



## Assessment of Vice-Chancellors' Role Performance in Management of Students' Welfare Services in Universities of North-East Zone, Nigeria

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### Abstract

*This study was designed to assess the Vice-Chancellors' Role Performance in Management of Students' Welfare Services in Universities in North-East Zone, Nigeria. The study was conducted with two objectives which were to assess: The Vice-Chancellor's role performance in management of students' hostel accommodation services, the Vice-Chancellors' role performance in management of security services in Universities in North-East Zone, Nigeria. A descriptive survey research design was employed for the study. The population of the study comprises of all the fifteen Universities in North-East Geopolitical Zone of Nigeria. A multistage sampling technique was used for the study. Firstly, a purposeful sampling technique was used in the selected 6 universities out of the fifteen university for the study, similarly, a total of 75 staff were selected purposively both students' affairs division and management staff, in the same vein, a total of 300 students comprises of hostel representatives and class representatives were selected which give a total of 420 respondents respectively. A structured questionnaire titled: 'Opinion of Staff and Students' in Management of Hostel Accommodation and Security Services 'Questionnaire' (SSMHASSQ). Questionnaire was developed by the researcher and validated by three experts in the Department of Educational Foundations and Curriculum Ahmadu Bello University, Zaria. The reliability coefficient of the validated instrument used for data collection for the study was 0.76 through Cronbach Alpha statistics. Mean and standard deviation were the statistical instrument used for answering the reach questions; while Analysis of Variance (ANOVA) was used test the hypotheses at .05 level of significance. The findings of the study revealed that Vice-Chancellor ensured that students' hostel accommodation had facilities such as toilets and toiletries, bed space, good light facilities, Solar power systems are installed in the hostel premises for security, security personnel were stationed in the strategic areas to protect students and staff from the current trend of kidnapping, theft in the universities in the North-East zone, Nigeria. It was therefore concluded that the Vice-Chancellor paid little attention to students' welfare services in universities in the North-East. Adequate hostel accommodation should be provided for the students in the universities in the North-east, more sanitary facilities should be provided to students' hostel to improve their well-being; In terms of security issues, the Vice-Chancellors should ensure that the security unit is provided with security van well equipped with communication gadgets. Also, Vice-Chancellors should ensure that security personnel are trained to handle campus security threat in the universities in the North-East zone of Nigeria.*

**Keywords:** Role Performance, Management of Students, Welfare Services

### Introduction

Universities are tertiary institutions designed to accomplish a wide range of objectives, including the transmission of knowledge, the pursuit and discovery of truth, the dissemination of research findings to free mankind from the shackles of ignorance and poverty, and the development of human capital to bring about social change and advancement. Universities have important roles in the growth of the nation, particularly in the production of high-level labour. (Ejeh, Okenjom, Chizi-Woko & Agbo, 2016).

According to Foo, (2013), a nation's strong socio-economic, political, cultural, health, and industrial growth are all facilitated, supported, fuelled and accelerated by a university education since these institutions are essential components of sectors that produce wealth and human capital. University education allows people to learn skills and methods that boost productivity, creativity, competence, initiative, innovation, and inventiveness in people.

According to Hasan, Ilias, Rahman, and Raza (2008), lament that an institution's staff



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members must be trained in a way that fosters coordination, collaboration, compassion, and empathy in order for quality education to be attained. In order to satisfy the pupils, consideration should also be made to detecting their changing demands. The efficiency of Nigerian students at universities in comparison to their peers in the developed world has been the subject of several scholarly disputes, with an emphasis on the delivery and management of social services. Social services and concern for students' wellbeing set one institution apart from another.

By coordinating all the program implementation phases, university managers and administrators are responsible for ensuring that safety rules and established legislation governing student safety and wellness are executed in universities. Ahmad, (2022), discovered that the majority of students are unaware of the security dangers both inside and outside of their institutions. They are therefore ill-equipped to address safety emergencies. It was discovered that many university students are unaware of the dangers to their safety and the right steps to take in such a situation. Following the recent surge of violence, bullying, school fires, and break-ins, safety concerns have taken center stage in the majority of the nation's universities. The effectiveness of instruction is crucial to students' happiness in all institutions and is directly related to the provision of student services. While a "service" is a mechanism that delivers an item that the general public is in need of, the idea of social service, also called welfare service or social work, any of numerous publicly or privately provided services intended to aid disadvantaged, distressed, or vulnerable persons or groups. The term social service also denotes the profession engaged in rendering such services. The social services have flourished in the 20th century as ideas of social responsibility have developed and spread across the nation higher institution like Universities and non-Universities institutions of learning. (Ahmad, 2022)

However, the overall goals of student welfare and social service are to support students in achieving the highest level of self-realization, help them become effective in their social environments, and supplement the institution's academic curriculum. Students'

welfare and social services, in particular, aim to provide orientation to help students adjust to campus life, conduct individual inventories and tests to help with self-knowledge and self-realization, conduct individual and group counselling, provide placement and follow-up services, adequately assist students with finances, health, food, and housing, provide a variety of co-curricular activities, and approve and monitor the activities of recognized organizations. Welfare and social services which universities provide and these vary from one institution to the other. Some selected social services in this study are accommodation services and security services. (Ejeh, Okenjom, Chizi-Woko & Agbo, 2016)

Townsend, (2013) social services are those measures established and institutionalized by society to accomplish purposes which are totally or predominantly social, according to this. The social services can be viewed as a tool for social transformation, a way to promote equality or social justice, and a way to uphold social order. According to Nwoba, (2015), In order to address social issues and improve the welfare of people both individually and collectively, social services are defined as official services provided to people, groups, or communities by governmental or non-governmental organizations. These services are justified outside of the free-market system. These services are offered to promote integration and prevent alienation among university students.

In the context of higher education, social services concerns are those services, processes, and practices whose major goal is to encourage, maintain, and improve students' physical, social, intellectual, and emotional well-being. (Alani, Okunola, & Subair, 2010). Nwagwu (2006). The current status of student welfare services appears to be having a negative impact on students in many ways, and all measures taken by the institutions to address the issue thus far don't seem to be having a substantial impact. The main goal of social service programs is to help the teaching and learning process at universities by accomplishing specific predefined objectives. The number of people and activities that are administered through various government programs and university governance regulations, which are



coordinated by the Students' Affairs Unit, limit the administration of welfare programs in tertiary institutions, particularly universities. At the conglomerate of social welfare in universities, stakeholders such as the government, employers, current students', academic and administrative personnel, institutional management, and others provide social services. Akinsanya (2007). The government is the stakeholder mostly held with the responsibility of providing the greater percentage of these services. The public sector is the major provider and financier of education in Nigeria since it took over most of the schools in the country from primary to tertiary level in the mid-70s Afolayan (2015). Government policies and budget allocation to education sector determine the degree to which these services are made available to universities by the government.

Generally, securing accommodation in universities metropolitan area has become a Herculean task to prospective house seekers, especially women, in the category of single girls. Women generally, suffer inadequate access to housing. Various strategies and struggles are usually adopted in order to ameliorate their hardship in accessing accommodation. Furthermore, the housing situations in Nigeria are deficient in quality and quantity. The vice-chancellors are responsible for the provisions and management of student's welfare services in their universities in the North-East. The vice-chancellors make provisions of hostel facilities and manage them. The facilities include water, electricity, security etc. In terms of off campus housing there is arbitrarily and outrageous increases in house rents. Also the highly patriarchal nature of Nigerians, and other intervening factors are likely to pose challenges to individuals, more in the categories of students' as they source for their housing needs. (Oyebanji, Liyanage & Akintoye, 2017).

An ideal hostel helps to maintain discipline and teaches the students the lesson of co-operation and self-reliance. It is necessary for the achievement of the aims of the hostel that it should be well organized and managed. The personality of the hostel superintendents always exerts a great influence over the inmates of the hostel and also on its organization (Ahmad,

2022).

### Statement of the Problem

Vice-Chancellors are the principal officers of any university; they are responsible for the success and the failure of the universities they oversee students' welfare services such as hostel accommodations and security of both students and staff forms the bases for the success of any university. The Vice Chancellors must make sure that student' welfare services such as hostel accommodations and environmental security in our universities are adequately provided and managed. They should also make the accommodations easily accessible to all students that will go a long way in to eradicating the Eligibility and non-eligibility syndrome in the universities.

In the face of growing enrolment of students' in tertiary education globally, students' social services such as: hostel accommodation, security services, guidance and counselling, library service, health service, transport service cafeteria service, extra-curricular activities and internet service has become one of the teething problems faced by Universities in developing country context (Sharma, 2012). Those services in the universities are unconducive and deplorable and this affects the academic performance and students' welfare (Akuchie, 2014). As a result of limited government resources, governments in developing countries are unable to adequately meet the services demand for all public Universities. Over past two decades, governments in many developing countries have involved private organization providers to participate in building hostels and halls of residence for students' in order to meet the demand for more accommodation infrastructure (Nimako, 2012). This has attracted many private individuals into investment in students' hostel accommodation, provision of security guards and other social services.

Welfare services are basic need in all societies and fundamental right of every student in the university. In advanced countries, social services are more accessible to all categories of students including the poor and the needy as a result of subsidies from the government. The situation is not the same in developing countries of the world. In Nigeria, for example, accessibility to social



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services by the poor is quite a difficult situation which is worsened by the harsh economic conditions and poor enabling environment. Likewise, accessing hostel accommodation services by Nigerian students is no exception, especially where such university operates a non – residential policy.

In tertiary institutions worldwide, the management of welfare services particularly Hostel accommodations and security has become a subject of the day by the universities management and it hinders academic freedom of the students in insurgency areas. Increase in the enrolment of students in the universities of North-East geographical zone as well as provision and management of facilities in the North-East universities may affect the students towards not achieving their goals and objectives as this may be reflected through poor academic performance of the students. Students welfare services are very vital when it comes to teaching and learning. They become inevitable in live, no student can live a normal and ideal school life without them; they are just like life ingredient. One can imagine a university where learning of whatever kind is taught are without social packages like good accommodations and security services etc. what can be the end results? In fact, this is what Universities in the North-Eest are facing, lots of these facilities are missing in almost all the universities in the zone, it does not stop there the little ones available are not maintained or rather managed properly thereby losing their state and value. (Ahmad, 2022).

The management of welfare services has been a source of concern to scholars because of the roles these services play in the life of students in schools. Although, the students' university enrolment has doubled, the accommodation facilities for students may not have increased at the same rate. Access to university accommodation is thus quite limited particularly in universities in the North-East zone, Nigeria. Therefore, this research assessed the vice chancellors' role performance in the management of students' welfare services in universities in the North-East zone, Nigeria.

### Objectives of the Study

The main aim of this study is to identify the vice-chancellors' role performance in the management of students' hostel accommodation and security services in the Universities in the North-East geopolitical zone, Nigeria; specifically, the sought to achieve the following objectives:

1. Determine the Vice-Chancellors' role performance in the management of students' hostel accommodation services in Universities in North-East Zone, Nigeria;
2. Find out the Vice-Chancellors' role performance in the management of security services in Universities in North-East Zone, Nigeria;

### Research Questions

The following research questions were answered in the study:

1. What is the Vice-Chancellors' role performance in the management of students' hostel accommodation services in the Universities in North-East Zone, Nigeria?
2. What is the Vice-Chancellors' role performance in the management of security services in Universities in North-East Zone, Nigeria?

### Hypotheses

The following hypotheses were formulated to guide the study and tested at .05 level of significance:

- H<sub>01</sub>** There is no significant difference in the mean responses of Management Staff, students' Hostel representatives and Students class representative s towards Vice-Chancellors' role performance in the management of students' hostel accommodation services in Universities in North-East Geopolitical Zone, Nigeria;
- H<sub>02</sub>** There is no significant difference in the mean responses of Management Staff, students' Hostel representatives and Students class representatives towards Vice-Chancellors' role performance in the management of security Services in Universities in North-East Geopolitical Zone, Nigeria;



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**Methodology**

A descriptive survey research design was used for the study. The main reason for choosing the descriptive survey design as opposed to other methods of study was because the current issue under study had already occurred. The population of the study comprises of all the fifteen Universities in North-East Geopolitical Zone of Nigeria. A multistage sampling technique was used for the study. Firstly, a purposeful sampling technique was used in selected 6 universities out of the fifteen university for the study, similarly, a total of 75 staff both students' affairs division and management staff were selected purposively, in the same vein, a total of 300 students comprises of hostel representatives and class representatives were selected which give a total of 420 respondents respectively. A structured questionnaire titled: 'Opinion of Staff and Students' in Management of Hostel Accommodation and Security Services 'Questionnaire' (SSMHASSQ). Questionnaire was developed by the researcher and validated by three experts in the Department of Educational Foundations and Curriculum Ahmadu Bello University, Zaria. A four-point likert scale of measurement were used as: strongly agree (4), agree (3), disagree (2) and strongly disagree (1) The reliability coefficient of the

validated instrument used for data collection The reliability coefficient for the study was 0.76. using Cronbach Alpha statistics. Mean and standard deviation were the statistical instrument used for answering the reach questions; while Analysis of Variance (ANOVA) was used test the hypotheses at .05 level of significance. A mean score of 2.50 was used as a bench mark for accepting or rejecting items. Therefore, items with a mean score of 2.50 and above were considered agreed; while items with mean score of 2.49 and below were considered disagreed. While the decisions on the null hypotheses were based comparing the significant value with ( $P < .05$ ) level of significant; that is where the significant value is less than ( $P < .05$ ) it was rejected, while equal or greater than ( $P < .05$ ) level of significant the hypothesis was upheld and accepted.

**Results**

**Research Question One:** What is the Vice-Chancellors' role performance in the management of students' hostel accommodation services in the Universities in North-East Zone, Nigeria?

The result shows that vice-chancellors in the North-East plays a significant role in the Management of student' hostel accommodation services.

**Table 1. Analysis of Variance (ANOVA) on the Perceptions of Management Staff and Students towards Vice-Chancellors' Role Performance in Management of Students' Hostel Accommodation Services in Universities in North-East Zone, Nigeria**

Source	Sum of Square	Df	Mean Square	F-cal	F-critical	P-value	Decision
Between groups	307.482	2	153.74	18.27	45.515	.074	$H_{01}$ Retained
Within groups	3482.506	288	.356				
<b>Total</b>	<b>3789.988</b>	<b>290</b>					

In Table 1: the computed probability is .074 higher than the alpha value of 0.05 set for this study. In other words, the calculated F- ratio value of 18.274 is less than the f-critical value of 45.515 while the calculated P-value of .074 is greater than the 0.05 level of significance. Therefore, the null hypothesis ( $H_{01}$ ) was retained. It could be concluded that there were no significant differences in the opinions of management staff, students' Hostel reps, and students class reps towards

vice-chancellors' role performance in the management of students' hostel accommodation services in universities in North-East Zone, Nigeria.

**Research Question Two:** What is the Vice-Chancellors' role performance in the management of security services in Universities in North-East Zone, Nigeria?



**Table 2: Analysis of Variance (ANOVA) on the Perceptions of Management Staff and Students' towards Vice-Chancellors' Role Performance in Management of Security Services in Universities in North-East Zone, Nigeria**

Source	Sum of Square	Df	Mean Square	F-cal	F-critical	P-value	Decision
Between groups	54.908	2	27.454	1.592	7.047	.060	$H_{02}$ Retained
Within groups	628.080	288	.611				
<b>Total</b>	<b>682.987</b>	<b>290</b>					

As shown in Table 2, if the P-value is less than the level of significance the hypothesis is rejected, but if otherwise, it is retained. The calculated F-cal (1.592) is less than the critical value (7.047), while the P-value (.060) is greater than the significant level of 0.05 which indicates that there was a significant difference in the opinions of management staff, Hostel reps, and students class reps towards Vice-Chancellors' role performance on management of security services in the universities in North-East Zone, Nigeria. The P-value (.060) is greater than the significant level of 0.05 which indicates that the Null hypothesis ( $H_{02}$ ) is hereby retained.

### Findings of the study

1. The vice-chancellors ensured that students' hostels accommodation services such as toilets, and facilities, steady water supply, bed space, good light facilities were provided. Solar systems were installed in some of the Universities in the North-East, Nigeria. This is because the computed probability is 0.74, which is greater than the p-value of 0.05 level of significance.
2. The vice-chancellors ensured that security services were provided, facilities such Security gadgets, Security Van, training etc. This is seen as the computed probability is 0.60 which is greater than the p-value of 0.05 levels of significance.

### Discussions of the Findings

Two hypotheses were formulated and tested using Analysis of Variance (ANOVA) at 0.05 levels of significance. Decision rule states that if P-value is less than level of significance, it is rejected, otherwise, it is retained. All the two hypotheses in this study

were retained since P-values were greater than the level of significance. However, to give general discussions on respondents on the issues raised, frequencies and percentages were used.

It was established by the findings of this study that Students hostel accommodation is provided and managed where majority of the respondents had more than 57.1% were in agreement, it is evident that there was a positive perception from the respondents toward Vice-Chancellors' role performance in management of students' hostel accommodation services in Universities in the North-East Zone, Nigeria. It is believed that, Vice-Chancellors ensured that Hostels have good light facilities, solar power systems were installed in the hostel premises for security, adequate bed space were provided in each hostel and Vice-Chancellors' ensured that Students accessed accommodation easily in the universities in the North-East Zone, Nigeria. In an effort to meet the committees' recommendations government on her part had increased universities grant accordingly. This concurred with Ahmad, (2022), in his study revealed that Students hostel accommodation is provided and managed but is grossly inadequate in federal universities; among which are, there is regular supply of electricity in the hostels; There are good toilet facilities in the students Hostel in the Universities; There is burglar proof to enhance security in the hostel; University provided bunks and mattresses for students wellbeing.

It was revealed by the findings of this study that there are adequate security services in most of the Federal Universities in Northeast Geographical Zone, Nigeria. This was



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obtained from the responses of the respondents to the structured questions given to them. There was a general acceptance of the item statement on research question. Majority of the respondents had more than 53.6% were in agreement, Security measures were taken by the University management in order to ensure safety of lives and property. It is evident that there was a positive perception from the respondents toward Vice-Chancellors' role performance in management of security services in Universities in North-East Zone, Nigeria. It is believed that, Vice-Chancellors ensured that security personnel were adequately provided and equipped with communication gadgets, training and retraining on security issues, Identification Cards were issued before entrance and vehicles were properly check, provision of security van and Fire Service Units have functional Fire Van and Fire-fighting equipment in the Universities in North-East Zone, Nigeria it corroborated with Ahmad, (2022), social services are grossly available in federal universities is just more attention should be put in place to ensure absolute safe and secure environment for learning. Similarly, Omolo and Simatwa, (2010) in their study affirmed that strategies were devised by School managers in enhancing the implementation of safety policies including: integration of safety activities into daily school routine, regular inspection of school plant, training staff on emergency preparedness, purchasing the required safety equipment, and conducting regular emergency drills.

### Recommendations

Based on the findings from the study, the following recommendations are hereby put forward:

1. More students' hostel accommodation should be built with state of the earth facilities for student comfort and convenience. However, the existing ones should be adequately maintained. University should partner with private individual to build more Hostel accommodations that are well equip with facilities at subsidised rate.
2. The students, lecturers and security officers should be sensitized on the safety rules. The Vice-Chancellors should constitute safety committees to spearhead

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the safety rule in the schools. School administration should train students and staff on safety risks and how to handle them if they occur. The Ministry of Education in collaboration with National University Commission should facilitate regular safety training and awareness programmes in order to prepare stakeholders for insecurity eventualities.

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