented, and the lack of networking among service providers in both the public and private sectors (www.unido.org). Other causes of the failure borders around lack of awareness among SMMEs about information services provided by

government departments, independent information brokers, or SMMEs business service providers.

Factors affecting information needs in small scale businesses

An entrepreneur has to be constantly alert about the happenings in the market. A business entrepreneur need for information will depend on either immediate competitors who may constantly threaten the share of a business in an established market or the suppliers who may manipulate their position to raise prices. Customers on the other hand may seek to drive down prices in the market or the producers of substitute products may threaten market share of a business by creating markets for substitutes. Another factor is that new entrants in the industry may entice the customers away for a while and once the novelty value fades, customers' interest may diminish.

The turbulent and changing information environment calls for continual research to ensure that the needs of information users are satisfactorily met and that the information professionals acquired relevant expertise to cope with the operational management of the information resources and plan for the future. In order to ensure this, there is an urgent need to understand and grasp the complex process of identifying

information needs in small scale businesses, which is a very vital link from information gathering to dissemination.

As business entrepreneurs engage in daily transaction, lack of self sufficiency in getting the right information at the right time in the right format constitutes information needs. The Information needs of entrepreneurs could be in form of either expressed information needs or dormant information needs. Expressed information needs are vacuums or gaps in knowledge which entrepreneur are consciously aware of and make necessary effort to get information that will fill in the knowledge whereas the dormant information need includes activity that will improve the business that is unknown to an entrepreneur. The dormant information needs are the information entrepreneurs require, but are ignorant of the need. Information needs in small scale businesses depend on work activity, discipline (field or area of interest), availability of facilities and the hierarchical position of individuals. Other factors include the motivation, decision, and search of new ideas, professional contributions and the priority for discoveries. Factors which could significantly affect the information management in small scale businesses are usually revealed in the range of information sources available and uses to which the information will be put. They are also revealed in the background,

motivation, professional orientation and other individual characteristics of the user. The social, political, economic, legal and regulatory systems surrounding the user have effect on the need and management of information.

2.8 Business Information

Campbell (1987) defines Business Information as information that assists in buying and selling of goods and services and the application of economic and managerial techniques. Business information encompasses the range of published and unpublished business information materials which are available to the businessman to aid him in reaching commercial judgments and decisions. It also means a company's correspondence file, built up over years of trading.

Business information plays a vital role in the success of any business organization.

When collecting information in business, one should be aware of two types of information: internal information and external information. Gathering internal and external information pertaining to any business is a vital element of managing information in business. Internally generated information is the information that is found within the business. It includes

employee schedules, availability and skills, project deadlines, maintenance and capabilities of technological equipment and accounts payable and receivable. Firms generate and use information about their own internal workings: production and sales figures, stock of raw materials, work in progress and finished goods, financial information, such as accounts, profit and loss, and financial-performance indicators and development reports; and more. Much of this information is quantitative in nature, especially in the financial area. This has led to the development of computer systems for handling such data (Kaye, 1991).

External information is information one would find outside the workplace and includes information on competitive companies, potential for market growth. In order to survive, let along flourish, the entrepreneur must understand, respond to and even manipulate its environments.

The gathering of internal and external information will require the application of various forms of communication such as telephone communication, written communication and virtual communication. The means of communication has changed greatly over the last several years. In the past it included face to face interaction, the written correspondence; it then expanded to include the fax machine, hand sets, e-mail and video conferencing. The pace of communication has grown incredibly. However,

the Glencoe Professional Communication Series (2003) holds that it is important to understand that even with the advent of e-mail; the written letter is often used in business.

2.9 Summary of the Review

The challenges that SSEs face in the developing countries are generally the same and ,in most cases, related to poor access to finance, markets, lack of adequate business management training and poor access to business information. In spite of the major constraints that hamper the growth and development of SSEs in developing countries, SSEs in Nigeria in particular and Africa as a whole are not relenting and are making efforts to manage their information to catch up with the rest of the world.

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CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter discusses the research methodology that was adopted in the conduct of the research. The sub headings for the chapter are: research methods, population, sample and sampling techniques, methods of data collection and the instruments for data collection as well as data analysis.

3.2 Research Method

Survey research method was adopted in this is study. It was most appropriate for this research because of the nature and size of the population. Survey method is useful in providing peoples opinion on a particular issue. According to Osuala (1993), survey method studies "population by selecting and studying samples chosen from the population to discover the relative incidences, distribution and inter-relations of sociological and psychological variables. It deals with the present, unlike the historical research, and is oriented towards determining the status of a given phenomenon rather than the isolation of causative factors. Essentially it is used to study wide population that scattered across a

country, a region or a state. Survey method is most appropriate in social sciences research.

3.3 Population of the Study

The population of this study is comprised of all the Small scale Enterprises (SSEs) identified in Niger State during this study. There were 1500 small scale enterprises (SSE) spread across the 25 Local Governments in Niger State. The distribution of this population is as shown in table 3.1 below:

3.3.1: Distribution of SSEs in Niger State

Local Govts	SSEs
Zone A	
Bida	79
Agaie	68
Lapai	62
Lavum	54
Gbako	51
Mokwa	61
Edati	60
Katcha	65
Zone B	
Chanchaga	92
Tafa	61
Suleja	60
Gurara	66
Bosso	44
Shiroro	56
Munya	41
Rafi	52
Paikoro	40
Zone C	
K'Gora	83
Wushishi	78
Mariga	56
Magama	76
Rijau	62
Mashegu	41
Borgu	48
Agwara	44

3.4 Sample and Sampling Technique

Proportionate random sample technique was used to select 40% of the total SSE in Niger State. This gives a total 600 SSE and 10 LGA that were used as subject of the study.

3.5 Instrument for Data Collection

The research instrument adopted for collecting data in this study are oral interviews, a questionnaire and observation

3.5.1 Questionnaire

This was constructed in a format that allowed the single ownership or partnership (Heads or Acting Head) of the small scale enterprises to fill in their response at free will. Each item on this questionnaire bears relevance to the working of the research questions. The instruments contain six sections apart from the background information as follows:

Section A: Biodata
Section B: Information sources
Section C: Information organization
Section D: Retrieval method
Section E: Storage method
Section F: Extent of use of information
Section G: Preservation techniques

3.5.2 Oral interview

Oral interview is simply a descriptive survey research instrument that has to do with face-to-face discussion to explore the mind or thinking of an individual (usually the respondent) about an issue or a topic or an event.

3.6 Procedure for Data Collection

The researcher distributed the questionnaire personally with the help of research assistant. Each respondent was given 2 weeks after which other visits were made for collection of the responses. In some cases, several visit, stretching up to one month were made for the collection of the responses by the researcher personally and his research assistants.

3.7 Method of Data Analysis

Data collected for this work was analyzed using frequency counts simple percentages and T-test.

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CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.1 Introduction

This chapter presents the data collected, its analysis and interpretation.

4.2 Response Rate

A total of 900 copies of questionnaire were distributed out of which 762 questionnaire were retrieved and found fit for analysis and represents 84.7% response rate. This high response rate was attributed to the researchers effort in administering the instrument of personality with the help of well trained research assistants and subsequent follow-up for completion and return of instrument.

4.2.1 Gender of the Business entrepreneurs

The entrepreneurs were asked to indicate their gender. This question was asked in order to make the research gender sensitive. Table 4.1 below presents the relevant data

Table 4.1 Gender of the Respondents

S/No.	Gender	Frequency	%
1	Male	501	65.7
2	Female	261	34.3
	Total	**762**	**100**

From the table above it becomes apparent that male gender dominates business entrepreneurship in Niger State. Therefore, there is the need to sensitize and encourage women to joint business entrepreneurship.

4.2.2 Qualification of the Entrepreneurs

When asked about their highest educational qualification a list of questionnaires were provided and the respondents were asked to tick the one that apply to their qualification. The data was presented in table 4.2.

Table 4.2: Qualification of entrepreneurs

S/No	Qualification	F	%
1	Ph.D	01	0.1
2	MA/M.Sc/MLS	04	0.5
3	BA/B.Sc/BLIS/HND	26	3.4
4	OND/NCE	72	9.5
5	Secondary School Certificate	270	35.5
6	Primary Certificate	160	21
7	Vocational Certificate	229	30
	Total	**762**	**100**

From the table above it was discovered that majority of the entrepreneur has SSCE as their highest educational qualification with frequency of 270 and 35.5%. Followed closely are those with vocational certificates with 229 (30%) response scores. Surprisingly only one 1 (0.1%) of the entrepreneurs has Ph.D as his highest educational qualification. It is apparent from the above that entrepreneurs in the study area do not give priority to continuing education which is very central for success in business.

4.3 Descriptive Analysis

The data collected for the study was analyzed using frequency count simple percentage and charts as presented below.

4.3.1 Forms of business ownership

The entrepreneurs were requested to indicate their form of business ownership and their responses were captured in table 4.3 below.

Table 4.3: Forms of business ownership

S/No	Form of ownership	F	%
1	Proprietorship (single ownership)	459	60.2
2	Partnership owned by 2 – 20 people	287	37.7
3	Legally incorporated entity	16	20.1
	Total	**762**	**100**

It appears from the above that bulk of the respondents owned their business through single (individual) ownership with 287 (37.7) response score. It is sad to be noted that only 25% (16) entrepreneurs have their business legally incorporated. There is a very sad development in the contemporary world of business.

4.3.2 Types of business activities

A follow-up question was asked to determine the type of business activities engaged by the entrepreneurs.

Table 4.4: Types of business activities

S/No	Business activities	F	%
1	Business center	68	8.9
2	Fast food shop	78	10.2
3	Medical/ pharmacy shop	62	8.1
4	Leather goods and services	20	2.6
5	Photography	22	2.9
6	Bakery	23	3.9
7	Poultry	90	11.8
8	Tailoring	72	9.5
9	Building material	41	4.1
10	Automobile parts shop	22	2.9
11	Saloon	31	4.1
12	Electronic shop	29	3.8
13	Provision store	126	16.5
14	Bookshop	52	6.8
15	Printer	26	2.7
	Total	**762**	**100**

It is visible from the above that the most predominant business activities are provision store, poultry, fast food and tailoring with 126

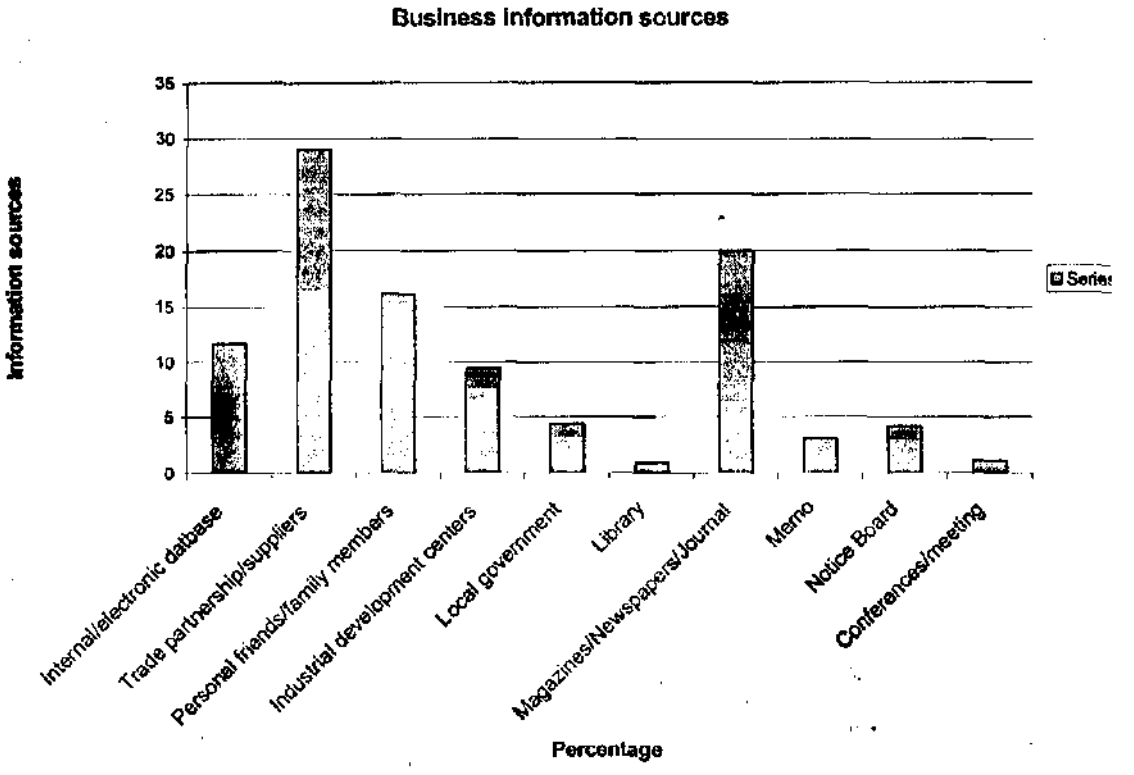
(16.9%), 90 (11.8%), 78 (10.2%) and 72 (9.5%) response scores respectively. However, majority of the respondents do not engage themselves much in leather good and services 20 (26%), automobile parts shop 22 (2.9%) and photocopy 22(2.9%) response scores. It is therefore, noted from the above that provision store, poultry, tailoring and fast food are the major business activities in the study area.

4.3.3 Business Information Sources

The respondents were also asked to indicate their sources of business information and their responses were captured in table 4.5 below.

Table 4.5: Business information sources

S/No	Information sources	F	%
1	Internal/electronic database	270	11,7
2	Trade partnership/suppliers	671	29.1
3	Personal friends/Family members	373	16.2
4	Industrial development centers	216	9.4
5	Local government	102	4.4
6	Library	20	0.9
7	Magazines/Newspaper/Journal	462	20
8	Memo	72	3.1
9	Notice board	96	4.2
10	Conferences/meeting	26	1.1
	Total	**762**	**100**



From the table above it was discovered that the most population business information sources for the entrepreneurs in Niger State are trade partners/suppliers, newspapers/magazines and personal friends and family members. This kind of result is not unexpected since the most frequently contacted people naturally should be business partners, suppliers, friends and national dailies were they can get current information on their businesses. To them, these sources are the most relevant, reliable, easily accessed and inexpensive information sources. However, it was observed by the study that library and conference are the least used information sources by the entrepreneur. This type of result is sad, since library

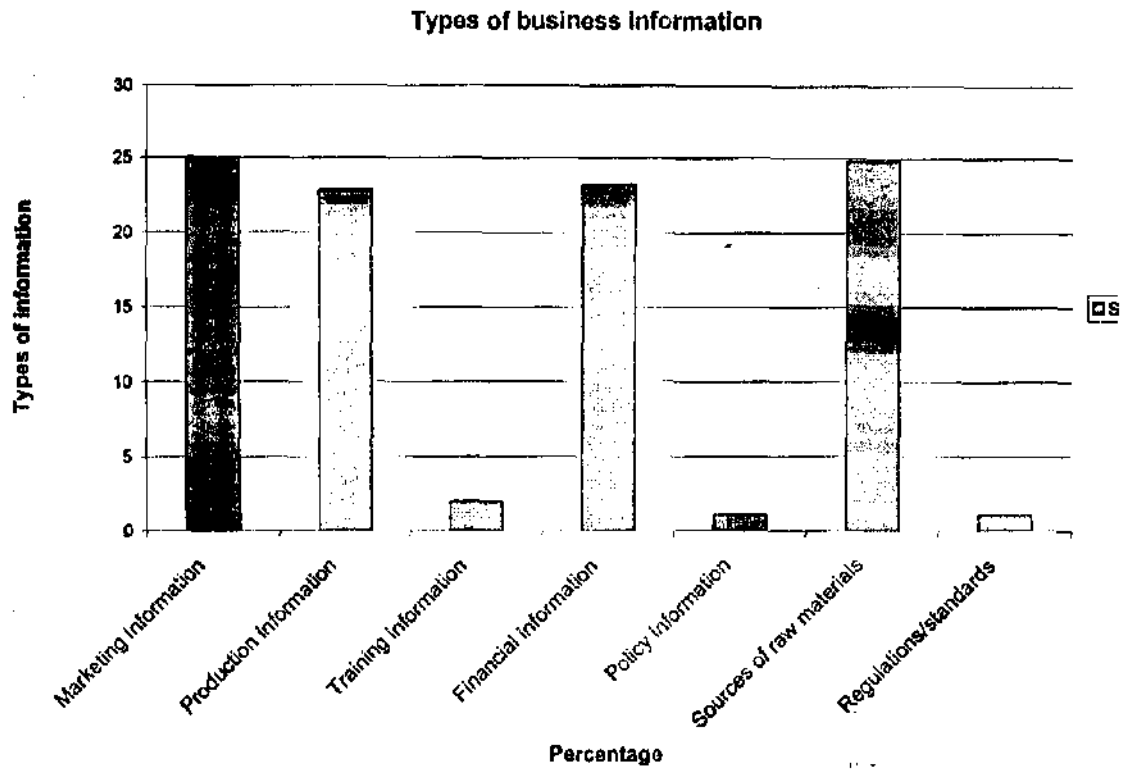
suppose to be the central focus of community members when it comes to the information provision. At this juncture one can speculate to whether the libraries do not respond positive to the information required by the business entrepreneurs. Library need to become alive in terms of information provision.

4.3.3 Types of Business Information

This question was asked in order to determine the type of information used by the respondents. They were also asked to tick as many as possible.

Table 4.6: Types of business information

S/No	Type of information	F	%
1	Marketing information	460	25
2	Production information	420	22.8
3	Training information	37	2.0
4	Financial information	426	23.2
5	Policy information	20	1.1
6	Sources of raw materials	457	24.8
7	Regulation/standards	20	1.1
	Total	**762**	**100**



The table above shows business entrepreneur need information on marketing 460 (25%), sources of raw materials 457 (24.8) and financial information 426 (23.2%). This shows they need information on where and how to get market and gain competitive advantage over other competitors, information about where to get raw materials for production and information in where to go and get more funds to expand businesses.

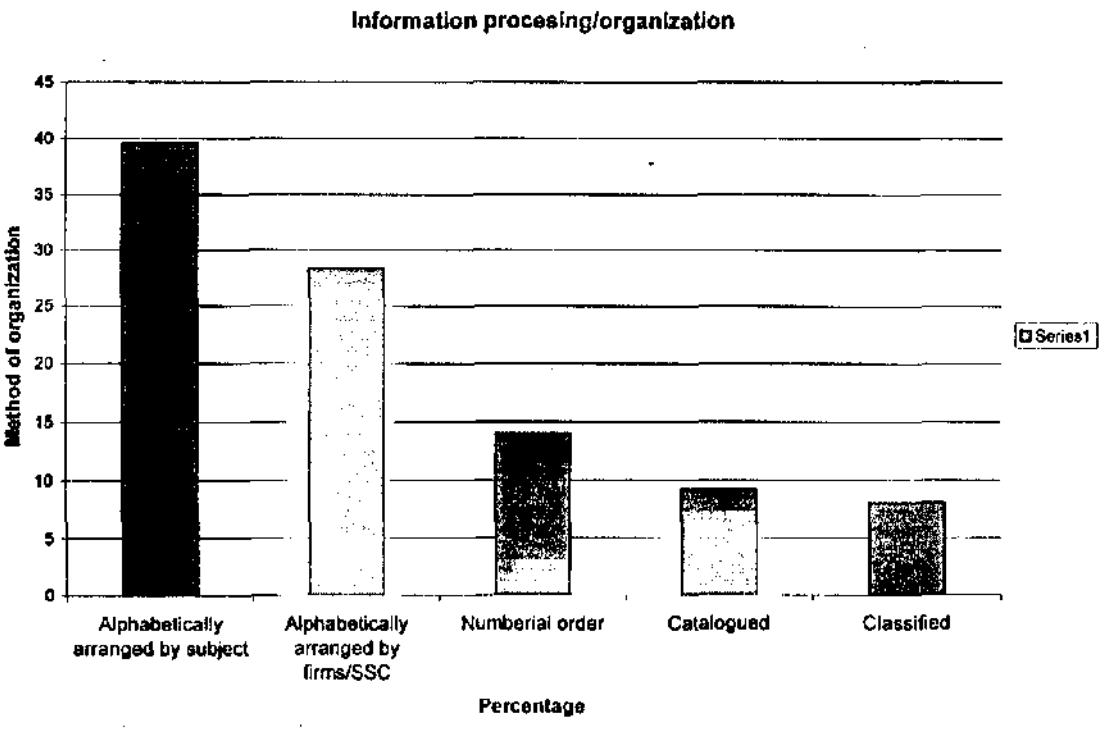
However, it is sad to note that the entrepreneurs do not require much information about policy, regulations and standard. This could be the reasons why many entrepreneurs were found wanting by the regulatory agencies like standard organizations, NAFDAC and the like.

4.3.5 Information Processing/Organization

A question was asked on how the entrepreneurs organized their collection. A list was provided and was asked to tick the appropriate options among them. Table 4.7 gives details of the data collected.

Table 4.7: Information processing/Organization

S/No	Method of organization	F	%
1	Alphabetically arranged by subject	302	39.6
	Alphabetically arranged by firms/SSC	216	28.3
2	Numerical order	112	14
	Catalogued	70	9.2
3	Classified	62	8.1
	Total	**762**	**100**



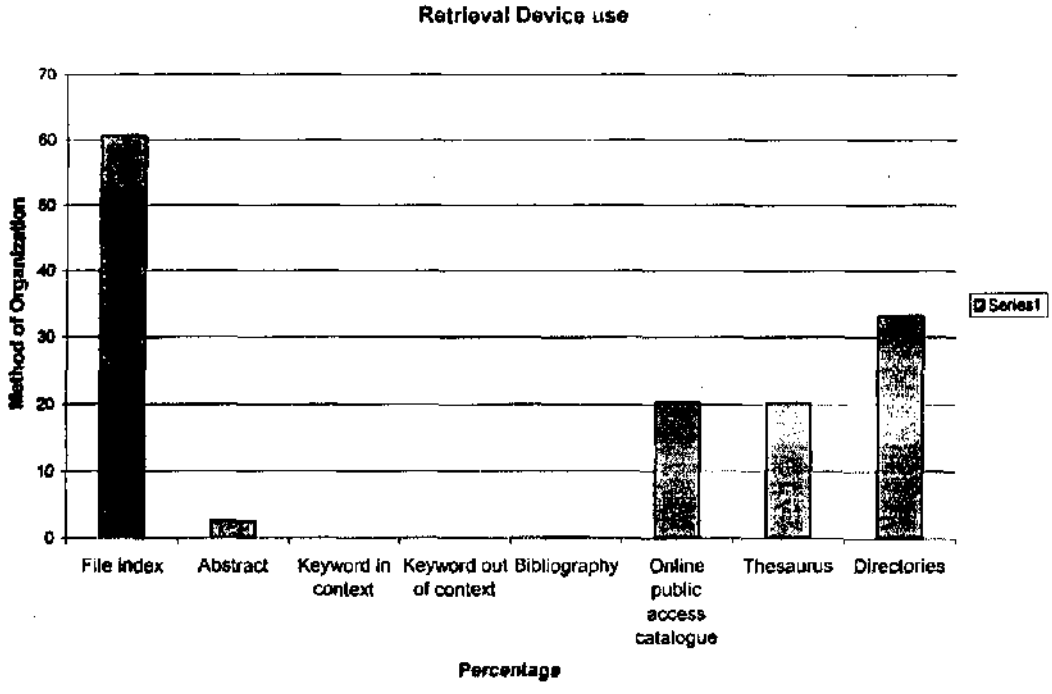
It was discovered from the above that the most frequently used method of organizing collection by the entrepreneurs are arranging them alphabetically by subject and firms or SSE with 302 (39.6) and 216 (28.3) response scores respectively. Surprisingly the entrepreneurs do not make frequent use of classification and catalogue to organize their collections. This can prompt one to speculate as whether minute nature of the collection and lack of skills on cataloguing and classification that prevented them from using cataloguing and classification in organizing their collection. There is the need for them to develop better way of processing and organizing collection.

4.3.6 Retrieval device use

A follow-up question was raised in order to determine the retrieval device use by the entrepreneurs to retrieve information. Their responses were presented in table 4.8.

Table 4.8: Retrieval Device Use

S/No	Method of organization	F	%
1	File index	462	60.6
2	Abstract	20	2.6
3	Keyword in context	-	0.0
4	Keyword out of context	-	0.0
5	Bibliography	12	0.3
6	Online public access catalogue	20	20.3
7	Thesaurus	12	20.3
	Directories	254	33.3
	Total	**762**	**100**

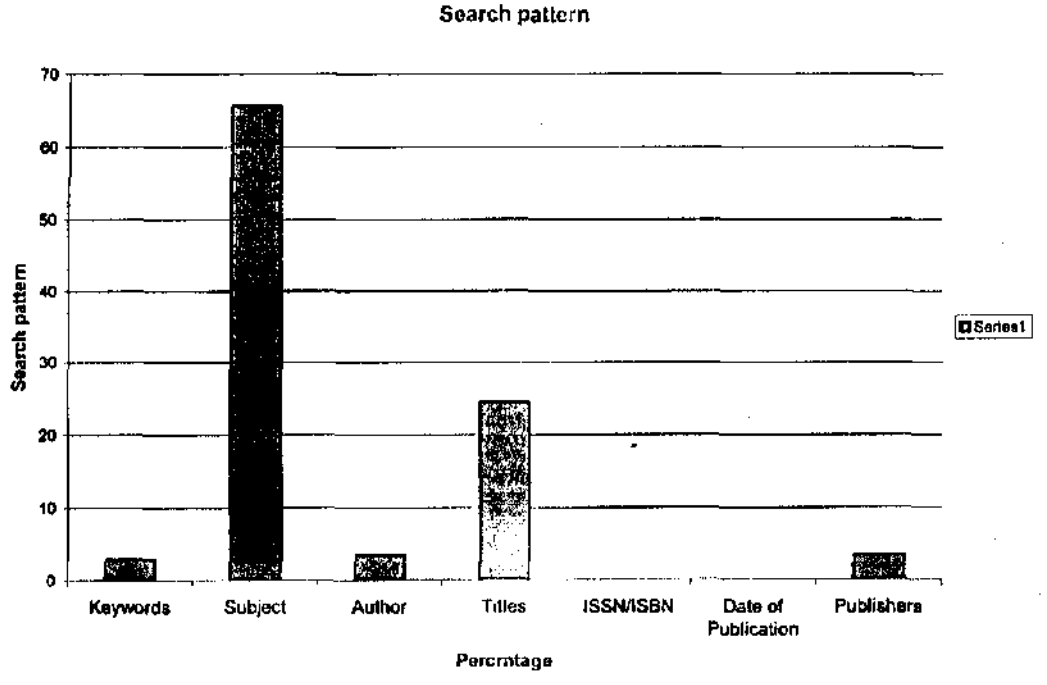


The table above reveals that entrepreneurs make use of file index and directories to retrieve and access information. However, retrieval device like KWIC, KWOC, Bibliography, OPAC and Thesaurus are under utilized as retrieval tools. This has direct bearing with the way and manner they organize their collection. Lack of technical skills in librarianship could also be another reason for under utilization of these tools.

The above was also followed with another question on how the entrepreneurs search for information. The table below provides data about their responses.

Table 4.9: Search pattern

S/No	Search Pattern	F	%
1	Keywords	22	2.9
2	Subject	501	65.7
3	Author	26	3.4
4	Titles	187	24.5
5	ISSN/ISBN	-	0.0
6	Date of publication	-	0.0
7	Publishers	26	3.4
	Total	**762**	**100**



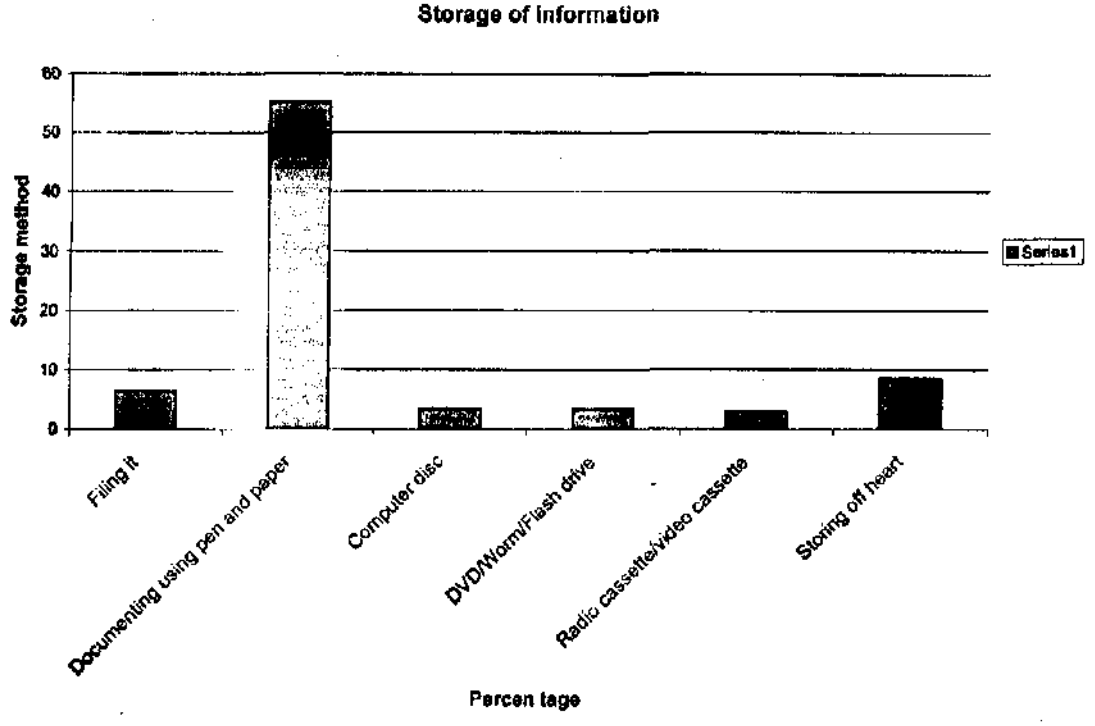
From above, it was clear that entrepreneurs search for information using subject approach. The use of this simpler identifying element was attributed to the method organization of resources. However, ISSN/ISBN,publication date, publisher and author were under utilized as such terms.

4.3.7 Storage of Information

The research went further to determine the method used to store information. The data collected on storage was presented below in table 4.10.

Table 4.10: Storage of Information

S/No	Storage Method	F	%
1	Filing it	20.2	6.5
2	Documenting using pen and paper	421	55.3
3	Computer Disc	26	3.4
4	DVD/Worm/Flash drive	26	3.4
5	Radio cassette/Video cassette	22	2.9
6	Storing off heart	65	8.5



The table above shows that the most popular method of storing information is through writing or documenting it which has 421 (55.3%)

response scores. However, the research discovered that entrepreneurs do not make frequent use of radio, cassettes, video cassette, DVD, WORM, flash drive and computer disc to store information. These storage devices are electronic based and are the contemporary medium of storage of information in the 21st century. This finding coincide wit that of Abdulahi (2001) who also reported that SMEs in Nigeria do not make frequent use of radio, cassettes, video cassette, DVD, WORM, flash drive and computer disc to store information. It can be deduced that entrepreneur do not make adequate use of electronic storage device to store their information.

4.3.8 Extent of use of information

Likert scale was used to determine the extent of use of business information by the respondents. Their responses in table 4.11 below collapsed from five level to three level scale for easy discussion and comprehension.

Table 4.11: Extent of use of business information

S/No	Type of Business Information	Useful	Not useful	Undecided
1	Marketing information	637(83.5)	98(12.8)	27(3.5)
2	Production information	513(69.6)	117(15.4)	132(17.3)
3	Training information	170(22.3)	200(26.2)	392(51.4)
4	Financial information	661(73.6)	70(9.2)	31(4.0)
5	Policy information	244(29.1)	316(41.5)	202(26.5)
6	Regulation/standards	380(49.9)	196(25.7)	186(24.4)
7	Sources of raw materials	598(78.5)	96(12.5)	68(8.9)

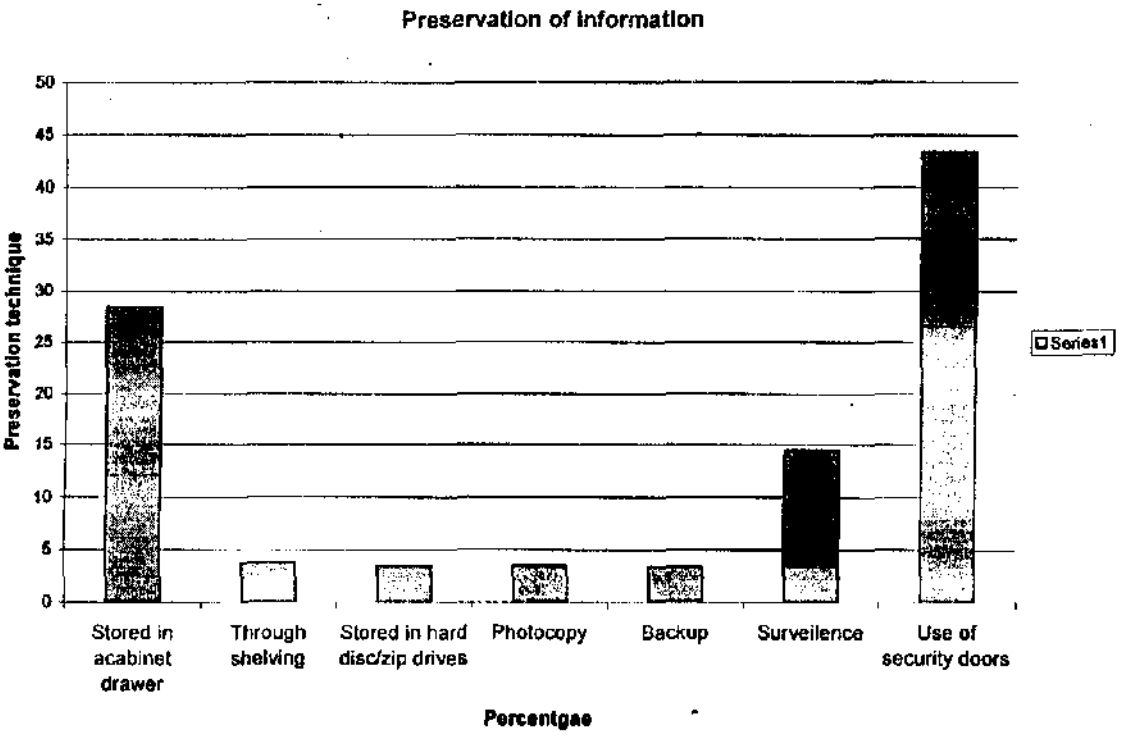
The research discovered from the table above that entrepreneurs found marketing, production, sources of raw materials and financial information very useful, these findings is in perfect agreement with finding in table 4.6. Similarly the research found that entrepreneurs do not consider regulations/standards, policy information and training as useful type of information. This finding is also in perfect positive correlation with the findings in table 4.6. The entrepreneurs therefore need to identify the importance of policy information and standards or regulations.

4.3.9 Preservation of Information

The research also studied the method used by the entrepreneurs to preserve the integrity of their collection. Table 4.1.2 below provides relevant data.

Table 4.1.2: Preservation of Information

S/No	Preservation technique	F	%
1	Stored in a cabinet drawer	217	28.5
2	Through shelving	29	3.8
3	Stored in hard disc/zips drives	27	3.5
4	Photocopy	26	3.5
5	Backup	22	3.4
6	Surveilence	110	14.4
7	Use of Security doors	331	43.4
	Total	**762**	**100**



Use of security doors, storage in cabinet drawers and surveillance the most popular technique adopted to preserve and secure their formation with 331 (43.4), 217 (28.5) and 110 (14.4) respectively. The research also discovered that back-up and photocopy are not frequently used for security and preservation of information. It is interesting to also note that ICT based preservation techniques like storage of information in hard disc drives and Zips are not frequently used.

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CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter discusses the summary of the study and findings, conclusion and recommendations.

5.2 Summary of the Study

The study was conducted to identify the information sources available to small scale entrepreneurs, their search strategy, how they organize their resources, storage and preservation of information among others. A survey research method was used for the study. 900 small scale entrepreneurs were sampled as subject of the study. Questionnaire, observation and oral interview were used as instrument for data collection. Frequency count, simple percentages and chi-square were used for data analysis.

5.3 Summary of Findings

The study discovered that:

* Majority of the entrepreneurs belong to the male gender
* their highest educational qualification is mostly SSCE
* Single ownership is the most popular form of business ownership by the SSE
* Provision store, poultry, tailoring and fast food are the predominant business activities
* Trade partners, suppliers, newspapers, magazines and personal friends are their major sources of information
* Marketing, information on raw materials, and financial information are the major types of business information by the SSEs
* The SSEs organized their information through arranging them alphabetically by subject and SSEs name
* The most frequently used retrieval device is the file index
* The SSEs search for information using subject approach

* The dominant storage medium is through documenting on paper manually

* Security doors, storage of information in cabinet drawers and surveillance, the major security and preservation strategies adopted by the SSEs SSEs.

5.4 Conclusion

Information is an indispensable and essential ingredient in today's social economic, industrial, political and technological development. It is very apparent today that without information no meaningful development can be achieved. It's a vehicle of development in all areas and sphere of human socio-economic, industrial and technological advancement. Small scale entrepreneurs in Niger State obtain most of their information from the sales agents, radio and television. Most of them make intensive use of records of sales invoices which give many businesses a satisfactory appraisal and help them to keep their business running. They also keep record of their goods which mostly by their sales assistants and agents. The study concludes that SSEs make adequate use of information but however its organization, retrieval and maintenance faces serious

challenges. Most of he SSEs doe not make use of computer and electronic storage device to keep their records.

5.5 Recommendations

In the light of the findings of the study, the study recommends:

1. The enhancement of quality of business information services through provision of information in key areas like finance, marketing, training, production and access to technology by SSEs.

2. Training of Staff and sales men/girls in information collection, dissemination, handlings of enquiries and use of the internet as one of the business information resources.

3. The use of mass media for advertisement by the SSEs should be subsidized

4. Mobilization of more resources within business service organization to support business information outreach activities

5. That government should implement its national economic empowerments and development (NEEDS) and State Economic Empowerment and Development (SEEDS) and Small Scale

enterprises to the fullest through funding to create conclusive environment for business in Niger State.

6. The use of ICT in business information society, storage, use and its dissemination by SSEs

7. Facilitating more business linkages among SSEs and big business and tendering system to enhance access to information and economic base

8. Develop outlets for creating awareness of the availability of business information

9. The introduction of business entrepreneurship education in library schools

10. Library should re-direct its focus to the provision of business information since business entrepreneurs form a significant part of its audience

5.6 Suggestion for Further Research

1. Application of ICT in information management by SSEs

2. Information management among cooperative societies

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APPENDIX

QUESTIONNAIRE

SECTION A: Biodata

1. Gender
   - a. Male [ ]
   - b. Female [ ]
2. Highest Educational Qualification
   - a. PhD [ ]
   - b. MA/MSc./MLS [ ]
   - c. BA/BSc/BLIS/HND [ ]
   - d. OND/NCE [ ]
   - e. Secondary School Certificate [ ]
   - f. Primary Certificate [ ]
   - g. Vocational Certificate [ ]
   - h. Others, specify _____
3. Form of business ownership
   - a. Proprietorship (single ownership) [ ]
   - b. Partnership owned by 2-20 people [ ]
   - c. Legally incorporated entity [ ]
4. Type of business activities
   - a. Business Centres [ ]
   - b. Fast food shop [ ]
   - c. Bookshop [ ]
   - d. Computer centre [ ]
   - e. Medical/Pharmacy shop [ ]
   - f. Leather goods and services [ ]

g. Building materials [ ]
h. Automobile parts shop [ ]
i. Printer [ ]
j. Poultry [ ]
k. Electronic shop [ ]
l. Baker [ ]
m. Saloon [ ]
n. Provision store [ ]
o. Tailoring [ ]
p. Photography [ ]

SECTION B: Information Management

1. What type of information sources do you use for your business?
   a. Internet/Electronic database [ ]
   b. Trader partners/supplies [ ]
   c. Personal friends/family members [ ]
   d. Industrial Development Centres [ ]
   e. Local Government [ ]
   f. Library [ ]
   g. Magazines/Newspapers/Journals [ ]
   h. Memo [ ]
   i. Notice Board [ ]
   j. Conferences/Meeting [ ]
   k. Others (specify) _____
2. What type of business information do you access?
   a. Marketing Information [ ]
   b. Production Information [ ]

c. Training Information [ ]

d. Financial Information [ ]

e. Policy Information [ ]

f. Regulations/Standards [ ]

g. Sources of raw materials [ ]

h. Others, specify _____

3. How is information processed in your organization?

a. Alphabetically arranged by subject [ ]

b. Alphabetically by name of firms/SSE [ ]

c. Numerical order [ ]

d. Catalogue [ ]

e. Classified [ ]

f. Others, specify _____

4. What kinds of retrieval device do you use to retrieve information?

a. Indexes [ ]

b. Abstract [ ]

c. Keyword in context [ ]

d. Keyword out of context [ ]

e. Bibliography [ ]

f. Online public access catalogue [ ]

g. Thesaurus [ ]

h. Directories [ ]

5. How do you search for information?

a. Keywords [ ]

b. Subjects [ ]

c. Author [ ]

d. Titles [ ]

e. ISSN/ISSBN [ ]

f. Date of Publication [ ]

g. Publishers [ ]

h. Others, specify _____

6. How do you store information for use in your firm?

a. Filling it [ ]

b. Documenting using pen and paper [ ]

c. Computer Disc [ ]

d. DVD/WORM/Flash drive [ ]

e. *Radio cassette/video cassettes* [ ]

f. Storing off heart [ ]

7. What is the extent of your use of business information?

S/N	Type of information	Highly Useful	Very Useful	Useful	Not Useful	Undecided
1	Marketing Information					
2	Production Information					
3	Training Information					
4	Financial Information					
5	Policy Information					
6	Regulations/Standards					
7	Sources of raw materials					

8. How do you preserve the integrity of the information you have?

   a. Store in a cabinet drawer [ ]

   b. Through shelving [ ]

   c. Stored in hard disk/zips/drives [ ]

   d. Photocopying [ ]

   e. Back up [ ]

   f. Surveillance [ ]

   g. Use of security doors [ ]

   h. Others, specify _____

9. Please indicate what is affecting information management in your organization.

   _____

   _____

   _____