

INFLUENCE OF STUDENTS' PERSONNEL SERVICES ON THE STUDENTS' CODE OF CONDUCT IN USMANU DANFODIYO AND SOKOTO STATE UNIVERSITIES, SOKOTO STATE NIGERIA

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Abstract

The study investigated the influence of students' personnel services on students' code of conduct in Usmanu Danfodiyo and Sokoto state Universities, Sokoto State, Nigeria. Descriptive survey research design was adopted for the study. The population of the study consisted of 6,553 (984 staff from the 7 departments and units of the two universities and 5569 students). The sample size of the study constituted 98 staff and 556 students were selected as respondents through proportionate stratified random sampling technique. One research question with one corresponding hypothesis was formulated to guide the study. The researcher developed an instrument for data collection from the respondents. The logical consensus of the experts after the validation of the instrument yielded 0.89% as index of rational validity. The instrument yielded 0.85 as reliability coefficient of internal consistency. Findings of the study revealed that the staff and students of the two universities share the view that most of the students' personnel services are inadequately provided such as students' hostel accommodation, transportation services, health care services, orientation for newly admitted students, etc. The study concluded that students' code of conduct are found to be highly influenced by the effective and efficient students' personnel services in Usmanu Danfodiyo and Sokoto state Universities, Sokoto State, Nigeria. The study therefore recommended among others that Universities should involve students' union government in the decision-making process of the institutions.

Keywords: Code of conduct, influence, personnel services and students.

Introduction

Education is unequivocally a great contributor to the individuals, nations' political and socio-economic development of any society (Akpotu & Akpochafo, 2015). It is the most powerful tool for change and must; therefore, train the minds of the learners to cope with the change. Education as an investment in human capital that produces a return to the individual in the form of higher earnings and social returns or spillovers that are an important factor in generating more rapid growth. It should also be noted that much of the training of the cream of the human capital of a country takes place in academic institutions such as the universities (Zubaida, 2019). This is because university education has been known to play a central role in developing the knowledge base of individuals, societies, and organisations. According to Ahmad (2020), universities are charged with the formation of human capital through teaching, building skills, knowledge base through research and knowledge development, and dissemination and use of knowledge by interacting with the knowledge users.

Students are the main reason behind the creation of tertiary institutions. The Nigerian universities are purposely established to equip students with good character, good conduct (behaviours), positive attitudes, knowledge, skills, values and norms necessary to direct the affairs of man's society in the nearest future. Thus, Ahmad 2020 argue that the development of any nations largely depends on the young adults and it is believe that "students are the leaders of tomorrow". Therefore, when attention is not properly given to students in the course of studentship, the society and the nation at large could be at a risk of competent future leaders.

Students' personnel services are welfare services provided in an institution in order to prevent unnecessary increase in the rate of anti-social activities among the students and to encourage positive rational thinking and actions that would promote the attainment of their academic pursuit and choices of future career (Manga, Goshe, & Nakazalle, 2014). The students are to get in touch with student personnel services on matters that affect their socio-academic life. These services are provided to find out students problem in all ramification so as to proffer appropriate solutions to the problems. Also, a well-equipped clinic will equally contribute in no small way to the health care of the students as it will help to solve their health problems. Adequate supply of water and electricity will enhance their wellbeing on campus. Furthermore, provision of sporting activities and conducive students' hostel accommodation is of high importance to the students (Ozioko, 2014).

Concept of Students' Personnel Services

Students' personnel services refer to all the activities and services that are rendered to students by school and its staff, outside the normal classroom instructions for the achievement of the educational objectives Ahmad (2020). Students' personnel services embrace those services to the students that support regular classroom instruction. Students' personnel services, according to Ahmad (2020) are those services and functions that complement classroom teaching and learning for the total development of the individual student. These services provide support on the students' intellectual, moral, social, emotional, political, cultural, grit of the students and physical development of the individual and equally help to build the curriculum, improve methods of instruction, and develop programmes. Students' personnel services are tools used in guiding and directing students to improve their personal qualities in the pursuit of their careers (Ozioko, 2016). The provision of these services is therefore meant to meet the different aspects of students' development and adjustment (Durojaye, 2014). The general objectives of students' personnel services are to assist students to attain maximum self-realisation, become effective in their social environment and complement the academic programme of the institution. Specifically students' personnel services seek to provide orientation for newly admitted students. Facilitate adjustment to campus life, provide adequate assistance to students' on accommodation, transportation, finance, health care, food, and housing and provide variety of co-curricular activities. Monitor activities of recognised students' unions/associations (Zubaida, 2009).

Ekpo (2015) opines that a most desirable policy option in funding education is advised to increased students' personnel services along with improved facilities, this will help to enhance academic performance. According to Ahmad (2020), the time that students are willing to put into their studies depend on the level of income support, expected income gains upon employment which includes; the library, laboratory, classroom, hostel facilities, recreational and health facilities

among other facilities. Akinnubi (2012) listed some of the students' personnel services to both new and returning students include orientation programmes, guidance and counselling services, health care services, sports and recreational services, transportation services, security services, academic advising services, ICT services, both online and conventional library services, admission services, students' registration services to mention a few. There are no universities where students' personnel services are not available. Nwagwu (2016) listed some of the objectives of the students' personnel services in any university in Nigeria include to:

- i. Assist students to develop fully their potentials through effective and efficient use of available resources at their disposal,
- ii. Assist and encourage students so that they can make positive use of the facilities provided by the university in a more efficient and effective manner,
- iii. Guide the students on how to make hard and intelligent choices about their profession now and in the future,
- iv. Provide the students with enabling environment that is physically, intellectually, socially and morally conducive for their learning throughout their stay in the university.

Concept of Students' Code of Conduct

Code of conduct is a set of rules outlining the norms, guiding principles and responsibilities or proper practices of an individual party or an organisation (Onochie, 2018). The Students' code of conduct sets out the standard of conduct expected of students. It holds individuals and groups responsible for the consequences of their action. Failure to fulfill these responsibilities may result in the withdrawal of privileges or the imposition of sanctions (Durojaye, 2017). Student code of conduct contains guideline principles, policies and rules to ensure proper order in school. The students' are obligated to follow the procedures of the student code of conduct. Student who fails to adhere by the guideline principles, policies and rules, the university authority has the right to issue consequences to such student (Ekpo, 2015). The effective codes of students' conduct which are guidelines that are directed to diminish all improper behaviours of students where necessary and it also focus on channeling positive attitudes of all students. The school's objectives generally provide an environment conducive to learning and students' achievement (Okolie, 2016).

Students' code of conduct is a set of rules which is commonly written for students of an institution, which protects the students and informs them of the institution's expectations. It is appropriate for even the smallest number of students to create a document containing important information on expectations for them is important. The document does not need to be complex or have elaborate policies.

A students' code of conduct can be an important part in establishing an inclusive university culture, but it is not a comprehensive solution on its own. A code of conduct is created by the institution's management who manifest their ethics in their attitudes and behaviours (Manga Goshe, & Nakazalle, 2014). Students' codes of conduct in the universities show that their effective implementation must be part of a learning process that requires orientation, consistent enforcement, and continuous measurement/improvement. Simply requiring students to read the code is not enough to ensure that they understand it and will remember its contents. The proof of

its effectiveness is when students feel comfortable enough to voice concerns and believe that the university will respond with appropriate action (Ahmad, 2020).

Statement of the Problem

There has been a growing concern by teachers, parents, researchers and other members of the public. These problems make students within and outside Nigerian universities campuses frequently demand an overhaul of the entire system. Students' welfare problems brought about students unrest in nations' universities. Inadequate hostel accommodation, unsatisfactory supply of water, electricity and catering services, overcrowded lecture halls and hostels, lack transport services to lecture venues and poor sanitary conditions, security services, information and communication services, internet access tend to make students campus life and experience a very traumatic one. Students studying under these dehumanizing conditions tend to lose concentration and as a result, may behave in manner not generally approved by the universities authorities (Okolie, 2015). It appears that something is lacking in the quality, provision of students' personnel services in nation's universities (Akinnubi, 2016). This was not the case when Nigeria had very few universities, and very few candidates seeking admission. These deplorable, inadequate and inefficient students' personnel services in the present-day universities have adversely affected students' ability to operate within the confine code of conduct which stipulates and strict observance of university's rules and regulations (Durojaye, 2017). Inadequate provision of the aforementioned services to the university students might lead to unwholesome attitudes among the students, such as riot, demonstration, destruction of school properties and might obstruct the learning process (Aminu, 2018). This common phenomenal occurrence necessitated the need to examine the influence of students' personnel services on the code of conduct of students in Usmanu Danfodiyo and Sokoto State Universities, Sokoto, Sokoto state, Nigeria.

Purpose of the Study

The purpose main of this study was to find out the influence of students' personnel services on students' code of conduct in Usmanu Danfodiyo University and Sokoto State University, Sokoto (SSUS) Sokoto State, Nigeria. Specifically, the study set out to:

1. The level of influence of students' personnel services in Usmanu Danfodiyo and Sokoto State Universities, Sokoto, Sokoto State, Nigeria.
2. The effect of the quality provision of students' personnel services students' on students' conduct in Usmanu Danfodiyo and Sokoto State Universities, Sokoto, Sokoto State, Nigeria.

Research Question

The study was guided by the following research questions:

1. What is the level of influence of students' personnel services on students' code of conduct in Usmanu Danfodiyo and Sokoto State Universities, Sokoto, Nigeria?
2. What is the effect of the quality of students' personnel services students' on students' conduct in Usmanu Danfodiyo and Sokoto State Universities, Sokoto, Sokoto State, Nigeria?

Hypothesis

The following hypothesis has been formulated to guide the study:

1. There is no significant relationship between students' personnel services on students' code of conduct in Usmanu Danfodiyo and Sokoto State Universities, Sokoto, State, Nigeria.

Significance of the Study

The outcome of the study is expected to make significant contributions to the Usmanu Danfodiyo and Sokoto State Universities, Sokoto Management, Universities' Registry, departments and units, National Universities Commission (NUC) as the University policy makers, Students' Affairs Deanery/Division, University's Transport Unit, University Clinic, University Security Unit, University Establishment Section, University Information and Communication Technology (ICT), all stakeholders, fellow researchers and students.

Scope of the Study

The study focuses on the influence of students' personnel services on the students' code of conduct among undergraduate students in two selected universities in Sokoto State. The study covered key aspects of students' personnel services such as orientation programmes, health care services, academic advising, transport services, guidance and counselling services, recreational services, disciplinary support systems, etc. The study is also limited to the undergraduate students, student affairs staff, counsellors and relevant university administrators.

The geographical area of this study confirmed to Sokoto State, specifically, focusing on the two public universities (Usmanu Danfodiyo and Sokoto State Universities, Sokoto), the study did not extend to private universities or other public universities outside the state. The study did not cover postgraduate students or off-campus behaviours unless it directly relates to university policies.

Methodology

The descriptive survey research design was adopted for this study. Descriptive survey research design is one in which a group of people or items is studied by collecting and analysing data from a few people or items that are representative of the entire group. The population of the study 6,553. This consists of 984 staff of 7 departments and units 5569 students of the two universities. The population was drawn from two (2) universities that is Usmanu Danfodiyo and Sokoto State Universities, Sokoto and all the 100 level students. The sample of the study was 654 respondents. Proportionate stratified random sampling technique was used to select the sample size. This is made up of; 98 staff and 556 students. Proportionate stratified random sampling technique was used to select the sample size for the study. 10% per cent of the total population of each was used.

The researcher used a self-developed questionnaire titled "influence of students' personnel services on the students' code of conduct" (ISPSSCCQ). The items were developed by the researcher based on literature review on student personnel services in Usmanu Danfodiyo and Sokoto State Universities, Sokoto, Sokoto state, Nigeria. The instrument was designed for the students and staff. The questionnaire had three sections, A, B and C. The content validity of the instrument was established by subjecting the instrument to criticism of experts in Educational Administration and Planning as well as Educational Measurement and Evaluation. The experts judged how the items in the instrument truly represent the content and specific objectives the topic sets to achieve. The experts judged the items in terms of content relevance, content coverage and content clarity of language and wordings. The validity index of 0.89% was obtained.

The reliability of the instrument was determined through pilot testing as the researcher sampled 10 administrative staff and 30 students were randomly from selected seven departments and units who were not among the sampled staff and students for the study using the same instrument. The obtained scores were correlated.

Mean scores and standard deviations were used to answer the research question 1 and frequency and rank were used to answer research question 2. The null hypothesis was tested using the Pearson product moment correlation coefficient (r) analysis.

Results

Research Question 1: What is the level of influence of students’ personnel services on students’ code of conduct in Usmanu Danfodiyo and Sokoto State Universities, Sokoto State, Nigeria?

Table 1: Mean and standard deviations of staff and students responses on the level of influence of students’ personnel services in on students’ code of conduct in Usmanu Danfodiyo and Sokoto State Universities, Sokoto State, Nigeria.

S/N	Items	Usman Danfodiyo University, Sokoto N=327		Sokoto State University, Sokoto N=327		Total	Decision
		\bar{X}	SD	\bar{X}	SD		
1.	Decent hostel accommodation and transportation services for students	1.77	0.45	1.81	0.44	1.79	Sometimes
2.	Access to information (ICT students’ portals)	1.57	0.51	1.57	0.50	1.57	Very Often
3.	Prompt water supply to students	1.51	0.55	1.58	0.53	1.55	Often
4.	Guidance and Counselling services are provided	1.66	0.53	1.58	0.55	1.61	Very Often
5.	Constant electricity supply	1.59	0.5	1.62	0.53	1.60	Sometimes
6.	Adequate security for students on campus	1.50	0.55	1.55	0.53	1.53	Very Often
7.	Effective students’ admission processes	2.13	1.02	2.23	1.03	2.19	Always
8.	Effective and efficient medical services	1.68	0.54	1.64	0.55	1.66	Often
9.	Involving students’ unions in decision-making	1.41	0.55	1.30	0.55	1.40	Often
10.	Library services are adequately provided	1.46	0.55	1.46	0.56	1.46	Always
11.	Students are properly oriented	1.27	0.52	1.29	0.55	1.28	Always
12.	Academic records of students are kept properly	1.36	0.55	1.40	0.5	1.38	Always

13.	Online library services are adequately provided	1.35	0.55	1.35	0.56	1.35	Very Often
14.	Sports and recreational facilities are provided	1.42	0.58	1.39	0.61	1.41	Often
15.	Students handbooks are given to all newly registered students	1.32	0.54	1.35	0.54	1.34	Sometimes
16.	Effective students' registration is carried out efficiently by professional staff	1.61	0.64	1.53	0.61	1.57	Very Often
Mean Cluster		1.54	0.24	1.55	0.26	1.54	High

Table 1 above shows the mean ratings and standard deviations of both staff and students of Usmanu Danfodiyo and Sokoto State Universities, Sokoto state, Nigeria with regards to the students' personnel services. Based on the data presented above, the items have mean scores ranging from 1.28 to 2.19. The cluster mean for both students and staff is 1.54 with a corresponding standard deviation of 0.24, while the cluster mean of both staff and students is 1.55, with a corresponding standard deviation of 0.26. This has clearly revealed that all the students' personnel services in the two universities in Sokoto state are promptly provided but to very often which indicates that the level of students' services is high.

Research Question 2: What is the effect of the quality provision of students' personnel services students' on students' conduct in Usmanu Danfodiyo and Sokoto State Universities, Sokoto, Sokoto State, Nigeria.

Table 2: Effect of the quality provision of students' personnel services students' on students' conduct.

S/N	Items	Frequency	Rank
1.	Orientation programme	250	4
2.	Health Services	320	2
3.	Libraries	211	5
4.	Hostel Accommodation	389	1
5.	Transportation Services	298	3
6.	Guidance and Counseling Services	191	6

Based on the responses in Table 2 above, shows the provision of hostel accommodation services was ranked the major effect of good code of conduct among in Usmanu Danfodiyo and Sokoto State Universities, Sokoto students with 389 frequency and was ranked first 1st, while Guidance and Counseling Service was ranked the least with 191 frequency and ranked the 6th. Hostel accommodation, guidance and counselling, transportation and health services are not too popular among effects of good and bad students' code of conduct among students. Students' personnel services problems brought about the students' unrest in Nigerian universities at many times. Inadequate hostel accommodation, unsatisfactory supply of water and catering services, inadequate lecture halls and hostels, and poor sanitary conditions tend to make students in Usmanu

Danfodiyo and Sokoto State Universities, Sokoto campus’ life and experience a very traumatic one.

Hypothesis 1: There is no significant relationship between students’ personnel services on students’ code of conduct in Usmanu Danfodiyo and Sokoto State Universities, Sokoto, Nigeria.

Table 2: Correlation showing relationship between students’ personnel services and students’ code of conduct in Usmanu Danfodiyo and Sokoto state Universities, Sokoto state, Nigeria.

S/N	Items	N	Correlation Coefficient (r)	Table Value (r)	Level of Significance 0.05
1.	Students’ personnel services				
2.	Students’ Code of conduct	98	0.46	0.034	Significant

Table 2 shows the result of Pearson product moment correlation coefficient (r) analysis of the relationship between students’ personnel services on students’ code of conduct in Usmanu Danfodiyo and Sokoto state Universities, Sokoto State, Nigeria. The calculated (r) is 0.46 and found to be significantly high when compared with the table value (t-v) of 0.034. Since the calculated value 0.46 is higher than the table value (t-v) of 0.034, the null hypothesis is therefore rejected, this means that there is a significant positive relationship between students’ personnel services on students’ code of conduct in Usmanu Danfodiyo and Sokoto state Universities, Sokoto State, Nigeria.

Discussion of the major Findings

Findings of the study revealed that the staff and students of the two universities share the view that most of the students’ personnel services are inadequately provided such as students’ hostel accommodation, transportation services, health care services, orientation for newly admitted students, etc. Students are found to be squatting with those officially allocated the bed space to. Bed spaces are sold to students in high prices. Students’ guidance and counselling services are being handled by Para-Counsellors (unprofessional) because the professional counsellors are inadequately employed to cater for students counselling needs., Students’ transport services was found to be inadequate, where students’ buses are very few and some not in good conditions. Students’ health care service is vital to all students but the two university’s clinics drugs were out of stock and a few beds are provided for staff, students and the community. Orientation exercise for the newly admitted students was found to be properly carried out as and when due. Insecurity is a nationwide phenomenon not only the universities. It was revealed that the universities are doing a lot to safe guard the lives and properties of their students. Library services are also found to be inadequately provided to the large number of students admitted. Internet access was found to be adequately provided to students while on campus. The findings agree with that of Aminu (2018) that students’ personnel services mentioned above would improve if universities are adequately funded and are given their autonomy to cater for the needs of their students, staff and the immediate communities around them.

Furthermore, both staff and students in the two universities share the view that the students' admission exercises, constant supply of water, online library services spots and recreational facilities are available to an average extent.

Findings of study revealed that the Students' personnel services are not adequately catered for by the two universities. The findings equally agree with Ahmad (2020) who found out that more students were officially allocated to live in a room, are found to be squatting. Rooms are found to be sold at the exorbitant prices to the desperate students. Ekpo (2015) observed that physical facilities in some tertiary institutions are in state of disrepair, buildings are poorly ventilated while the facilities available are obsolete. University clinics lack required drugs.

Conclusion

The findings of the study show the following conclusions: students' code of conduct are found to be highly influenced by the effective and efficient provision of students' personnel services in Usmanu Danfodiyo and Sokoto state Universities, Sokoto State, Nigeria. The findings of this study maintained that building a cordial working relationship between staff in students' personnel services with their students is a motivating factor which helps to improve the students' code of conduct. Effective and efficient students' personnel services such as hostel accommodation, guidance and counselling services, good health care delivery to students, provide quality transport services, effective students' orientation exercises, positive security provision on campus, qualitative students' admission exercises will sure reduce students unrest, indiscipline, examination misconduct which are commonly found on universities' campuses.

Recommendations

Based on the findings of this study, the following have been recommended:

1. Universities should involve students' union government in the decision-making process of their institutions, monitoring of student activities and organisations, prompt supply of water, security services, provision of sports and recreational facilities, provide quality health care services, and other services to avoid students' riots and uprising on campus.
2. Students' disciplinary measures should be enhanced and enforced, to correct the misconduct among the students, this will serve as deterrent to others
3. Government, Philanthropists and non-governmental organisations across the country should be encouraged to come to the aid of universities' management in students' personnel services in the universities to improve students' code of conduct. This can only be achieved when universities are adequately funded and assisted.
4. Universities' management should in every academic session organise workshops, seminars, orientations and talks on how to provide and manage effectively students' personnel services in their respective institutions for better students' code of conduct.
5. The federal and state governments as a matter of urgency should appropriate adequate funds to the universities, to enable them handle the students' essential services in their respective universities.

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