INFORMATION PRACTICES OF COMMERCIAL MOTORCYCLE RIDERS (*OKADA*) IN SAMARU COMMUNITY SABON GARI LOCAL GOVERNMENT AREA, KADUNA STATE, NIGERIA

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Abstract

This research explored the Information Practices of Commercial Motorcycle riders in Samaru Community, Sabon Gari Local Government Area of Kaduna State, Nigeria. The objectives were; to identify the information needs of commercial motorcycle riders in Samaru community, to ascertain the purpose of the use of available information by commercial motorcycle riders in Samaru community. The study applied Savolainen's (1995) everyday life information seeking ELIS theory as theoretical framework for the study. Qualitative research methodology and qualitative case study research design was *adopted for the study. Semi-structured interview was used for data collection. 10 participants determined the sample size for this study, Purposive sampling technique was used in this study. The data for this study was analyzed using qualitative content analysis. The findings revealed Health information need, security information need, and everyday life information need were the types of information need found most relevant by the participant of this study. The study concluded that security and health information used is part of the commercial motorcycle rider's everyday life information use for the purposes of solving everyday life problems. Therefore, it was recommended that, The Kaduna State Government, health and security agencies to consider their information need very important, and to provide such kind of information available to them.*

Keywords: Information practices, Commercial Motorcycle Riders and Samaru Community

Introduction

Information practice is a social practice that is composed of a range of activities such as; to produce information, to seek and acquire information, to place value and evaluate information, to identify and compose information into meaningful combinations, to distribute and share information, and, in general, to put information into use (McKenzie, 2003). According to Talja and Hansen (2005), information practices are those practices of information seeking, retrieval, filtering and synthesis. Similarly, Savolainen (2008) stated that information practices are the entirety of ways in which people seek, use, and share information in different contexts. Similarly Savolainen (2008) moves toward an objectified view, calling information practices "socially and culturally established ways to identify, seek, use and share the information available in various sources and channels such as television, newspaper and the Internet" On the other hand, recent articulations of information practice is also described as several suites or bundles of activities such as information need, use, and sources that bring about individuals' understanding or literacy as tacit know-how (McKenzie, 2009; Moring & Lloyd, 2013). Therefore, this study explored the information need, and information use as information practice of commercial motorcycle riders in Samaru Community, Sabon Gari Local Government Area of Kaduna State, Nigeria.

Information needs is an awareness that arises when information users recognize that there is a gap in their knowledge, which they cannot bridge without seeking and finding relevant information Dutoit (2022). Agarwal also stressed that (2022) opined that Information need is the recognition that our knowledge is inadequate to satisfy a goal we have. Savolainen (2017) has reviewed and divided information needs into two definitions. The first definition is that information need may be conceived as a trigger providing an initial impetus to information seeking. Second, information need may be approached as a driver keeping information seeking in motion for a longer time. Similarly, he noted that even though information need is probably the most widely used construct explaining why people engage in information seeking, wherein the seeker attempts to find information in order to meet an information need (Savolainen, 2017). When an individual or a group attempting to seek for information to meet personal, academic and everyday life desires, an information channels is involved to help in getting right information that will help to solve everyday problems.

Information use therefore can be for different purposes by individual or groups in a different context or environment with the aims of solving everyday

life problems. However, using information in different context can help to solve everyday problems. Commercial motorcycle riders use information in different context in their community to solve everyday life problems. Meyer (2016) regards information use as an activity where information users create, collect and apply information. Du toit (2022), from his perspectives considered information use as an individual's understanding information in such a way that they can apply the information for its intended purpose to reach the desired outcomes. Information use refers to the acts taken by the information user based on the information obtained from information sources (Kamdjoug and Bawack, 2020).

Commercial motorcycle riders are commonly called or known as "*Okada*", "*Achaba*", "*Goyin*" "express" or "*Inaga*" in different parts of Nigeria. It is one of the affordable and reliable means of transportation in Nigeria and by far the most common form of informal transport system in the country (Cervero, 2015). Due to the economic downturn, commercial vehicles began to disappear from the roads in most towns and cities in Nigeria including Samaru. The result of the above was the scarcity of buses and taxis in the cities, forcing them to operate only on major roads. Commercial motorcycle riders are an offshoot of the Structural Adjustment Programme (SAP) of the late '80s and early '90s. The surge in the use of okada riders emerged when many civil servants in both the public and private sector were either retrenched or retired prematurely. Most of these people who owned motorcycles resorted to commercializing them in order to make ends meet. Commercial motorcycle riders serve various uses to their patrons: in some instances, they are the only means of transportation available to some passengers (Aluko, 2018). Similarly, various sets of people in the society including, government workers, students, traders and business people find commercial motorcycle riding business as a great relief from the congested traffic situations during the rush hours in the morning and afternoon when schools and offices open or closes (Olalekan, Rebecca & Adenike, 2013).

The purpose of this study was to explore information practices of commercial motorcycle riders (Okada Riders) in Samaru Community of Sabon Gari Local Government Area, Kaduna State, Nigeria. In order to explore the information practices of the commercial motorcycle riders (Okada Riders), Everyday Life Information Seeking theory by Savolainen (1995) was used as a theoretical framework to guide this study. Everyday Life Information Seeking theory refers to the acquisition of various information both cognitive and expressive elements, which people employ to orient themselves in daily life or to

solve problems not directly connected with the performance of professional tasks or full-time study.

Statement of the Problem

It is obvious that people from different walks of life have the need for information because as the population grows and society becomes complex, the production and perceived need for information also expands. These information needs may be related not only to their work roles but also to their everyday life needs such as health, education, security, shopping and current affairs etc. This implies that the culture of people, the environment where they live, and their occupational practices are factors that can influence information-seeking behavior (Dankasa, 2015). Commercial motorcycle riders need information in order to solve their everyday life problems. This information provides them with a sense of security, achievement and control. Dearth of understanding of their information need, channels of access to information, information sources and their information use create difficulties for the Commercial motorcycle riders to solve problems in their everyday lives, which is related to their health, education, security, occupation, government policies and current affairs.

Many studies have been conducted on different workgroups and their information-seeking behavior (Abbas, Abubakar, Omeiza, & Minoza, 2013). To the best of the researcher's knowledge no study has explored the information practices of commercial motorcycle riders as a workgroup. Specifically, this study therefore, explored the information practices of commercial motorcycle riders in Samaru Community, Sabon Gari Local Government Area of Kaduna State, Nigeria. Using Everyday Life Information Seeking theory as a theoretical framework to guide the study.

Research Questions

This study was guided by the following research questions

1. What is the information needs of commercial motorcycle riders in Samaru Community, Sabon Gari Local Government Area of Kaduna State, Nigeria?
2. For what purpose do commercial motorcycle riders in Samaru community Sabon Gari Local Government Area of Kaduna State, Nigeria use the available information?

Literature Review

This study used theoretical review of studies that adopted everyday' Life Information Seeking Theory. This type of literature review focuses on the theoretical aspects of a phenomenon and the degree to which theories have explored the phenomenon, (University of Alabama, 2018). According Warraich and Hanif (2019) explores the information practice of Pakistani urban teens. The study was driven by five research questions asking for the types of information practice of urban teens along with perceived usefulness of acquired information to fulfill their information needs. Survey instrument and interview guide used to collect data the study. The theoretical framework of this proposed study will be based upon the "Savolenen information practice model", "information source horizon" and "information pathways". In Pakistan many studies have been carried out on information need and seeking behavior of diverse groups, but not a single study has been done so far on everyday information practices of Pakistani urban teens.

Jun, Aristeguieta, Ha, and Li, (2022) explore people's information practices in rural communities and their uses of libraries in everyday life. A qualitative approach with individual interviews was conducted. Preliminary findings revealed themes on sources and attitudes toward information depending on situations, ranging from not caring about information sources in monitoring everyday life information to verifying sources for schoolwork or health-related situations. Findings also showed participants commonly perceived libraries as book repositories, and compared libraries with Google in terms of information providers. Agosto and Hughes-Hassell (2015) investigated the everyday life information-seeking behaviours of urban young adults. This study was driven by three research questions asking for the types of everyday life information urban youths seek, the different media they use to seek this information, and the people sources they utilize the most. Qualitative data were gathered using written activity logs and semi-structured group interviews. Their findings showed that young people, teenagers in particular, do not frequently use libraries or hooks, even though they identified schoolwork as their primary information need. They also found that the participants in their study turned to humans such as friends as preferred sources of information. Hertzum, and Hyldegård, (2019) carried out a study to investigate how four international students at a Danish university cope with their study-related and everyday information needs. It employed qualitative case studies and semi-structured interviews. Findings revealed that international students' information needs and seeking behaviour are shaped by their host

university but also by cross-cultural, personal, and situational issues. While the cross-cultural issues set international students apart from domestic students.

Rafiq, Iqbal, Rehman, Waqas, Naveed, and Khan, (2021) investigate the everyday life information seeking of female university students residing at hostels in Lahore, Pakistan. A quantitative research approach using a survey method was adopted Two-hundred and forty-eight female students living in various university and private hostels in Lahore, Pakistan, were surveyed, and the collected data was analyzed using Statistics Package for Social Sciences (SPSS) version 21. Results of the study revealed that hostel living expanded the social circle of students, as it offered exposure to diverse multicultural social groups. Female students living in hostels required information related to their academic needs, safety concerns, social life, and self-help issues. They relied mainly on mobile phones, the internet, social media, and interpersonal relationships for everyday information. Cultural differences, natural hesitation, language barriers, time concerns, and difficulty in identifying reliable information were the primary obstacles in meeting everyday life information needs. Harding (2021) conducted a study on the information practices of urban teens, Semi-structured interviews with six teens enrolled in schools in Brooklyn, New York, were conducted and the transcripts were analyzed qualitatively through open coding to identify similarities and differences between participants. Findings showed a wide diversity of search topics and information sources among the participants. Their views on digitally-mediated information interactions fell into three distinct categories: preference for in-person, best of both worlds, and preference for digitally-mediated.

Martzoukou and Burnett (2018) explore the information needs of "Syrian New Scots" (the preferred name for refugees in Scotland), their habitual and adaptive information literacy practices and the barriers and enablers they encounter within their new socio-cultural setting via their interactions with people, tools and processes. Primary data were collected via interviews. The findings indicated that the main information needs expressed by participants revolved around the learning of the English language which was linked to addressing health-related information needs, well-being and community engagement. All participants also highlighted the issue of socio-cultural differences in fulfilling everyday life information needs (such as health and housing). Information provision to Syrian New Scots requires a more structured process that acknowledges personalized information needs and it is tailored to the different stages of the adaptation process.

Methodology

The Qualitative Research Methodology was adopted for this study. This research methodology is deemed appropriate for this study because the study was conducted in a natural setting as it attempts to gain an in-depth understanding of the commercial motorcycle rider's information practices in Samaru Community, Sabon Gari Local Government Area of Kaduna State, Nigeria. A qualitative case study design was adopted for this study because it provided a comprehensive and in-depth understanding of commercial motorcycle rider's information practices in Samaru Community Sabon Gari Local Government Area of Kaduna State Nigeria. Commercial motorcycle riders in Samaru Community are the data sources for the study. They are two thousand six hundred and thirty-seven (2637) but they are two kinds: commercial motorcycle riders registered with Jacket they are one thousand and fifty-six (1056) and commercial motorcycle riders registered without Jacket they are one thousand six hundred and thirty-seven (1637). The sample size for the study was ten (10) motorcycle riders in the Samaru community. A purposive sampling technique was adopted for sample selection for this study. This purposive sampling technique permits the opportunity for the researcher to select the participants who are knowledgeable about the phenomenon of the study. Semi-structured Interview was used to collect data for the study. Semi-structured Interviews help the researcher to obtain adequate information from the participants, based on their opinions, understanding, and experience on the phenomenon of this study. The interview was personally conducted by the researcher to the participants. All selected participants were interviewed by the researcher and the interview was recorded using an audiotape recorder. All the questions on the interview guide were included and it contained open-ended questions to facilitate the in-depth elicitation of information from the participants. The interviews lasted approximately 45 minutes for each participant. The data for this study was analyzed using qualitative content analysis. This enables the researcher to go into the content of the transcribed interview to create code, categories and subcategories.

Discussion

Qualitative data was collected through semi-structured interviews of the participants of this study. The interviews were recorded using a Tape Recorder. The audio recordings were then transcribed. All the transcripts of the Interview were vigorously read, examined and re-examined for phrases and sentences that form patterns that are consistent with the objectives of the study. These patterns

were further grouped into Categories using the analytic inductive process described by Creswell (2013).

Table 1: Information needed of Commercial Motorcycle riders in Samaru Community

Objectives	Categories	Sub-Categories
information needs for Commercial Motorcycle Riders	**1.** Health information	1. Information on access to health care services
		2. information on coronavirus
		3. Information on accident
	2. Security information	4. Information on disease control
	3. Everyday life information	1. Information on motorcycle snatchers/kidnappers
		2. Information on KASTLEA activities
		3. Information on Police activities
		1. Information on regulations of motorcycle activities
		2. Information on motorcycle rider's empowerment
		3. Information on family education
		4. information on relations with passengers

This study found three types of information needs of commercial motorcycle riders in Samaru Community these are: Health information need,

security information need, and everyday life information need. Health and security information are integral constituents of everyday life information needs. Everyday life information need encompasses information from all aspect of an individual life, needed in solving everyday problems. In this study setting health information needs include Information on easy access to health services, information on coronavirus, Information on accidents and Information on contact with diseases. Security information needs include Information on motorcycle snatchers/kidnappers, Information on KASTLEA activities, and information on Police activities. Most of these commercial motorcycle riders attend primary health care centres within their community if they have an accident or contacted with diseases. This information needs either security, health and everyday life; plays a vital role in commercial motorcycle riders' everyday activities. because commercial motorcycle riders also consider the kidnapping of their members as worrisome, and arresting their members by security agents such as police or KASTLEA when they are on motorcycle riding business activities is of great concern to them. All this will help commercial motorcycle riders understand the current security situation, get better access to health services, and also help commercial motorcycle riders to solve security and health issues related to their everyday life activities. Everyday life information seeking is a vital area of concern in the field of information studies.

The findings are consistent with other studies conducted on everyday life information seeking (ELIS) such as ((Dankasa, 2015, Markwei, 2015; Anwar, Batool & Naveed, 2021; Haines and Du 2017). The findings of this study indicated that health information needs, security information needs, and everyday life information needs are the information needs of participants of this study. This finding implies that it uncovered data on the information needs of commercial motorcycle riders that will help policymakers, information professionals and commercial motorcycle rider associations in the designing of an information programme that will be geared toward addressing their everyday life problems.

Table 2: Purpose for the use of available information by Commercial Motorcycle riders in Samaru Community

OBJECTIVE	CATEGORIES	SUB-CATEGORIES
Purpose of the use of available information by Commercial Motorcycle	1. Security Issues Use	1. Use for Protection from Motorcycle Snatchers/kidnap- Pers Evil Activities
	2. Health Services Use	2. Use for Protection from

| Riders in Samaru Comm-Unity, Sabon Gari Local Government Area Kaduna State. | 3. Everyday Life Use | KASTLEA Activities
3. Use for Protection from Police Activities/Arrest

1. Use for Easy Access to Health Services
2. Use for Protection Against Coronavirus
3. Use for Protection Against Accidents
4. Use for Protection Against Contacting Diseases

1. Use to understand laws on Motorcycle Riding Activities
2. Use to know the Empowerment Schemes for Commercial Motorcycle Riders
3. Use to encourage family Education
4. Use for Good Relations with Passengers/Customers |

The study found three purposes for the use of available information by commercial motorcycle riders in the Samaru Community. These are: Security protection use, ailment protection use, and everyday life use. In the context of this study, the security protection use category included. Use for protection from Motorcycle snatchers/kidnappers' evil activities, use for protection from KASTLEA activities, use for protection from Police activities/arrests. The ailment protection use category embraced use for easy access to health services, use for protection from coronavirus, use for protection from accidents and use for protection from contracting diseases. The everyday life use category comprised

the use to understand laws banning Motorcycle riding activities, use to know the empowerment schemes for commercial motorcycle riders, use to encourage family education, and use for excellent relations with passengers/customers. This finding is in line with Osterhage and Hartzler's (2017) study on everyday life use of personal health information.

The findings revealed that commercial motorcycle riders used information to solve security problems, health problems, and everyday life problems. The security and health information use it is part of the commercial motorcycle rider's everyday life information use to solve everyday life problems. This implies that, there is need for Nigerian Police Force to take adequate measures to tackle motorcycle snatching/kidnapping activities. This will provide security and protection to commercial motorcycle rider's when they are on their activities. The government at the state and local level need to provide primary health and secondary health care information services that are accessible to commercial motorcycle riders. This will help to provide protection to commercial motorcycle riders from corona virus, accident and others diseases. However, Nigerian Police Force and KASTLEA through the commercial motorcycle riders Association need to organize seminar that will educate motorcycle riders on the nature of their duties, services and interpersonal relation. This will assist commercial motorcycle riders to have excellent interaction with Police, KASTLEA and their Passengers/customer.

Findings
Based on data collected and analyzed, the following are the Summary of major findings of this study:
1.   Health information need, security information need, and everyday life information need were the types of information need found most relevant by the participant of this study.
2. Security protection use, ailment protection uses, and everyday life use were the purposes for using the available information by commercial motorcycle riders in Samaru Community.

Conclusion and Recommendations
This study explored the information practices of commercial motorcycle riders in Samaru Community. Thus, it was concluded that security and health information used is part of the commercial motorcycle rider's everyday life information use for the purposes of solving everyday life problems. Based on the

findings of this study, the following recommendations were made; health information need, Security information need, and Everyday life information need are the information need for commercial motorcycle riders in Samaru Community. The Kaduna State Government, health and security agencies to consider their information need very important, and to provide such kind of information available to them. The Kaduna State Government, health and security agencies should work with commercial motorcycle riders' association; to identify their information needs related to security, health and everyday life and provide them with a solution. This will help motorcycle rider to solve everyday life problems. Security use, health use, and everyday life protection use were the purposes for using the available information. The security and health agencies should design a programme that will educate commercial motorcycle riders through their association on current security and health issues that will help them in solving everyday life problem. Nigerian Police Force to take adequate measures to tackle motorcycle snatching/kidnapping activities. This will provide security and protection to commercial motorcycle rider's when they are on their activities. The government at the state and local level need to provide primary health and secondary health care information services that are accessible to commercial motorcycle riders. This will help to provide protection to commercial motorcycle riders from corona virus, accident and others diseases.

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