INFORMATION RESOURCES, SERVICES AND USE IN INDIGENOUS MANUFACTURING COMPANIES IN PLATEAU AND KADUNA STATES

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DECLARATION

I hereby declare solemnly that this thesis has been written by me as a record of my independent research effort. I also certify that the work has not been presented and or accepted in any other degree. All the various sources to which I am indebted are properly and clearly acknowledged in the references. Therefore I accept responsibility for all errors in the research

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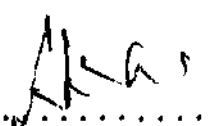
CERTIFICATION

This thesis entitled "Information Resources, Services and use in Manufacturing Companies in Plateau and Kaduna States", meets the regulations governing the award of the degree of master of Library and Information Science, Ahmadu Bello University, Zaria and has been approved for its contribution to knowledge and literary presentation.



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DEDICATION

This work is dedicated in memory of the late Shaheed, Ismaeel, R El-Farooqiy.

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ABSTRACT

This study investigates the information resources available in the indigenous manufacturing companies, services provided by indigenous manufacturing companies in Kaduna and Plateau states and the use of information resources by the company employees. Twenty companies were studied from which 400 subjects were drawn from the companies.

Survey research method was adopted for the study. Questionnaires, interview, and observation were used for data collection. The data collected were analyzed and presented in tables. Percentages were used in the data analysis. The analysis of the data revealed that:

a. Information resources available in the indigenous manufacturing companies are mostly generated internally.
b. Company employees attach importance to the internally generated information resources and consider the sources as their major information sources.
c. Information dissemination services through notice boards and colleagues were used by the company employees more than other information services. i.e. Library services, and selective dissemination of information.

On the basis of the finding it was concluded hat, information resources available in the manufacturing companies were mostly generated internally. Information services provided mostly depend on internally generated information resources. On the use of information resources and services,

employees use the internally generated information for company activities and decision making.

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OPERATIONAL DEFINITION OF TERMS

Information Resources	-	Any Source of Information
Information Services	-	Functions undertaken to ensure availability of Information to the intended users.
Information Use	-	The exploitation of services provided by an organisation
Information Need	-	Information Required
Indigenous	-	Originating in a place or country
Manufacture	-	To process or make a (product) from a raw material, especially as a large scale operation, using machinery.

CHAPTER ONE

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

INTRODUCTION.

Feather, Mathew and Pritchett (1995:91) defined information resources as materials in any format, weather on open access or held in reserve, which have been developed either as a general or a special resource in terms of coverage.

Information resource therefore could simply mean any source of information. It could be documented, non documented, printed, non-printed, human beings, systems, etc. Any information resources found in any organization is important. It can be in form of document such as memos, bulletins, notices, books, pamphlets, news letters, etc, or in audio-visual format, such as video cassettes, video disks, audio cassettes, computers etc.

Generally information resources are organized in libraries/information centers to provide easy accessibility for the users, and help the librarians/ information managers to locate information for the users easily and promptly. It also enables them to assist the users in conduct of in-depth research, and also bring to their knowledge he materials that are consulted at a given time. Basically easy accessibility to information resources by the users, form the general concept and purpose of information organization that is applicable in

all library/ information centers globally.

Information is generated in indigenous manufacturing companies from the operations, activities and services they engaged in; the type of manufacturing company determines the nature of the information resources to be found in the company. The nature of operations and activities of a company determine the type of information resources, needs, services and use in such company. In some manufacturing companies, management information system (MIS) serves as their major information sources. Information is collected from different departments and units of the company and stored into the computer for processing and use by staffers of the company, and also serves as a data base for the MIS. Other manufacturing companies may have libraries as their information resources centres. Mason (1991:82) asserted that in some companies "there may be an information department or corporate library with the responsibility for the collection, storage, retrieval and dissemination of information to meet the overall needs of the organization". The staff of manufacturing companies can also serve as information sources, as they pass vital information verbally to their fellow colleagues. Manufacturing companies attach importance to information resources internally generated. Such information resources include research and development reports, market research reports, corporate planning, reporting, correspondence with the markets and distributors, performance

evaluation reports, internal memo, sales reports financial reports, legal matters reports, technical reports from the production unit, etc. Information is therefore generally regarded by many people as a vital material that facilitates the development and success of any indigenous manufacturing industry.

The main purpose of information services in any indigenous manufacturing company is to provide relevant and pertinent information for the employees to use so as to meet the desired goals of the company. Information services in the manufacturing companies is, therefore, an on going task, so long as the company is functioning. The emphasis on the services provided in manufacturing companies tend to vary from one company to another depending upon the needs. Generally, the company workers receive information on the activities taking place in their companies, so that they can meet up to the expectation of their employers. In order to render information service, some indigenous manufacturing companies set up their own internal information systems and services. The type of information services that are normally provided in the manufacturing companies includes, sending out memoranda to Senior staffers, production of news letters, sending messages through telephone facilities and library services such as current awareness service, selective dissemination of information, etc. Sherwell (1991:73) observes that "they analyze the literature, produce indexes and information

bulletins, and carry out searches on behalf of their colleagues." Information services provision do trigger the production of information resources needed for use in the manufacturing company and indeed in all types of establishments. Some of the manufacturing companies use computers in most of their activities. This has led to the computerization of information services for the provision of the needed information for decision making, production, security, systems maintenance, inventory control, etc. It could thus be said that information services is central to the activities/operations of manufacturing companies. The use of computers as tool for information services in manufacturing companies enhance efficiency among employees. It facilitates easy access to required information and use.

However, there are different types of information systems available in different companies for the provision of information services. While some have libraries for the provision of information services, others have units for rendering information service to the employees.

For information service to be relevant, it should provide information that will meet the needs of its users. Current awareness service is one of the services provided in the indigenous manufacturing companies to keep the industrial workers abreast of the daily activities in the industry. Current awareness service, for examples selective Dissemination of Information (SDI) is important because

indigenous manufacturing companies are always in the field of competition with their counterparts and therefore need current information concerning their company and other companies. For the SDI is implied that the service is rendered to selected employees according to their areas of interest and specialization. Fowowe (1986:10) however emphasized that such service must be timely, relevant, complete for the purpose of which it is meant and acceptable quality" Another service which is also important, but available only in the companies that have libraries is reference service. Most of the library collections are reference materials accessible to the company employees. Hoskin (1982:80) remarked that the library reference service is open to anyone within the company of its subsidiaries who has a need for scientific, medical or patient information". This service is offered to all the employees of the company and others that use the library of the company. Information use by the employees of the manufacturing companies assists in the development and progress of the companies especially if it is utilized positively and timely. Phyllis (1984:120) is of the view that "The information materials... if properly utilized by the industrialists for facilitating greater efficiency will certainly enhance and boost the morale of there industries". This presupposes that the success of any manufacturing company lies in the effective use of infromation. Indigenous manufacturing companies and their employees generally use information to determine the

success of their companies in terms of production of their products, the quality of products, marketing of products and general administration of the company. The success of any manufacturing industry depends largely on how well and effective the company employees utilize information in their daily activities. Having access to information resources available in the manufacturing company at the right time is necessary. According to Don (1990:101) "a company that is aware of and able to use information is more likely to be profitable and expanding rather than the reverse" the use of information in companies or by companies is therefore necessary for their survival and progress. All the departments and units of manufacturing companies utilize information to function and operate as required and needed. Thus, the utilization of information should be emphasized and encouraged among the employees to ensure the survival and global operation of the company.

Manufacturing companies could be defined as group of persons forming a corporation or corporations with common purpose for the production of goods by machinery; especially in large quantities. The operation unit is charged with the responsibility of transforming the raw material into the needed product. This is normally done with the use of machines. Various activities take place in the production of the needed products; these include ascertaining the quality of raw materials before processing, determining the quantity of

the raw materials to be processed at a given time, to put the machines in order and ready for the production activity etc. Among the services indigenous manufacturing companies engage in is the provision of the end-products for marketing outside their companies; keeping the staff abreast with information concerning the condition of the company, especially in terms of success or failure of the company. The success of these companies normally attracts bonuses and prize to the company workers. While failure of these companies normally attracts retrenchment or reduction in workers salaries.

1.2 STATEMENT OF THE PROBLEM

The use of information has always been the back bone for the success of manufacturing industries globally. Allot (1985) is of the view that information has always been the vital ingredient for business success from the earlier traders to the longest multinational companies of today Information is therefore considered as the bedrock for development of humanity globally be it politically, economically, socially, educationally etc. Information is regarded as an important tool in the manufacturing industries and also become an indispensable tool in the process of products manufacture. The survival of a manufacturing company largely depend on the ability of such a company o utilize information in all activities taking place in the company. This implies that information is more or less like a raw material that should

not be neglected by any manufacturing company which may wish to succeed in its endeavor. Corallarily indigenous manufacturing companies requires are utilization of relevant information for their survival and success. Information resources and information services form the basis for development and success of any manufacturing industry. To achieve this, there has o be effective use of information resources and effective information services. This clearly indicates the need for the availability of information resources in the manufacturing companies. Information services have to be provided by the manufacturing companies for use by the company employees.one wonders whether the indigenous manufacturing companies in Plateau and Kaduna states have information resources at their disposal and whether they use them and also provide information services that would assist in achieving their objectives.

Important as information resources, services and use are in manufacturing companies, the tendency is for many of these companies to take them for granted. As a consequence, they may not be as developed as they ought to be. In some cases, there could be outright absence of information resources, services in such companies.

This study is therefore set to investigate the information resources available in the indigenous manufacturing companies, in Plateau and Kaduna states, information services provided in those manufacturing companies

and how the information resources and services available in the indigenous manufacturing companies are used by the employees.

1.3 RESEARCH QUESTIONS

i. What is the organizational structure of the indigenous manufacturing companies in Plateau and Kaduna states?.

ii. What are the activities of the indigenous manufacturing companies?

iii. What are the types of information resources available in the indigenous manufacturing companies.

iv. What are the types of information services provided by the indigenous manufacturing companies.

v. How are the manufacturing companies; information resources and services used by the company employees.

vi. How do the information resources in the indigenous manufacturing companies satisfy he information needs of their company employees.

vii. How useful are the information services provided by the indigenous manufacturing companies to their employees.

viii. How are information resources organized in the indigenous manufacturing companies in Plateau and Kaduna states.

1.4 OBJECTIVES OF THE STUDY

The research seeks to find out;

i. The organizational structure of these manufacturing

companies.

ii. The activities of these indigenous manufacturing companies.

iii. The types of information resources available in the indigenous manufacturing companies in Plateau and Kaduna states.

iv. The type of information services offered by the indigenous manufacturing companies in Plateau and Kaduna states.

v. The use of resources and servicesd by the industrial workers of the indigenous manufacturing companies.

vi. The extent to which information resources satisfy the information needs of the company employees.

vii. The usefulness of the information services provided in these manufacturing companies.

viii. The organization of information resources in these manufacturing companies in Plateau and Kaduna states.

1.5 SIGNIFICANCE OF THE STUDY

The study is significant due o the fact that not much has been written specifically on information resources, services and use in indigenous manufacturing companies in Plateau and Kaduna state. It has revealed the present conditions prevailing in the indigenous manufacturing companies concerning the availability of information resources, their utilization and relevance in satisfying the information needs

of the company employees and also the nature of information services provided by the indigenous manufacturing companies. And suggested possible solutions to solving the problems. The findings of the research would add new knowledge to he society ad open areas for further research and investigation.

1.7 SCOPE AND LIMITATION OF THE STUDY

The study examined the information resources, services and use in twenty indigenous manufacturing companies in Plateau and Kaduna states. The study covers the year 1999.

The limitations of the study are that owing to the constraints of time and fund, it did not cover all the indigenous manufacturing companies in the two states, neither could it be extended beyond them.

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CHAPTER TWO

REVIEW OF RELATED LITERATURE

2.1 INTRODUCTION

Industrial information is conceived as the determining factor for the development and success of any manufacturing industry, be it small or big. Industrial information generally means any information that is relevant to industrial development and progress. Thus the users of this information contribute significantly to the success or failure of the company. Fowowe (1986:8) holds the view that "Industrial information is needed for "day - to - day running or short term planning of the industry, policy formulation and long term planning, and .. quick implementation of new inventions.

Industrial information plays a crucial role in the development of any manufacturing company. Manufacturing companies generally facilitate the economic development of any nation. The United States of America, Russia, Britain, other European countries, Japan, India, China Taiwan, Singapore, Korea, Malaysia, and a number of Latin American countries are clear examples of booming economies built on the solid structures of industries. Arunachalam (1980:1) is of the view that soon information will be more important to a nation than how it handles its oil, its coal, orits natural gas. It has been observed that no nation can take up economically. Unless it exploits every available information to serve its productive and development process. Going by this premise, one

can easily discern that information is a very important material for human and national development. Unesco (1984:20) in one of its publications made a similar statement concerning information, that, information is ;

> A commodity, a resources of value capable of being exploited in the same manner as coffee, cotton machinery, mineral resources, human resources that can be utilized to produce more goods for the consumption of the society.

Therefore on the Nigerian perspectives, it could be asserted that development and progress of our indigenous manufacturing companies can only manifest when the importance of information used is realized. Also the Nigerian manufacturing companies need to know what is happening currently or has happened in manufacturing companies of the developed nations and follow their foot steps in the utilization of industrial information. Fowowe (1986:9) is of the view that;

> This was what Japan did after the second world war and today those countries which supplied Japan with relevant information about their technologies are now eager to borrow technological information, particularly in automobile and electronic fields from Japan.

It has been observed that industrial information is essential for the development of all categories of manufacturing companies; be it large scale, medium scale or small scale. Furthermore, it has been observed that relevant information resources, relevant information services and appropriate use of the resources and services determine the

success and failure of the manufacturing companies.

2.2 INFORMATION RESOURCES

Information resources is important in any organization; weather such organization has library/information centers or not. Information is viewed by some people either as a supplementary support service, for example library provision, or as a by – product for example management information system. Mason (1991:47) commented on what constitute information resources in any organization.

> Those generated within the organization include research and development reports, market research reports, technical representatives reports, corporate planning reports, correspondences etc. Those collected from the external environment, take the form of books, pamphlets, journals, patents, trades literature, standards, governments reports, encyclopedias, dictionaries, Newspapers etc.

The quality of decision making and planning in every organization is dependant on the relevancy of information resources found in such organization. This brings the idea of selecting the relevant information resources, processing the materials and making the information materials readily available for use by the intended users.

However, information resources form the backbone of existence of any library/ information centers globally. These

resources are usually gathered from both internal and external environments; and the nature of the information resources largely depend on the nature and type of organizations or institutions that own the library/information centers. Hyde and Hyde (1991:63) were of the view that "Each library is a center of excellence within its own subject area but none can claim self sufficiency and will not have need for external resources". This statement shows clearly that information resources in any library/ information centers has to be of two types, that is internal and external. This is quite appropriate for the manufacturing companies, more especially the Nigerian indigenous manufacturing companies. They are always in the area of competition among themselves and therefore need to have both internal and external information resources to be able to withstand the competition and also attain success.

Furthermore, Feather, Mathew and Pritchett (1995:91) defined information resources as "materials in any format, whether on open access or held in reserve, which have been developed either as a general or special resource in terms of depths or coverage:. This statement clearly shows that information resources is not only limited to a single format; but any format can be regarded as information resource. All the discussion above are quite relevant to this study, because information resources is one of the variables under - study in the manufacturing companies in Plateau and Kaduna states.

The manufacturing company like any other organization needs technical, detailed, pertinent and current information resources for the consumption of its employees. Information resources can be documented in different formats e.g, pamphlets, books, memo, audio- visual materials, etc, company employees could be regarded also as information sources, whatever useful information passed among themselves as colleagues in the company could be regarded as coming from information sources. Fosket (1981:18) says that, recorded information comes in many forms, including the brains of human colleagues. Haygarth (1981:22) further categorized information resources into two that is, industrial information comprising of a company's own internal collection of information and external sources of information. He listed the external sources of information to include journal literature, monographs, directories, competitors literature, patent literature and so on. Also Mason (1991:82) is of the view that, information outside the organization is transferred, manipulated, stored retrieved, correlated, with internal information and disseminated within the organization. In this case, useful decisions concerning development of the manufacturing company could be taken considering the input from both internal and external information resources. It has been observed that information resources plays a key role in determining the quality of decisions and subsequent actions taken by the manufacturing industries. Haygarth (1981:22) is

of the view that, most problems are solved and decisions are made by a combination of the available information, facts and knowledge, together with experience. Mason (1991:82) commented that, the staff of the organization comprise a major source of information and knowledge. Grieves (1998:80) in his study on the impact of information use on decision making, found that Human sources of information, i.e internal and/ or external colleagues are important to all sectors, but there are some variations.

However, some manufacturing companies create information units or libraries which are charged with the responsibility of providing information to the employees. Mason (1991) observes that, some organization may have an information department or corporate libraries with the responsibility for collection, storage, retrieval and dissemination of information to meet the overall needs of the organization. However, Grieves (1989) opined that, libraries serve little importance as information sources. Information resources in manufacturing companies women properly utilized has been observed to reduce uncertainty in taking useful decisions. Haygath (1981:23) is of the view that this applies whether it concerns managing people, money, machines, materials, facilities or a mixture of these resources, so that the well informed company can be more competitive. Some manufacturing companies favour the invitation of information specialists or experts who will study the different segments of the company,

collaborate with them and come out with acceptable information resources services and determine the nature of use of these information resources and services. This brings the idea of using computers as tool processing information in these manufacturing firms for ordering, production and sales prediction.

Relevant and easily accessible information resources help in the provision of useful and pertinent information that would make the manufacturing industry boost its production to maximize its profit, therefore these information resources can be considered as the background for the success of any manufacturing industry. The industrialized world depend on their information resources to conduct research on the activities of their competitors. This helps to boast the morale of their industries by improving the quality of the products. According to Fowowe (1981:9).

These industries monitor the activities of their competitors regularly. The information from their market research dictates that they have to improve on their brands of product in order to attract customers.

This presupposes that the success of a manufacturing company depends not only in the provision of information resources within the company but include monitoring other companies around, taking into consideration their main sources of information and the services they offer to both their staff and customers. This will give the company proper information

to compete with other companies and to be able to attract customers to buy its products. Don (1991), remarks that information is a key resource for business. Just as firms need people and money, they also require information. Provision of information resources in the manufacturing company could be used to judge the strength and viability of such company. This is because information services as a raw material that cannot be neglected, substituted. Therefore information resources from the backbone of any manufacturing company globally.

2.3 INFORMATION SERVICES

Harrods (1997:348) defined information as:-

> A service provided by or for, a special library which draws attention to information possessed in the library or information department in anticipation of demand.

This could be done by providing reference and information desk, preparation and circulation of new sheets and documented results of literature surveys, preparation of bibliographies, reading lists, indexes and abstracts, articles in current and non - current periodicals, creations of data bases through documentation of information anticipated to be of interest to potential users of the services, etc.

On the other hand, Nwakaohu (1999:70) is of the view that "information service sets out to identify, provide the use of documents or piece of information which could best help the user in his study, teaching or research". Information services generally require careful planning for attainment of success

and meeting the desired goal in any organization. This is usually achieved when the information resources are relevant and organized.

A good information service should provide appropriate pertinent and organized information to meet the specific needs of enquirer in furtherance of his/her research or professional activities in any organization. However one of the purposes of information service in manufacturing company is to keep the company employees abreast with current and pertinent information that is helpful in their daily company activities.

Information service therefore, simply means here rendering assistance to the company employees by informing them on the availability of knowledge or information that is beneficial to their company activities.

Current awareness service is one of the information services that could be used by the manufacturing companies to meet the information needs of its employees. Current awareness service could be defined as an act of informing the employees on the current information that will benefit them in their daily activities in the company. Fowowe (1986:9) holds the view that "current awareness service is achieved by the production and distribution/ circulation of information bulletin which contain titles of periodical articles and other documents".

Indigenous Manufacturing companies are always in the arena of product competition with other companies and

therefore need current information concerning their company and other companies. Specific company employees require specific information according to their area specialization or professionality. This brings the idea of selective. Dissemination of information (SDI). Selection Dissemination of information can be define as the act of information the employees individually of the availability of information that is of benefit to their company activities. This implies that all dissemination of information some what selective in that user's needs are known and information is acquired and disseminated according to those needs. Fowowe (1986:9) adds that, this type of service is used to keep the company staff informed of developments in their fields. For information services to be relevant in the manufacturing company, it has to answer the requests of the employees, it has to satisfy the needs of the employees, and this will help the company employees to enhance their productivity, creativity and achievement of corporate goals and objectives. Fowowe (1986:10) observes that "an efficient information service would enable the company to know what new materials or production techniques are available which might enable them to produce at cheaper rate".

However, information service in manufacturing companies differs from one company to another. Some have libraries while some do not have libraries. For those that have libraries they tend to emphasize on the information services that are

normally found in the libraries. They include Reference service, current awareness service, selective Dissemination of information, inter - library loan service, etc. All these information services are to take care of the information needs of the company employees. Haygarth (1981:24)

> The main objective of the library is to support the business by providing access to all relevant, published information and to internally recorded and reported information.

Information services are multi - disciplinary. It cuts across all kinds of organizations, companies, institutions, etc. Information services are also considered as bridges through which useful information can reach company employees at their various divisions. Rosemary (1990) appropriately puts this in perspective that : "Within the institution face to face communication, telephone, meetings, written memos, circular, information sheets, news letters, and the notice board were the vehicle of communication".

2.4 USER STUDIES

User studies which also include the study of information seeking behavior of users has long been recognized as one of the most important factors in the provision of relevant information services and resources to the target users. It forms the basis for all kinds of information services offered in any library and information centers. It assists to determine the resources to be acquired in library and information centers. Eager and Oppenhein (1996:18) are of the

view that, user studies reliably measure user' s information needs. It can be understood from the view expressed above that user studies deal generally with user information needs.

Studies were undertaken by many people of different subject background concerning user study. Eager and Oppenhin (1996:18) reported that Palmer (1991) studied personal factors in information behaviour of library information centers users. The results showed that there were differences in personality and approaches to information seeking behaviour and that these could be related to discipline and subject background of the users. Eager and Oppenheim (1996:18) also reported that Kuhlthau et al (1992) conducted research on cognitive models of the search process of users. He applied the models as form of study on the users of the library/information centers. The results shows that this model is valid for research carried out in many library/ information centers. Users study is regarded by many people as an important activity which contribute immensely towards success of library/information centers globally.

There are many techniques involved in undertaking user studies in library/information centers. Questionnaires, interviews and observation are some of the techniques used in undertaking the study. Mendes and Meadows (1996:8) used observation and interview in their studies on information acquisition by users of hospital libraries in Brazil and UK. The study was aimed at bringing a holistic picture of the way

the medical library users interacted with information sources available in the medical library. The results of the user - study indicate that information requirements and library use in he two countries are differing information environment. Also Eager and Oppenhein (1996:17) reported that Ellis et al (1993) examined scientists information seeking behaviour using a methodology (structural in terriers) comparable to an earlier study by Ellis (1989), which looked at social scientists. The results indicate that no major differences were found in the information seeking behaviour of the two studies. Any differences found do not appear to be fundamental but rather a difference in emphasis.

Once user - study is conducted among the users of a particular library/information center, the library will be able to acquire relevant materials for the use of the library clienteles. It could also be photocopy from other libraries, colleagues, individuals etc. Eager and Oppenhein (1996:18) reported that Hallmark (1994) supported the view that once relevant materials are identified, the appropriate methods for acquiring these materials are through library subscriptions, reprints and photocopies from colleagues.

Also Okiy (2000:65) reported that Alegbeleye (1989) is of the view that both use and user studies are popular areas of investigation to both librarians and information scientists. This underscored the central nature of the library patron to the whole process of information dissemination.

The main reason why library/ information centers exists is to provide the right materials to meet the information needs of their clienteles. This laudable purpose for the existence of libraries can be pursued effectively when he library/information centers get feed back of their users. One of the most appropriate and logical way of getting feedback on its effectiveness is to seek the opinion of the library users. This calls for a user study. User study is very relevant to this study, because this study touches on the user's experiences in their use of information resources and services provided in their respective indigenous manufacturing companies. Okiy (2000:65) reported that Butler (1982) articulated the idea of user study clearly when she stressed that:

> In general terms, the purpose of a user study is similar to market research in business. It is an attempt to discover patterns of use and levels of awareness of users towards library services to determine success or non - success of services and to identify what adjustments are added in service strategy.

The era when librarians/information managers simply assumed that they know the needs of their clientele and are able to provide such needs adequately even without he input of the users seem to be over. The present day problems created by information explosions, coupled with the need of justify appropriate use of the library/information center; demand hat the relevant information resources should be acquired to meet the precise needs of users. Okiy (2000:65) is of the view that, periodical sampling of users opinion on library services

is inevitable. This statement is quite relevant to this study because, the opinion of users of information resources and services in the indigenous manufacturing companies has been studied. The statement clearly emphasized the importance of user study in library/ information centers generally. Therefore user study serves as a technique applied in he library/information centers to check and find the relevance and appropriateness of the library stock in meeting the information needs of the users. It also uncovers the situation of the users in terms of satisfaction. What ever is the result of the study, it will determine the nature and type of the stock to be housed by the library/information centers. Haweni (1991:92) holds the view that, user studies are often more concerned with how the user interfaces with the library than with how the library meets users needs.

User study is relevant to this study because, it investigated the present condition prevailing in the manufacturing companies in relation to the provision of information resources, services and its utilization. Therefore user study form the basis for this study as the users have revealed their opinions in terms of information utilization and the role of information services in satisfying their information needs.

2.5 INFORMATION USE

Information use is considered to be one of the important attribute for an industrial development and constitute one of the more important factors resulting changes and development in a manufacturing industry. Phyllis(1984:123) observed that:

> The information materials... If properly utilized by the industrialists for facilitating greater efficiency will certainly enhance and boost the morale of these industries

Information use can be referred to here as a situation where by company employees utilizes information resources, information services available in the company to solve problems for the success and progress of the manufacturing companies. It has been observed that the success of any manufacturing industry largely depends on how well and effective the industrial workers make use of the information resources available in their company. Furthermore, it has been observed that the use of information in the manufacturing companies brings success and progress to them. Drake (1984:69) holds the view that;-

> The Japanese (through information use) have achieved growth and a competitive advantage in basic industries, such as steel and automobiles. They have created a common environment to stimulate innovation in electronics, photographic products, musical instruments and computers, and they have demonstrated the marketing ability to achieve significant shares in the world market.

The use of information is considered to be essential for the development and progress of all categories of manufacturing industries, large scale, medium scale and small

scale. King and Palmour (1981:33) are of the view that "Most of the greatest achievement in medicine, science, technology, education, and industry may be attributed in part to the intensive use of information".

Cropley (1991:63) observes too that:-

At whatever level within an organization the information process starts, each piece of information that occurs, and how it is handled and responded to, has a strong roll - up contribution to make to the overall government of the organization, and its effect on the world outside. It has been asserted that the development of any manufacturing company largely depends on the nature, quality, relevance, accuracy and accessibility of information to the company employees.

Haygarth (1981:225) remarks that;

> If the information providers are to manage successfully the flow of information to the information users and decision makers, then it is vital to establish a partnership and two - way communication process to identify, understand and satisfy the needs of the users.

The use of information in manufacturing companies makes them become successful attractive and strong especially if the information needs of their entire employees are met; from top to bottom and vice - versa. Duke (1981:40) holds the view that "After people and finance information will emerge as the most powerful determinant of relative economic performance, be it of countries industries competing in different countries or companies or institutions competing in one country.

He reiterates further that, companies or indeed countries

with better information, better use of information tend to have better decision – making and are also ahead of their rivals and competitors. Simon and Abell (1991:69) opined that

> We aim to promote, develop and maintain the effective exploitation by all parts of the business of internal and external information to enable the company to establish and maintain competitive advantage.

2.6 INFORMATION NEEDS

Information needs control to a large extent the nature and methodology a researcher employs in his research or studies. This implies that information needs form the basis for which a researcher or enquirer builds his searches. The environment to some extent can have a role to play in determining the information needs of a researcher.

In the context of the manufacturing companies, information needs differ according to the status of the enquirer or researcher. Also the differences in the activities of the company employees also determine the differences in their information needs. For example, a management staff from Finance and Administration department will only be concerned with information that will enable the management to take decision that may likely increase productivity and efficiency, to be able to defeat their competitors. Burman (1995:120) has said that :-The management requires information relating to the company's performance, on the state of the market and on a variety of matters to enable it take decisions aimed at enhancing productivity and increasing the efficiency of the

company".

On the researcher he further said that:-

> Researchers requires information on current achievements in their specific areas of research. They also want to know what their competitors have achieved and the performance of their products in the market.

Also on the technicians he said that:-

> As more and more equipment are introduced, information as to their performance range and efficiency are needed by people who actually operate them.

Information needs has long been acknowledged as one of the important factors in the design of information services and resources in any organization. Therefore, there are many methods in which information needs can be satisfied positively. One of these methods is observational in nature. Eager and Oppenheim (1996:15) said that; observing information seeking behaviour is a well established technique. Such methods can reveal information needs and the subsequent actions taken to satisfy those needs. There are many studies in finding the information needs of researchers in many fields of human endevour, manufacturing companies inclusive. Slater (1989:226) examined social scientists work style and information needs.The results of survey show that time and money are the two biggest constraints on information seeking behaviour. Horner and Thirlwall (1989:225) also examined the differences of social sciences and humanities as a group and

sciences in their present and future use of electronic sources of information in their hope to satisfy their information needs. The finding indicates little marked difference between the two groups. Hallmark (1994:20) also examined how researchers first become aware of references and how they subsequently obtained them. The results showed that personal contacts and references in the literature were the most helpful in finding relevant references, and thus satisfy their information needs.

Palmer (1991:254) also studied personal factors in information behaviour, that is to say we looked at how different personality types have different methods of information seeking behaviours and whether it can be related to disciplines. The result showed that there were differences in personality and approaches to information seeking behaviours and that these could be related to displine.

Horner and Thirlwall (1989:225) also found that scientists tended to use more technology based infromation sources, whereas academics in the humanities favoured the more traditional print methods, all in their bids to satify their information needs.

Information needs is therefore, about current happenings and it also varies according to the differences in focus and approaches of research.

2.7 ORGANIZAION OF INFORMATION RESOURCES:

The idea behind organization of information resources in libraries/information center is to allow he library users have access to the collection with ease. Materials are grouped together according to their similarities in subject treatment. Usually these materials are arranged on the shelves according to their class marks and subject treatment. Periodicals also constitute a separate group. They are organized and kept in one place according to their subject treatment. They are usually arranged physically on the shelves, but some libraries/information centers use boxes for the periodicals instead of physical arrangement on the shelves. All the shelves have labels and signs which serve as an index to the users of the library.

If information resources are to be used extensively by both librarians/information managers and the users of the resources, then a number of steps will have to be taken to make it more useful. It will be necessary to develop and implement a standard for organizing the information resources. One possible approach could be through catalogue. The catalogue supposed to keep record of all materials that are available in the library/information center. Therefore the catalogue has to be comprehensive and up - to date. Boakye (1999:205) says that the catalogue can be referred to as the key to the library stock. Another approach could be through he use of kardex. It involves the use of a material in which all

information resources available in the library/information centers are printed on different pages or kardex cards according to subjects and disciplines. It is opened like the pages of a book.

Also computer data base could also serve as another method for organizing materials in the library/information center. All he library holdings could be put into a computer to form a common data base which users can have access to from their computers to the needed data materials or information. This is possible to those libraries/information centers that are fully or partially automated. Lawani (1991:2) from his experience on the library of the International Institute of Tropical Agriculture, Ibadan. Asserted that;

> Automation of the institute's library and documentation center has resulted in fast and efficient pre - order checking, acquisitions, record keeping, efficient vendor monitoring, pre-cataloguing checking and processing, speedy and reliable serial of documents, consistent organization of the library materials through controlled description, production of shelf lists and appropriate guides etc.

Organization of library and information center, information resources is important. The nature of the organization largely depends on the type and aims and objectives of the institution. Some institutions and organizations still practice the traditional method of organizing information resources inside files. The files are arranged inside cabinets specially made for this purpose. Each file contains information on different subjects and disciplines. The cabinets that contains those files are also

arranged according to subjects and disciplines.

However, lack of proper organization of information resources in library/information centers generally create many problems. One of such problems is that users will not be able to trace the materials needs; and this further distant the users from using the entire collection. West and Lowe (1998:62) observed similar situation in their studies of Baltic states libraries that "Due to the lack of organization under the Soviet system, collections in libraries often overlap in some areas, leaving gaps in others which are not be covered by any of the libraries". Therefore organization of library and information centers materials is a key to the success of success of such libraries in meeting their objective of making the right information available to the users at the right time. Marco (1996:35) holds the view that "libraries must provide the highest level of service through appropriate and usefully organized collections, fair and equitable circulation and service policies, and skillful, accurate, unbiased and courteous responses to all requests for assistance". The above statement further stresses the importance of organization of information resources in the library and how it affects the use of the library collections and services.

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CHAPTER THREE

METHODOLOGY

3.1 INTRODUCTION

This chapter covers the methodology used in conducting the research. The sub-topics covered are the research method adopted, the population of the study, the sample size and sampling procedure, the instruments used for collecting data and the procedure for analyzing the data collected.

3.2 RESEARCH METHOD ADOPTED

This study investigated the state or condition of information resources, services and use in indigenous manufacturing companies in Plateau and Kaduna states. It is all about the description and interpretation of the condition of the concerned manufacturing companies with respect to information resources, services and use. Because of its nature it is a survey research. The survey research was adopted for the study because of its appropriateness. It is appropriate because Ndagi (19840 stated that it is "... concerned with the collection of data for the purpose of describing and interpreting existing conditions, prevailing practice beliefs attitudes, on going process, etc." Babbie (1986:203) in talking about the topics, survey research can be used for, stated that "surveys may be used for descriptive, explanatory, and exploratory purpose".

The data collected was analyzed to answer the research

questions. The knowledge arising from the answers to the research questions brought into focus the general state of information resources, services, and use in indigenous manufacturing companies in the two states studied.

3.3 POPULATION OF THE STUDY

The population of this study is the indigenous manufacturing companies in Plateau and Kaduna states. One hundred registered companies constitute the population for the study. These companies were listed in company guide such as the chambers of Commerce and Industry from these two states (Ministry of Commerce, Industry and Tourism) as well as from other publications such as vanguard yellow pages, Redasel's company guide and other company guides (1989).

3.4 SAMPLE SIZE AND SAMPLING PROCEDURE

The sample for this study is made up of twenty manufacturing companies. The sampled companies are shown on Table 3.1

Table 3.1 The Sampled Companies

Names of Company	Location	State	Product(s) Manufactured
Chellco Industry Nig Ltd.	Kaduna	Kaduna	Blankets, Upholstry, Materials etc.
Comrade Cycle Co. Ltd.	Zaria	Kaduna	Bicycle and Frames
Cotton and Agricultural Processors	Zaria	Kaduna	Cotton Lint
Ideal Flour Mills Ltd	Kaduna	Kaduna	Flour, Semolina, Grit
Nasco Fibre Products Ltd	Jos	Plateau	Sacus, carpets etc
Nasco Foods Nig. Ltd	Jos	Plateau	Flour Grits etc
Nasco Household products	Jos	Plateau	Plastic containers
Nasco Pack Nig. Ltd.	Jos	Plateau	Cartons etc
Nigeria Tabacco company	Zaria	Kaduna	Tabacco cigarette
Nocaco Ltd	Kaduna	Kaduna	Flecible wire, cables etc
NNPC/KRPC Ltd	Kaduna	Kaduna	Petroleum products
United Nigeria Textile Ltd	Kaduna	Kaduna	Cotton and Blander Yarn.
Zaria Pharmaceutical Ltd	Zaria	Kaduna	Pharmaceutical products
Zazzau Ginery Ltd	Zaria	Kaduna	Cotton Lint
Jos Cereals	Jos	Plateau	Corn flour, Grits etc
Pioneer Miking Company	Jos	Plateau	Flour, Girts
Standard Biscuits	Jos	Plateau	Biscuits
Makeri Smelting Company	Jos	Plateau	Tin Processing
Jos Steel Rolling Mill	Jos	Plateau	Iron and steel products
Kaduna Textile Ltd	Kaduna	Kaduna	Super print, Blander yarn etc
Supertex Nig. Ltd.	Kaduna	Kaduna	Real Wax, Superprint
United Oils Mills	Kaduna	Kaduna	Maize oil, Groundnut etc
Technoplastic Nig. Ltd	Kaduna	Kaduna	Plastic Products

The sample of twenty manufacturing companies was selected using purposive sampling procedure. The selection of the twenty indigenous manufacturing companies studies was based on:

i. Popularity of the company among other companies in both Plateau and Kaduna state. It is believed that popular indigenous manufacturing companies may likely have information resources; and information services may also be offered.

ii. Sizes of the indigenous manufacturing companies. It is expected that the size of the company determines the nature and type of information resources and services that would be provided.

iii. Year of establishment of the indigenous manufacturing companies. It assumed that the companies established say twenty years ago, might have information resources and provide variety of information services more than the recently established ones, say five years ago. Also the staff of the companies might have been using the resources and services available in the companies.

The above basis for selecting the indigenous manufacturing companies for the study were based on the conviction of the researcher that they would yield the results on the basis of which generalization could be made for all indigenous manufacturing companies in Plateau and Kaduna states. The recommendations of Adetoro (1986:24) that from a

population of up to 1000, it is sufficient to study a sample of 20% and above, was also put into consideratio in the selecion of the companies.

3.5 INSTRUMENTS AND METHOD OF DATA COLLECTION

In collecting data for a survey research, Goldhor (1972:128) states that the techniques of personal measurement and soliciting for data from independent parties are usually adopted. The tools or instruments for such measurements and solicitation are questionnaires, observations, documentary sources, interviews, etc.

For this study, the instruments used are the questionnaire and interview observation.

A. THE QUESTIONNAIRE

The questionnaire was used because it saves a lot of time and effort, and provides for a common manner of responses, which are usually devoid of biases. The questionnaire was divided into two:-

i. Questionnaire for the librarians, information managers, documentatists, information officers etc. it consisted of only one selection. Questions were asked, covered the years of establishment of the company products manufactured, sizes of the collections, types of the information resources and services provided

ii. Questionnaire for the company workers. This was divided

into four sections. (a) Biodata of the company workers (b) Information resources. This section consisted of questions that sought to determine the relevance of the resources in solving their information needs. (c) Information services. this section consisted of questions that sought to determine the relevance of the information services to the indigenous manufacturing companies. (d) Information use. This section consisted of questions hat sought to assess the nature of use of the information resources and services. The section also consisted of questions concerning user satisfaction with the services provided by the manufacturing companies.

The questionnaire was designed to elicit responses on the background of information resources and use, in the indigenous manufacturing companies studied.

B. THE INTERVIEW

The interview was used as back-up to the questionnaire to get additional information, which the latter could not have otherwise elicited. The questionnaires were self-administered by the researcher to the senior staffers of the manufacturing companies studied. The researcher also conducted all the interviews which were unstructured.

C. OBSERVATION

Observation was used as an instrument for gathering data. The researcher observed the company employees while using the information resources and services provided by the indigenous

manufacturing companies. The observation method further confirmed what was answered in the questionnaires and interview of the respondents.

3.6 DATA COLLECTION PROCEDURE:

Twenty (20) questionnaires were administered to the librarians and information managers; and 380 to the employees of the manufacturing companies. The questionnaires were administered by the researcher personally, who after two weeks, went round the companies again to collect the completed questionnaires. The twenty questionnaires administered to the librarians and information managers were all completed and collected. However out of the 380 questionnaires administered to the employees of the indigenous manufacturing companies, 320 were completed and collected. The interview was conducted to fill the missing information gaps identified from the completed questionnaires. The researcher also observed the users of the library and information centers to get further clarifications on their responses. The junior staff were left out because they do not use information as much as their senior counterparts. They would therefore not appreciate an investigation of information resources, services and use in their companies as much as their senior counterparts.

3.7 DATA ANALYSIS

In presenting the findings of this study, the data collected were analysed descriptively with the complement of tables. The simple statistics used was to show the frequency distributions of the responses analysed.

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CHAPTER FOUR

DATA ANALYSIS, PRESENTATION AND DISCUSSION

4.1 INTRODUCTION

This chapter deals with the analysis of the data collected for the study, the findings and presentation, interpretation and discussions. The research questions generated for the study, form the basis for the sub-topics treated. Thus the sub-topics include the background information about the sampled companies, their information resources and services, and the use of the resources and services are put to.

4.2 PRESENTATION OF RESULTS AND DISCUSSIONS

The data analyzed and the results arising therefrom are presented below.

Table 4.2.1 The Response Rate

Names of Company	No. of Respondents	No. Return	%
Chellco Industry Nig Ltd.	20	20	100
Cotton and Agricultural Processors	20	20	100
Ideal Flour Mills Ltd	20	10	50
Nasco Fibre Products Ltd	20	15	75
Nasco Foods Nig. Ltd	20	20	100
Nasco Household products	20	20	100
Nasco Pack Nig. Ltd.	20	20	100
Nocaco Ltd	20	20	100
NNPC/KRPC Kaduna	20	20	100
United Nigeria Textile Ltd	20	11	55
Zaria Pharmaceutical Ltd	20	16	80
Zazzau Ginery Ltd	20	9	45
Jos Cereals	20	10	50
Pioneer Miking Company	20	12	60
Makeri Smelting Company	20	20	100
Jos Steel Rolling Mill	20	20	100
Kaduna Textile Ltd	20	17	85
Supertex Nig. Ltd.	20	20	100
United Oils Mills	20	20	100
Technoplastic Nig. Ltd	20	20	100
Total	400	340	100

The break down of the response rate by company is shown on Table 4.2.1. There were 400 questionnaires altogether, made up of 59 from manufacturing companies in Plateau state and 341 from manufacturing companies in Kaduna State. 340 questionnaires were returned from both Plateau and Kaduna States, and sixty questionnaires were not returned.

4.2.2 Background Information About the Manufacturing Companies and the Respondents

Table 4.1 Demographic Information About the Companies

Names of Company	Year Established	Work Force	
		Senior	Junior
Chellco Industry Nig Ltd.	1979	35	165
Cotton and Agricultural Processors	1903	40	410
Ideal Flour Mills Ltd	1982	43	457
Nasco Fibre Products Ltd	1979	26	152
Nasco Foods Nig. Ltd	1979	30	170
Nasco Household products	1979	22	97
Nasco Pack Nig. Ltd.	1979	45	555
Nocaco Ltd	1980	250	3750
NNPC/KRPC Kaduna	1980	176	3324
United Textile Ltd.	1967	145	125
Zaria Pharmaceutical Ltd	1981	20	40
Zazzau Ginery Ltd	1991	24	45
Jos Cereals	1985	21	59
Pioneer Miking Company	1980	33	32
Makeri Smelting Company	1980	39	85

Table 4.2.2 (Cont) Demographic Information About the Companies

Names of Company	Year Established	Work Force	
		Senior	Junior
Jos Steel Rolling Mill	1980	24	85
Kaduna Textile Ltd	1957	48	4945
Supertex Nig. Ltd.	1967	25	50
United Oils Mills	1970	30	40
Technoplastic Nig. Ltd	1986	28	137

The manufacturing companies have a total of 20,760 staff, among whom are 10580 senior staff and 19,702 Junior staff. The Senior staff were those to whom the questionnaires for the study were administered.

A. ORGANIZATIONAL STRUCTURE OF THE COMPANIES

The indigenous manufacturing companies in Plateau and Kaduna states, like any other organization or institution have their own organizational structures which reflect the type and activities of each company. Basically, the indigenous manufacturing companies in Plateau and Kaduna states have four divisions that are common.

i. Office of the Chief Executive of the Company.

This office serves as the overall seer of the company. Major decision concerning the development of the company are finalized in this office, It serves also as a policy making

organ of the company.

ii. Office of the General Manager Administration

This office is charged with the responsibility of the general administration of the company. this office has a number of units or segments under its control or jurisdiction. research and training unit, security unit and information unit are some of the units under its control. Libraries/information centres are located under the information units of these indigenous manufacturing companies. those companies that do not have Libraries/information Centres, their information units take care of the information activities. Other things such as staff promotion, discipline, training, posting, transfer, retirement etc also formed part of the administrative activities of the office.

iii. Office of the General Manager Production

This office is charged with the responsibility of producing the needed product. All production activities are over seen by this office. Quality control of the products, determining the production capacity, safety of the staff and the machinery etc, are some of the activities of this office.

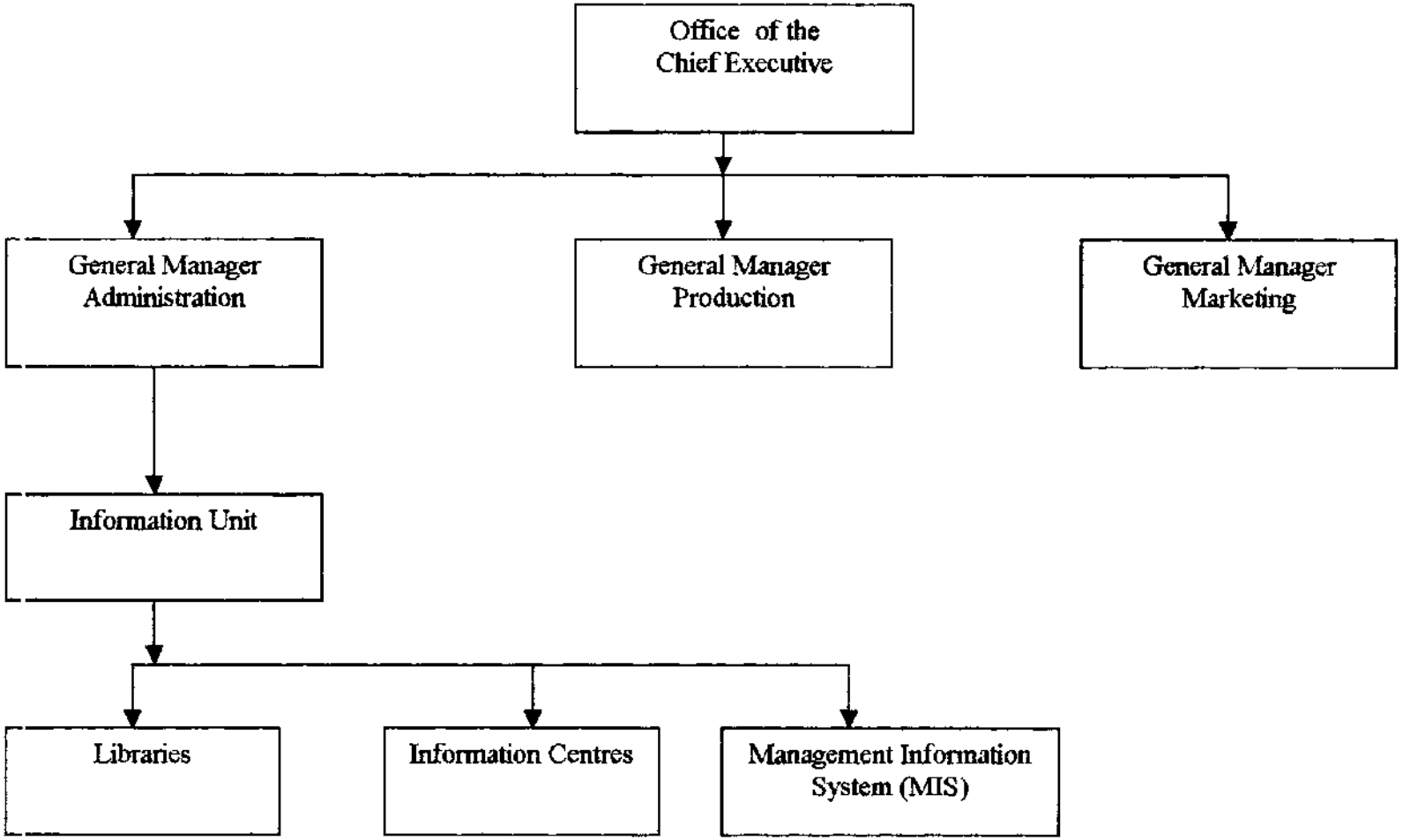
iv. Office of the General Manager Marketing

This office is charged with the responsibility of marketing the finished products. Fixing the price of the products, evolving marketing strategies, Finding the appropriate market for the sale of the products, controlling the outflow of the products from the company to the market

etc.

However, the four offices otherwise known as divisions discussed above, are common or available in all the indigenous manufacturing companies studied in both Plateau and Kaduna States. there are other offices but basically these cut across all the indigenous manufacturing companies studied. Below is the organizational chart or structure of the indigenous manufacturing companies

4.3 ORGANIZATIONAL CHART OF INDIGENOUS MANUFACTURING COMPANIES



Source: Nigeria Company Handbook, 1988

B. Type of Activities of the Indigenous Manufacturing Companies

All activities in the indigenous manufacturing companies are geared towards their development. The aim of any of the manufacturing companies is to be viable in terms of profit making and being ahead of other competing companies. This necessitates the companies to fashion their industrial activities towards achieving this aim.

Among the activities, is effective supervision of the staffers more especially, the production division staffers, where the raw materials are processed to become the needed products. Another activity is the processing of raw materials intended to become the needed products. This is usually done with the help of machines in the companies.

The textile companies among the studied companies use similar machines. This is because they process the same raw materials and also produce the same or similar products for example Supertex Company, United Nigeria Textile, Kaduna Textile all produces cotton Lint, Blanded Yarn etc. Likewise, the companies that produces consumer products, they also have similar machines and use the same raw materials to produce the same products. Nasco Foods, Ideal Flour Mills and Jos Cereals use corn as a raw material for the production of corn flour, Grits etc. Also the companies that produce industrial products follow the same suit. For example Kaduna Refinery and Petrochemical Company, Jos steel Rolling Mills and Nocaco. Furthermore, the plastic

industries in Kaduna and Plateau states also apply the same production methods in the production of their materials. For example they use moulding machines in the processing activities to be able to produce the type of products they needed. Rubber buckets, plastic jars etc, are some of the products they produced. Technoplastic company and Nasco Household company are the example of plastic Companies studied.

Another activity that takes place in the manufacturing companies is packaging of the finished products. Most of these companies have a unit which is charged with the responsibility for packaging the finished products. Most of the indigenous companies use labourers to package the materials inside cartons, Jars, Containers etc. Very few of the companies use both labourers and machines for this purpose. For example Kaduna Refining and Petrochemical Company, Kaduna Textile Nasco Pack etc.

However, on the research activities of the indigenous manufacturing companies, most of the companies have research units that take the responsibilities of undertaking research to enhance their profit, and improve the quality of their products for successful competition with their competitors. For example the Kaduna Refining and Petrochemical Company has research department, that takes care of Research activities on all the Petrochemical products they manufacture. They also research on the marketing of the finished products, and the current market situation both locally and internationally. The Zaria

Pharmaceutical, company also has a research unit where researches are undertaken to determine the current and effective drug in use and appropriate raw materials to be used in the production of syringes, needles etc.

C. Type of Products Manufactured by the Companies

The nature of the manufacturing company determine the type of product(s) it produces. The Companies studied are grouped into five as shown on Table 4.5

The grouping is according to the products they manufacture they are:

i. Textile Products: They are seven companies that manufacture textile products, viz: Chellco Industry, Cotton and Agricultural Company, Nasco Fibre, United Nigeria Textile, Zazzau Ginery, Kaduna Textile and Supertex Nigeria Company. The textile products include cotton lint, blanded yarn, blankets, wrappers, sacks, carpets, etc.

ii. Consumer Products are manufactured by five companies, namely, Ideal flour mills, Nasco foods, Jos Cereals, Pioneer Milling Company and United Oil Mills. Consumer or food products from the five manufacturing companies include flour, corngrits, cereal foods, biscuits, cooking oils etc.

iii. Household products, three companies engage in the production of household products and they are

Technoplastic company, Nasco Household and Nasco Pack. The household products manufactured by these companies are plastic jars, buckets, jerry cans, plastic water tank, children's toys, plastic plates and spoons, cups etc.

iv. Industrial products come from four companies, which are Nacaco Company, Makeri smelting company, Jos steel Rolling Company and Kaduna Refining and Petrochemical Company. The industrial products produced by these four companies are cable wire for electricity and telephones, iron steel, tins, chemicals, kerosine, gas, petrol, parapin wax, tar etc.

v. Pharmaceutical medical products are manufactured by only one company in this study and this is Zaria Pharmaceutical. The products of this company are needles, syringes etc.

Table 4.5: Grouping of Companies According to their Manufactured Product

Name of Company	Products Manufactured
Chellco Industry Cotton & Agricultural Co. Nasco Fibre Co. United Nigeria Textile Ltd. Zazzau Ginery Kaduna Textile Ltd Supertext Nigeria Ltd.	Textile Products
Ideal Flour Mills. Nasco Food Nigeria Ltd Jos Cereals Pioneer Milling Co. United Oil Mills	Consumer Products
Technoplastic Co. Nasco Household Nasco Pack Ltd	Household products
Nocaco Co. Makeri Smelting Co. Jos Steel Rolling Mill Kaduna Refining & Petrochemicals Co.	Industrial Product
Zaria Phamaceuticals	Pharmaceutical/medical products

4.2.2 INFORMATION RESOURCES

The indigenous manufacturing companies have a number of information resources for making information available to their respective personnel. The information resources available in these indigenous manufacturing companies are presented on Table 4.3.1

Table 4.5: INFORMATION RESOURCES AVAILABLE IN THE COMPANIES

ompany	Books	Memos	Business Directory	Chamber of Commerce Publication	Journals	Stand -ards	Year Book	Bulletins/ Newsletter Newspapers	Displays Notices	Management Information System (MIS) Data Base	Others
hellco Industry Nig Ltd.	220 Volumes	*	*	*	32Titles	*	*	*	*	-	-
otton & Agricultural Processors	200 Volumes	*	*	*	20Titles	*	*	*	*	-	-
deal Flour Mills Ltd	10 Volumes	*	*	-	-	*	*	*	*	-	-
asco Fibre Products Ltd	25 Volumes	*	*	-	10Titles	*	-	*	*	*	-
asco Foods Nig. Ltd	38 Volumes	*	*	*	15Titles	-	*	*	*	*	-
asco Household products	18 Volumes	*	*	-	11Titles	*	-	*	*	*	-
asco Pack Nig. Ltd.	20 Volumes	*	*	-	7Titles	*	*	*	*	*	-
ocaco Ltd	25 Volumes	*	*	*	11Titles	*	-	*	*	-	-
aduna Refining & Petrochemical	582 Volumes	*	*	*	40Titles	*	*	*	*	*	-
nited Nigeria Textile Ltd	48 Volumes	*	*	-	16Titles	*	*	*	*	-	-
aria Pharmaceutical Ltd	55 Volumes	*	*	*	14Titles	*	*	*	*	-	-
azzau Ginery Ltd	-	*	*	-	10Titles	*	-	*	*	-	-
os Cereals	5 Volumes	*	*	-	-	*	*	*	*	-	-
ioneer Miking Company	15 Volumes	*	*	-	-	*	*	*	*	-	-
ukeri Smelting Company	-	*	*	-	5Titles	*	*	*	*	-	-
os Steel Rolling Mill	65 Volumes	*	*	*	15Titles	*	*	*	*	-	-
aduna Textile Ltd	72 Volumes	*	*	-	10Titles	*	*	*	*	-	-
upertex Nig. Ltd.	-	*	*	-	-	*	*	*	*	-	-
nited Oils Mills	-	*	*	-	-	-	*	*	*	-	-
chnoplastic Nig. Ltd	18 Volumes	*	*	-	5Titles	*	*	*	*	-	-
otal	1414	20	20	7	221	12	16	20	20	5	-

The most prevalent information sources in the indigenous manufacturing companies are Bulletin and Newsletter, Newspapers and Displays/Notice. These sources of information are available in all the twenty (20) Indigenous manufacturing companies. The least prevalent information resources are MIS Data base and chambers of Commerce publications. They are only available in (5) and (7) manufacturing Companies.

Among the twenty manufacturing companies, only two (i) Nasco Household products company and (ii) Kaduna refining and Petrochemicals company have all the listed information resources in Table 4.1 in their companies. While on the other hand the united oil mills have the least information resources having out of the ten identified by the study. However, on the availability of other sources of information different from those those listed on the table none of the manufacturing companies responded

4.2.3 INFORMATION SERVICES PROVIDED BY THE INDIGENOUS MANUFACTURING COMPANIES

The indigenous manufacturing companies in plateau and Kaduna States provided a number of information services to meet the needs of their employees for information. Table 4.6 is a tabular presentation of the information services of these companies.

Table 4.6 INFORMATION SERVICES PROVIDED BY THE INDIGENOUS MANUFACTURING COMPANIES

Company	Display Exhibit-ion	Information provisions through Collesgues,	Reference Service	Current Awareness	Selective Dissemination of Infromation SDI	Referral Services	Other Informa-tion Services
Chellco Industry Nig.Ltd	*	*	*	*	*	-	-
Cotton & Agric.Company	*	*	*	*	*	-	-
Nasco Fibre Products Ltd	*	*	-	*	*	-	-
United Nigeria Textile Ltd	*	*	-	*	-	-	-
Zazzau Ginery Ltd	*	*	-	*	-	-	-
Kaduna Textile Ltd	*	*	-	*	*	1	-
Supertex Nig. Ltd.	*	*	-	*	-	-	-
Nocaco Ltd	*	*	-	-	-	-	-
Makeri Smelting Company	*	*	-	-	*	1	-
Jos Steel Rolling Mill	*	*	*	*	*	-	-
Kaduna Refining & Petrochemical	*	*	*	*	-	1	-
Ideal Flour Mills Ltd	*	*	-	*	-	-	-
Nasco Foods Nig. Ltd	*	*	-	*	-	-	-
Jos Cereals	*	*	-	*	-	-	-
Pioneer Miking Company	*	*	-	*	-	-	-
United Oils Mills	*	*	-	*	-	*	-
Technoplastic Nig. Ltd	*	*	-	*	*	-	-
Nasco Household products	*	*	-	*	-	-	-
Nasco Pack Nig. Ltd.	*	-	-	*	-	-	-
Zaria Pharmaceutical Ltd	*	*	*	*	-	-	-
Total	20	19	5	18	7	4	-

In spite of the fact that the indigenous manufacturing companies have library and information centers in their companies, library services such as reference service, selective dissemination of information and referral services are not practice by all the manufacturing companies. This can been seen from table 4.6 above. Four (20%) of the companies offer referral services 5 (25%) of the companies offer reference service, while 7 (35%) of the companies offer selective dissemination of information.

However, most of the indigenous manufacturing companies in Plateau and Kaduna states take into consideration other forms of information service in communicating useful information to heir company employees. These include provision of information through display and exhibition as exhibited in table 4.6 above. Twenty (100%) offer information to their employees through displays and exhibitions. Nineteen (95%) of the manufacturing companies offer information that is beneficial to their employees through their colleagues while 18 (85%) of the companies offer information service to their employees through current awareness services.

None of the indigenous manufacturing companies responded on the availability of the information services, such as inter-library loan services, referral service etc in their companies.

4.2.4 USE OF INFORMATION RESOURCES AND SERVICES BY MANUFACTURING COMPANY EMPLOYEES.

The respondents were made to indicate for what they use information resources and services provided by the manufacturing companies. The finding are shown on Table 4.7

Table 4.7 PURPOSE OF USING INFORMATION RESOURCES AND SERVICES BY COMPANY EMPLOYEES

	Company work		Current Affairs		Personal/ career Development		Other Purpo ses	Total	
Company	Freq.	%	Freq.	%	Freq	%		Freq	%
Chellco Industry Nig.Ltd	10	50%	6	30%	4	20%	-	20	100
Cotton & Agric.Company	9	43%	5	25%	6	35%	-	20	100
Nasco Fibre Products Ltd	9	45%	4	20%	2	35%	-	20	100
United Nigeria Textile Ltd	11	55%	3	15%	6	30%	-	15	75
Zazzau Ginery Ltd	12	60%	2	10%	2	30%	-	20	100
Kaduna Textile Ltd	13	65%	3	15%	4	20%	-	16	80
Supertex Nig. Ltd.	12	60%	4	20%	1	20%	-	20	100
Nocaco Ltd	10	50%	2	10%	8	40%	-	17	85
Makeri Smelting Company	10	15%	2	5%	-	20%	-	20	100
Jos Steel Rolling Mill	14	70%	3	15%	3	15%	-	12	60
Kaduna Refining & Petrochem.	12	60%	5	25%	3	15%	-	20	100
Ideal Flour Mills Ltd	10	50%	-	-	-	25%	-	20	100
Nasco Foods Nig. Ltd	11	55%	5	25%	4	20%	-	10	50
Jos Cereals	9	50%	-	-	-	15%	-	20	100
Pioneer Miking Company	10	50%	-	-	-	35%	-	9	45
United Oils Mills	13	65%	1	5%	6	30%	-	10	50
Technoplastic Nig. Ltd	8	40%	5	25%	7	35%	-	20	100
Nasco Household products	12	60%	3	15%	5	25%	-	20	100
Nasco Pack Nig. Ltd.	15	75%	2	10%	3	15%	-	20	100
Zaria Pharmaceutical Ltd	10	80%	1	5%	-	15%	-	11	55

The finding here shows that the company employees use information resources and services for the purpose of company work. Looking at the table one can see that the company employees from Nasco Pack Nigeria Company with 15(75%) respondents scored higher than any company in the use of information resources and services for company work. The least in this issue are cotton and Agricultural production Company employees numbering 9 (45%) who use information resources and services for the performance of the company work.

In the use of the resources and services for current affairs activities, Chellco Industry ranked higher than the other companies with 6 or (30%) respondents and the least is United Nigeria Oil Company with 1 (5%) respondents. Also on the use of information resources and service for personal career development activities Nocaco Nigeria ranked highest with 8 (40%). The least in this respect are the respondents from Nasco Pack who numbered 3 (15%). On the use of information by the respondents for other purposes, a part from those listed on Table 4.7 the respondents were not keen in answering this question.

THE PERCEPTION OF RESPONDENTS ON THE USE OF EXISTING INFORMATION SOURCES IN MEETING THEIR INFORMATION NEEDS IN THE COMPANIES

The finding represented on table 4.8 shows the assessment by the respondents on the use of using existing information sources in meeting their information needs. Concerning various activities of the indigenous manufacturing companies

Table 4.8 USE OF INFORMATION RESOURCES IN MEETING INFORMATION NEEDS OF THE COMPANY

	Decision making		Quality Control		Marketing		Staff Discipline		Maintenance (Machinery)		Other Purposes		Total	
Company	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Chellco Industry Nig.Ltd	6	30%	5	25%	7	35%	2	20%	-	-	-	-	20	100%
Cotton & Agric.Company	4	20%	3	15%	8	40%	-	-	5	25%	-	-	20	100%
Nasco Fibre Products Ltd.	1	5%	12	60%	2	20%	-	15%	-	-	-	-	15	75%
United Nigeria Textile Ltd	4	20%	5	25%	9	45%	-	-	1	5%	-	-	19	95%
Zazzau Ginery Ltd.	2	20%	7	35%	6	30%	-	-	1	5%	-	-	16	80%
Kaduna Textile Ltd	2	10%	2	10%	6	30%	3	15%	1	5%	-	-	14	65%
Supertex Nig. Ltd.	3	15%	4	20%	7	35%	2	10%	1	5%	-	-	17	85%
Nocaco Nig. Ltd.	8	40%	12	60%	-		-	-	-	-	-	-	20	100%
Makeri Smelting Co.	2	10%	10	50%	3	15%	-	-	-	-	-	-	15	45%
Jos Steel Rolling Co.	3	15%	2	10%	13	65%	2	10%	-	-	-	-	20	100%
Kaduna Refin & Petrochemical	1	5%)	14	70%	1	5%	-	-	4	20%	-	-	20	100%
Ideal Flour Mills.	2	10%	1	5%	4	20%	3	15%	-	-	-	-	10	50%
Nasco Foods	6	30%	5	25	7	35%	1	5%	1	5%	-	-	20	100%
Jos Cereals.	2	10%)	2	10%	2	10%	2	20%	1	5%	-	-	9	45%
Pioneer Milling Co.	1	5%	2	10%	7	35%	-	10%	-	-	-	-	10	50%
United Oil Mills.	3	15%	8	40%	4	20%	1	5%	4	20%	-	-	20	100%
Technoplastic Co.	13	65%	6	30%	-	-	-	-	1	5%	-	-	20	100%
Nasco Household.	9	45%	3	15%	2	10%	2	10%	2	10%	-	-	18	90%
Nasco Pack Co.	-	-	10	50%	4	20%	4	20%	2	15%	-	-	20	100%
Zaria Pharmaceutical	2	20%	2	35%	6	30%	1	5%	-	-	-	-	11	55%

The finding here shows that six or 30% of the administrative staffers of Chellco Nigeria Company percieved that the information resources found in their company satisfy their information needs in terms of decision making activities. Two or 10% were of the view that the information resources do satisfy their information needs in terms of staff Discipline.

The finding in Cotton and Agricultural Company differ with that of Chellco. In this Company eight or 40% of the staffers in marketing department perceived that the information resources satisfy their marketing information resources satisfy their marketing information needs three or 15% perceived that the information needs in quality control in the product manufactured.

The findings in Nasco Fibre show that twelve or 60% of staffers in the production department agreed that the information resources satisfy their information needs in the quality control of the product manufactured.

The finding in Nasco Fibre show that twelve or 60% of staffers in the production department agreed that the information resources satisfy their information needs in the production activities and one or 5% perceived that the resources satisfy their decision making activities.

The finding in United Nigeria Textile indicate that nine or 45% of the marketing department staffers perceived that the information resources satisfy their information needs. On the other hand two or 10% were of the view that the resources do satisfy their information

needs in terms of maintenance.

The finding in the Zazzau Ginery shows that seven or 35% of the staffers of the production department perceived that the resources satisfy their information needs. On the other hand only one or 5% admitted that it helped them in maintenance activities.

In the Kaduna Textile, the Situation is slightly different from the companies discussed above. Here sixteen or 80% perceived that the information resources satisfy their information needs in marketing of products and two or 10% was recorded each for administrative activities and production activities. Also in the Supertax Company seven or 35% of staffers in marketing department testify that the information resources satisfy their information needs. In terms of maintenance one or 5% perceived that the resources satisfy their information needs interms of staff discipline.

The finding in Nocaco Company shows that eight or 40% perceived that the resources satisfy their information needs in both marketing and staff discipline. The finding in Makeri Smelting company shows that ten or 50% of the respondents from the production department perceived that the information resources satisfy their information needs. And twelve or 10% of Administration department staffers says that the resources satisfy their information needs.

Also the finding in Jos Steel Rolling Company indicates that thirteen or 65% of the respondents from Marketing department perceived that the information resources satisfy their information needs. And two or 10% hold the view that the information resources

satisfy their information needs in terms of production activities. Also in Kaduna Refining and Petrochemical Company the finding indicates that fourteen or 70% of the respondents from production department perceived that the resources satisfy their information needs. and one or 5% of the respondents from the administrative department agreed that the resources satisfy their decision making information needs.

For the Ideal flour Company the finding indicates that four or 20% of the respondents from the marketing department perceived that the information resource satisfy their information needs. One or 5% of the production department staffers asserted that it satisfy their information needs.

The finding in Nasco foods shows that seven or 35% of the staffers in the marketing department responded that the resources satisfy their information needs. On the other hand one or 5% of the administrators percieved that the information resources satisfy their information needs in terms of staff discipline and maintenance. The finding in Jos Cereals company shows that two or 10% of the respondents from marketing department asserted that the information resources satisfy their information needs. And one or 5% also asserted that it satisfy their information needs administratively.

Also in pioneer milling company the finding indicates that seven or 35% of the respondents perceived that the information resources satisfy their information needs in marketing activities. And one or 5% asserted that it satisfies their information needs in

terms of decision making activity.

The finding in United Oil Mills indicates that eight or 40% of the respondents from production department perceived that the information resources satisfy their information needs. One or 55 admitted that it satisfies their administrative information needs.

The finding in Technoplastic company indicates that thirteen or 65% of the respondents perceived that it satisfy their information needs in decision making activity. And one or 5% responded that it satisfy their information needs in maintenance activity.

Also in Nasco Household Company the finding shows that nine or 45% of the respondents perceived that the information resources satisfy their information needs in terms of decision making activity. Two or 10% of the respondents perceived that it satisfy their administrative information needs.

The finding in Nasco Pack Company shows that ten or 50% of the respondents from the production department perceived that the information resources satisfy their information needs. And three or 15% of the respondents from the marketing department admitted that it satisfy their information needs.

The finding in Zaria Pharmaceutical company indicates that six or 30% of the respondents from the marketing department testify that the information resource satisfy their information needs one or 5% of the respondents from the administration department perceived that it satisfies their information needs in terms of staff discipline maintenance.

Other purposes of using information in the companies such as

security enhancement, staff training, staff welfare scheme etc. were not answered by the respondents

RESPONDENT'S PERCEPTIONS ON THE USEFULNESS OF INFORMATION SERVICES PROVIDED BY THE INDIGENOUS MANUFACTURING COMPANIES IN PLATEAU AND KADUNA STATES

Respondents were not unanimous in their perception of the Importance of the various information services provided by manufacturing companies in Plateau and Kaduna States as shown on Table 4.9.

TABLE 4.9 RESPONDENT'S PERCEPTION OF USEFULNESS OF INFROMATION SERVICES PROVIDED BY MANUFACTURING COMPANIES

	Very Useful		Useful		Undecided		Faily Useful		Not Useful		Total	
Company	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Total	%
Chellco Industry Nig.Ltd	9	45%	9	45%	1	5%	1	5%	-		20	100
Cotton & Agric.Company	10	50%	8	40%	-	-	2	10%	-		20	100
Nasco Fibre Products Ltd	3	40%	9	45%	1	5%	2	10%	-		15	70
United Nigeria Textile Ltd	12	60%	7	35%	-	-	-	-	1	5%	20	100
Zazzau Ginery Ltd	4	35%	11	55%	-	-	1	5%	-	-	16	80
Kaduna Textile Ltd	14	70%	5	25%	1	5%	-	-	-	-	20	100
Supertex Nig. Ltd.	4	25%	8	40%	3	15%	2	10%	-	-	17	85
Nocaco Ltd	6	30%	8	40%	-	-	4	20%	2	10%	20	100
Makeri Smelting Company	14	70%	6	30%	2	10%	-	-	-	-	12	60
Jos Steel Rolling Mill	1	40%	5	25%	-	-	3	15%	-	-	9	45
Kaduna Refining & Petroch.	16	80%	3	15%	1	10%	-	-	-	-	20	100
Ideal Flour Mills Ltd	11	55%	9	45%	-	-	-	-	-	-	10	50
Nasco Foods Nig. Ltd	10	50%	8	40%	-	-	1	5%	-	-	19	95
Jos Cereals	7	35%	13	65%	-	-	-	-	-	-	20	100
Pioneer Miking Company	3	50%	4	40%	-	-	2	10%	1	5%	10	50
United Oils Mills	7	35%	9	45%	-	-	3	15%	1	5%	20	100
Technoplastic Nig. Ltd	6	30%	12	65%	-	-	1	5%	1	5%	20	100
Nasco Household products	9	45%	6	30%	-	-	4	20%	-	-	19	95
Nasco Pack Nig. Ltd.	7	35%	11	55%	-	-	2	10%	-	-	20	100
Zaria Pharmaceutical Ltd	3	15%	8	40%	-	-	-	-	-	-	11	55

TABLE 4.10. FACILITIES FOR ARRANGEMENT AND DISPLAY OF INFORMATION RESOURCES.

Companies	Shelves	Pamphlets Boxes	Cases/Display boxes	Others
Chellco Nig Ltd	*	*	-	-
Cotton and Agric Co.	*	*	*	-
Nasco fibre Co.	*	-	*	-
United Nig. Textile	*	*	*	-
Zazzu Ginery	-	*	-	-
Kaduna Textile	*	*	-	-
Supertex Nig. Ltd.	-	*	-	-
Nocaco Nig. Ltd.	*	*	-	-
Makeri Smelting	-	*	*	-
Jos steel Rolling Co.	*	*	-	-
KRPC/NNPC	*	-	*	-
Ideal flour Mills	*	*	-	-
Nasco foods	*	-	*	-
Jos cereals	*	*	-	-
Pioneer milling Co.	*		*	-
United Nig. Oil.	*	*	*	-
Technoplastic	-	*	-	-
Nasco Household	*	-	*	-
Wasco Pack	*	-	*	-
Zaria pharmaceuticals	*	*	*	-
Total	16	15	11	0

Information resources are organized in the indigenous manufacturing companies in Plateau and Kaduna state according to the nature and type of information needs of a particular company. In the library and information centers of the indigenous manufacturing companies, materials such as books, journals, directories, year book etc, are organized and arranged on he shelves. The table 4.8 above indicates that 16 (80%) of the

companies arrange their information resources on the shelves. Fifteen (75%) of the manufacturing companies organize and arrange their resources using pamphlets boxes. This clearly indicates that the companies organize and arrange their information resources using boxes. Eleven (55%) of the indigenous manufacturing companies use display cases to arrange and display their information materials for the benefit of their users.

TABLE 4.11 FACILIITIES FOR KEEPING RECORDS OF INFORMATION RESOURCES:

Company	Catalogue	File jacket	Computer database	Kardex/ indexes	Others
Chellco Nig. Ltd	*	-	-	*	-
Cotton and Agric. Co.	*	*	-	-	-
Nasco Fibre	*	-	*	*	-
United Nig. Textile	*	*	-	*	-
Zazzau Ginery	-	*	-	-	-
Kaduna Textile	*	-	-	*	-
Supertex Textile	-	*	-	-	-
Nocaco Nig. Ltd	*	-	-	*	-
Makeri Smelting Co.	-	*	-	-	-
Jos steel rolling Co.	*	-	-	*	
KRPC/NNPC	*	-	-	*	
Ideal flour mills	-	*	*	-	
Nasco foods	*	-	-	-	
Jos cereals	-	*	*	-	
Pioneer milling Co.	-	-	-	-	
United Nig. Oil. Co.	-	*	-	-	
Technoplastic Co.	*	-	-	*	
Nasco Household	*	-	*	*	
Nasco pack	*	-	*	*	
Zaria pharmaceuticals	*	-	-	*	
Total	13	8	5	11	0

Keeping records of the available information resources in any organization becomes necessary and important. In the library and information centers of the manufacturing companies.

Zaria pharmaceuticals

United Nigeria Textile

Jos steel rolling Mills

Technoplastic Nigeria Ltd

Chellco Industries

Nocaco Nigeria Ltd

Kaduna Textile.

Six of the companies studied do not adopt any style in organizing their information resources. They are.

Zazzau Ginery

Nasco Household company

Pioneer Milling company

Makeri Smelting company

Nasco pack limited

United Nigeria oil.

CHAPTER FIVE

SUMMARY, SUGGESTIONS AND CONCLUSION

5.1 INTRODUCTION

The purpose of this study was to investigate the information resources, services and use in manufacturing companies in Plateau and Kaduna states. From a population of about one hundred manufacturing companies, twenty were sampled using the purposive sampling procedure.

The research methodology used was the descriptive/survey type and its instruments of questionnaire, interviews, observations and documentary services were used to collect data. The questionnaires were administered to 400 out of 10, 058 senior staff of the manufacturing companies sampled.

The data was collected to provide answers of the research questions which sought to know the types of information resources and services available in the manufacturing companies, the purpose for which the employees used them, and whether they meet their needs.

The data collected was analysed descriptively with the complement of tables and simple statistics to present frequency distributions.

5.2 SUMMARY OF FINDING OF THE RESEARCH

From the analysis of the data, the major findings are:

i. One hundred percent of the indigenous manufacturing companies in Plateau and Kaduna states considered internally generated information resources, as their major

information resources. For example Newsletters, Bulletins, Notices/Displays, Memos, Business Directory and Newspapers.

ii. Eighty five percent of the librarians/ information managers utilize displays/ exhibitions etc. And provision of information through colleagues as the best ways for communicating useful information to the factory workers.

iii. Thirty five percent of the library/ information centers of the indigenous manufacturing companies utilize library services such as reference service, selective dissemination of information etc as appropriate ways for informing the factory workers.

5.3 SUGGESTIONS

Based on the findings of this study, it is suggested that;

i. Information resources of the manufacturing companies should be improved in terms of quality and currency. This will enhance effective utilization by the company employees.

ii. Other sources of information generated outside the company should be part of the resources of the company.

iii. Current awareness service should be emphasized in the manufacturing companies in Plateau and Kaduna states.

vi. Selective Dissemination of Information (SDI) should be emphasised in the indigenous companies.

v. The use of computers in their information storage, processing and usage should be introduced. The computer

enhances efficiency, proficiency, promptness and accuracy.

vi. Effective library/Information centres should be introduced in these indigenous manufacturing companies.

5.4 CONCLUSION

Based on the findings obtained in this study, it can therefore be concluded that information resources available in the manufacturing companies in Plateau and Kaduna states constitute mostly of internally generated information resources such as memos, notices, bulletins, newsletters and for colleagues. A greater part of the information services provided by the manufacturing companies depend on the internally generated information resources.

However, on the use of information resources and services in the manufacturing company, employees use the internally generated information for their daily industrial activities and of decision making.

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APPENDIX I

LIST OF COMPANIES STUDIED

Names of Company	Product(s) Manufactured
Chellco Industry Nig Ltd.	Blankets, Upholstry, Materials etc.
Comrade Cycle Co. Ltd.	Bicycle and Frames
Cotton and Agricultural Processors	Cotton Lint
Ideal Flour Mills Ltd	Flour, Semolina, Grit
Nasco Fibre Products Ltd	Sacus, carpets etc
Nasco Foods Nig. Ltd	Flour Grits etc
Nasco Household products	Plastic containers
Nasco Pack Nig. Ltd.	Cartons etc
Nigeria Tabacco company	Tabacco cigarette
Nocaco Ltd	Flecible wire, cables etc
NNPC/KRPC Ltd	Petroleum products
United Nigeria Textile Ltd	Cotton and Blander Yarn.
Zaria Pharmaceutical Ltd	Pharmaceutical products
Zazzau Ginery Ltd	Cotton Lint
Jos Cereals	Corn flour, Grits etc
Pioneer Miking Company	Flour, Girts
Standard Biscuits	Biscuits
Makeri Smelting Company	Tin Processing
Jos Steel Rolling Mill	Iron and steel products
Kaduna Textile Ltd	Super print, Blander yarn etc
Supertex Nig. Ltd.	Real Wax, Superprint
United Oils Mills	Maize oil, Groundnut etc
Technoplastic Nig. Ltd	Plastic Products

APPENDIX II

(COVERING LETTER ACCOMPANYING QUESTIONNAIRE FOR RESEARCH PROPER)

Dear Sir/Madam,

REQUEST TO COMPLETE QUESTIONNAIRE FOR MASTER OF LIBRARY AND INFROMATIONS SCIENCE RESEARCH

I am a postgraduate student of Ahmadu Bello university Zaria undertaking a Research on infromation resources, services and use in manufacturing companies in Plateau and Kaduna states, in partial fulfilment of my Masters degree programme.

The attached questionaire, which is for completion is to enable me conduct a research proper on the theme rsearch in which your maufacturing company has been duly chosen as a sample for this purpose.

Thank you for you cooperation in the exercise.

Your faithfully,

Yahya, I.H.

APPENDIX III

QUESTIONNAIRE 1

TO BE FILLED BY THE LIBRARIANS/INFORMATION MANAGERS/DOCUMETALISTS. ETC.

1. Name of the company .....
2. When was the company established .....
3. Name the department/division/units in your company .....
4. What is your educational/professional qualifications .....

Please tick appropriately

BSc. ( ) M. Tech ( )

B.A. ( ) HND ( )

Msc ( ) OND ( )

M.A ( ) NCE ( )

B.Tech ( ) Others .....

5. Which of the two cadres do you belong to?

   Please tick appropriately

   a - senior staff/ management staff ( )

   b - senior staff ( )

6. What is the number of worker in the company? .....
7. Which of the following do you have in your company ?

   a. library ( )

   b. Information center ( )

   c. Management of information system (MIS) data base ( )

   d. Others please specify .....

8. What products does your company manufacture

i. .....

ii. .....

iii. .....

9. Please tick among the under-listed information resources that are found in your manufacturing company.

i. books ( )

ii. Memos ( )

iii. Business Directory ( )

iv. Company annual report ( )

v. Year book ( )

vi. Bulleting ( )

vii. Notices/Displays/ Exhibitions ( )

viii Newsletter/ Newspaper ( )

ix. MIS data base ( )

x. Publication from Chamber of commerce ( )

xi. Journals ( )

xii. Sandards ( )

xiii. Others please specify .....

10. What is the size of the information resources? .....

11. Which of the following services are offered in your manufacturing company? Please specify.

a. Reference service ( )

b. Current awareness ( )

c. Selective dissemination of information ( )

d. Displays/ Exhibitions/ Notices ( )

e. Information through colleagues ( )

f. Referral services ( )

g. Others, please specify .....

12. Which among the under listed ways do you use in organizing information resources in your company? Please tick appropriately.

a. On the shelves ( )

b. Inside pamphlet boxes ( )

c. Using display boxes/ case ( )

e. Others, please specify .....

13. Which among the following classification schemes do you use?

a. Dewey Decimal classification schemes DDC ( )

b. Library of congress classification scheme LC( )

c. Colon classification scheme ( )

d. Home – made scheme ( )

e. Others, please specify .....

14. How do you keep the records of your information materials?. Please tick appropriate.

a. Catalogue ( )

b. File jacket ( )

c. Computer database ( )

d. Kardex/ indexes ( )

e. Others, please specify .....

QUESTIONNAIRE 2

TO BE FILLED BY THE FACTORY WORKERS

SECTION A:

BIODATA:

1. What is your educational/ professional qualification?.

B.Sc ( ) B. Tech ( ) NCE ( )

B. A. ( ) M. Tech ( ) MPA ( )

MLS ( ) HND ( ) M.A. ( )

OND ( ) Others please specify .....

2. Which of the two cadre do you belong to?

a. Senior staff ( )

b. Senior staff/ Management staff ( )

SECTION B:

INFORMATION RESOURCES:

1. The following information resources are relevant in the discharge of the activities of the manufacturing company. Please tick appropriately.

Information resources	Yes	No
i. Books		
ii. Memos		
iii. Business Directory		
iv. Publication from Chamber of Commerce		
v. Journals		
vi. Standards		
vii. Company annual report		
viii. Year book		
ix. Bulletin		

2. What do you use information resources and service for? Please tick appropriately.

a. Company work ( )

b. Current affairs ( )

c. Personal/ Career development ( )

d. Others, please specify .....

3. Information resources available in this company meets our information needs in terms of the following company

activities, please tick appropriately.

a. Decision making ( )
b. Quality control of products ( )
c. Marketing ( )
d. Staff discipline ( )
e. Maintenance (Machinery) ( )
f. Others, please specify .....

4. Are the following information resources found in the company current?

Information resources	Yes	No
Books		
Memos		
Business Directory		
Chamber of Commerce		
Publications		
Journals		
Standards		
Company annual report		
Year book		
Bulletin/ Newspaper/ Newsletter		
Notices/ Displays/ Exhibition		
MIS data base		

SECTION C:

INFORMATION SERVICES:

1. Are the following information services relevant to your manufacturing company activities?. Please tick appropriately.

Information services	Yes	No
a. Reference service		
b. Current awareness service		
c. Selective dissemination of information (SDI)		
d. Information analysis		
e. Information through colleagues		
f. Displays/ Exhibitions/ Notices		
g. Referral service		

2. How useful are the information services provided by the company, in meeting your information needs?.

Very useful	Useful	Undecided	Fairly useful	Not useful

3. Are you satisfied with the information services provided by your manufacturing company?

Yes ( ) No ( )

SECTION D:

INFORMATION USE:

1. Which among the under listed information materials do you always use in the manufacturing company?. Please tick appropriately.

   a. Books ( )
   b. Memos ( )
   c. Business directory ( )
   d. Chamber of Commerce publication ( )
   e. Journals ( )
   f. Standards ( )
   g. Company annual report ( )
   h. Dictionaries/ Encyclopedia ( )
   i. Notices/ Displays/ Exhibition ( )
   j. Bibliographies ( )
   k. Bulletin/ Newspaper/ Newsletter ( )
   l. MIS data base ( )

2. What is information used for in the manufacturing company?. Please tick appropriately.

   a. Decision making activities ( )
   b. Policy statement ( )
   c. Marketing strategy ( )
   d. Quality improvement of products ( )
   e. Correcting abnormalities ( )
   f. General information ( )

h. Others, please specify .....

4. Are you satisfied with the information resources services and use in your company?.

Yes ( ) No ( ) please tick appropriately

APPENDIX IV

(COVERING LETTER FOR CONDUCTING INTERVIEW FOR RESEARCH PROPER)

Dear Sir/Madam,

REQUEST FOR CONDUCT OF INTERVIEW FOR MASTER OF LIBRARY AND INFROMATION RESEARCH

I am a postgraduate student of Ahmadu Bello university, Zaria undertaking a research on information resources services and use in manufacturing companies in Plateau and Kadunda states, in partial fulfilment of my degree programme.

The attached interview questions is for your consideration and kind approval to grant interview in your company which has been duly chosen as a sample for this purpose.

Thank you for you cooperation in the exercise.

Your faithfully,

Yahya, I.H.

APPENDIX V

INTERVIEW QUESTIONS

1. What type of Information resources do you have ?
2. How current are these infromation resources ?
3. Are these information resources relevant in saisfying the information needs of the employees ?
4. Are these infromation resources used in decision making activities of the company ?
5. What infromation services do you offer in this manufacturing company ?