IMPACT OF COMPUTER SELF-EFFICACY ON INTERNET USE BY STUDENTS IN TERTIARY INSTITUTION LIBRARIES IN BORNO STATE

By

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Abstract
This study is a survey study carried out on the impact of computer self-efficacy on internet use by students in tertiary institution libraries in Borno State. To achieve the purpose of this study four (4) objectives and one (1) research question guided the study. Three (3) null hypotheses were tested. Preliminary observation by the researcher revealed that students under study seem not to have the confidence needed in operating, accessing and utilizing information resources using connected computer to the internet. Could this be attributed to low confidence in computer usage, insufficient internet knowledge and inadequate behaviour in seeking information? It is against this background that the researcher intends to carry out this study on the impact of computer self-efficacy on internet use by students in tertiary institutions libraries in Borno State. Survey research design was used in the study. The target population was 36,045 and the sample size was 1,034. Raosoft (2024) website was used in determining the sample size of this study. Questionnaire was the main instrument for data collection. Thus, 1034 copies of the questionnaire were distributed to registered library users of tertiary institutions in Borno State and the response rate recorded was 844 (82%) which was used for data analysis. Data were analyzed using descriptive statistics of frequency counts and percentages displayed in tables; while chi-square (X^2) was used to test the null hypotheses. The findings revealed that majority of the respondents indicated that, there was a low level of internet use, the study revealed that there is a significant impact of basic computer skills on internet use by students, and the result of the study further revealed that, there is a significant impact of media-related skills on internet use by students and finally, the study also revealed that there is a significant impact of web-based skills on internet use by students in tertiary institution libraries in Borno State. Based on the findings some recommendations were made for improvement; the library management should organize internet training for students at the beginning of each session to improve and promote their ability to use the Internet for academic purposes and the library management should organize computer-based skills training to students once every session to promote and enhance their capability to use computers for academic activities.
Keywords: Computer self-efficacy, internet use, students, Basic computer skills & web-based skills

Introduction

The use of computers have significantly enhanced the capabilities of libraries to achieve efficient and effectiveness in library operations and services. Libraries all over the globe are striving hard to use the new modern technologies for effective management and satisfying the ever-rising user expectations and diverse information needs. The adoption and implementation of new technologies in the library is no longer a matter of choice but a matter of survival in the rapidly

changing technological environment. Therefore, there is a need for students to accept and have confidence in the use of computers and the internet for quality services especially in the tertiary libraries (Almarabeh, Majdalawi and Mohammad, 2016).

Internet use is the ability of students to manipulate, access and retrieve information resources (e-books, e-journal, e-conference proceedings) in the library for academic activities. The Internet as an educational tool has numerous potentials that may be used to replace the traditional ways of retrieving information resources in the libraries. The use of the Internet is gaining ground in developed countries of the world and rapidly too in developing countries like Nigeria. Most importantly libraries in educational institutions are adopting the use of Internet facilities for information retrieval systems, teaching, learning and research purposes. The use of the Internet has increased significantly in educational platforms, learning, teaching and research thereby making the importance of Internet integration continue to rise in educational institutions. The revolution in Information and Communication Technology (ICT) and the Internet, in particular, is exerting profound effects on education because of the vast information resources available to support teaching, learning, training and research. The Internet as a useful tool that supports teaching and learning is not in full use in most tertiary institutions and schools in Nigeria hence limiting the students from maximizing the potential of the Internet in advancing their academic pursuits (Oyewusi, Sokoya and Akinjide, 2016).

Basic computer skills is a belief of one's capability to use the computer in order to access and retrieve information resources in the library. The students with little confidence in their ability to use computers might perform more poorly on computer-based tasks, while those with high confidence perform more excellently on computer based tasks. Self-efficacy reflects an individual's confidence in his/her ability to perform the behaviour required to produce specific outcome and it's thought to directly impact the choice to engage in a task, as well as the effort that will be expended and the persistence that will be exhibited. Sriningsih,

Pontoh and Amiruddin (2018) affirm that basic computer skills is a person's ability to study computers. Self-efficacy refers to the self-confidence of students that they can use computers easily so that the learning atmosphere tends not to be boring which has an impact on the quality of learning and satisfying student achievement. The ability to use each individual's computer varies depending on how strong his confidence is in the computer technology. A positive attitude towards computers could draw a student to the use of computers more and also computer-related task will not be such a barrier to the use of the Internet, while a negative attitude could draw the students away from Internet use. Basic computer skills is the ability to access, evaluate, organize and use computers to learn, solve problems, and make decisions in formal and informal learning contexts, at work, home and in educational settings.

Web-based skills is the ability to locate information resources through links and promote library services via ICT facilities. A website is a collection of web pages, links, images, videos, multimedia files and information resources held on a single server or multiple servers and accessible via Internet. The web pages are written in hypertext markup language (HTML) format, and each page has its uniform resource locator (URL) and is accessible via hypertext transfer protocol (HTTP). The website offers users fast and easy access to the resources and services of a library in an organized way. It has now become a vital source to fulfill the information needs of users on their desktops (Harazeem, 2018). Academic library websites, particularly university library websites offer sophisticated digital resources, full-text databases, an Online Public Access Catalogue (OPAC), research tools, and useful links for research and educational purposes. Through the library website users can submit short reference inquiries, suggestions for collection development, interlibrary loan (ILL) requests, reservations of particular materials, etc. The library website also offers general information about the library such as introduction, opening and closing hours, new arrivals, library management pictures, printed materials, OPAC, or selected links available on the internet. Kehinde and Adeyinka (2012)

observe that students prefer the ease of commercial search engines such as Google to accomplish their tasks.

Statement of the Problem

The way students organize their learning and search for information is crucial to their overall academic performance. Studying basic computer skills on internet use among students and media-related skills of students will enable libraries and librarians to deliver standard services, which will improve the academic performance of their students. Media-related skills are the way people go about searching for information. The students' media-related skills involve purposeful media-related skills as a result of the need to complete course assignments, prepare for class discussions, seminars, and workshops, and write final-year research papers (Okoh and Ijiekhuamhen, 2014).

Computer, internet, and electronic resources are acquired and subscribed to with scarce funds and the access and use must be a subject of concern to the library. Basic computer skills can be seen as confidence needed in students to be able to come closer to a computer connected to the internet and make use of it for the purpose of academic activities. A student is not expected to have challenges in accessing and using computers and the internet when seeking electronic information resources in the library. A major pointer to the low level of media-related skills by students in the libraries is the rush to 'Google' and other search engines when the need for information arises.

However, preliminary observation by the researcher revealed that students under study seem not to have the confidence needed in operating, accessing and utilizing information resources using connected computer to the internet. The students also seem to lack proper ways of seeking and searching for information to enhance and promote their academic performance. The library staff under study sometimes seems to encourage users to patronize electronic section of their libraries in order to access electronic information resources, but yet the students appear not to frequently patronize the libraries. Could this be attributed to low confidence in computer usage, insufficient internet knowledge and inadequate behaviour in seeking information? It is against this background that the researcher intends to carry out this study on the impact of computer self-efficacy on internet use by students in tertiary institutions' libraries in Borno State.

Objectives of the Study

The objectives of this study are to determine:

1. The level of internet use by students in tertiary institution libraries in Borno State
2. The extent of basic computer skills on internet use by students in tertiary institution libraries in Borno State
3. The extent of media-related skills on internet use by students in tertiary institution libraries in Borno State
4. The level of web-based skills on internet use by students in tertiary institution libraries in Borno State

Research Questions

The study was guided by the following research question:

1. What is the level of computer self-efficacy and internet use by students in tertiary institution libraries in Borno State?

Research Hypotheses

The following null hypotheses were tested:

1. H_{01}: There is no significant impact of basic computer skills on internet use by students in tertiary institution libraries in Borno State
2. H_{02}: There is no significant impact of media-related skills on internet use by students in tertiary institution libraries in Borno State
3. H_{03}: There is no significant impact of web-based skills on internet use by students in tertiary

Literature Review

A study conducted by Sriningsih, Pontoh and Amiruddin (2022) on the effect of basic computer skills, computer anxiety, and perceived enjoyment on the attitudes computer users revealed that, the study used a survey method with data collection techniques using a questionnaire. The population of 444 students with a sample of 210 students was taken using random sampling techniques. Data were analyzed using Structural Equation Modeling from AMOS statistical software package and the results

showed that (1) basic computer skills has a significant influence on attitudes; (2) computer anxiety has a significant influence on attitudes; (3) perceived enjoyment has a significant influence on attitudes in using computers. The implications of this study are expected to contribute to the development of science and technology with the Technology Acceptance Model and Social Cognitive Theory, which theoretically can provide evidence and support for the advancement of research in the scope of behavioral accounting and can be used as a reference for SMK.

Thanuskodi (2023) affirm that the use of internet to access e-resources are mushrooming online and in other formats for the purpose of teaching and learning process. This phenomenon is due to the rapid advancement of information technologies, including the Internet and digitizing techniques. The extent of e-resources (including e-journals, e-books, etc.) is spiraling, although no exact number is available. These changes significantly enlarge the size of the electronic resources pool. Electronic resources have become one of the most important aspects of a digital library. The study reveals that slightly over one-third of the respondents (40%) spent less than 2 hours on the Internet per session, followed by those having 2-3 hours per session (29.17%). The study also shows that of the total of 120 respondents, 30.83% search documents with the help of the library Website.

Kundu's (2017) study on models of media-related skills revealed that, the study explores a qualitative analysis of information needs and information-seeking behaviour models. The methodology includes a study of various information behaviour models selected randomly, a systematic review of the subject literature and the exploration of relevant qualitative research methods. The study shows how the different factors influence the information needs of user groups. Different viewers' opinions on various models have been analyzed and at the same time the testing groups of each model have also been identified. The study concludes that each model represents a different but also overlapping or similar approach to information-seeking behavior research. Harazeem (2018) posited that the ability to learn how to accomplish tasks using library websites is weak based on the criteria for the search; users find it difficult to identify appropriate content because of unknown terminologies used by the library websites.

Research Methodology

A survey research design was adopted for the study. The target population of this study was 36,045 registered users of the three tertiary institution libraries under study (Ibrahim Musa Library, Sir Kashim Ibrahim College of Education, Maiduguri; Ramat Polytechnic Library, Maiduguri, and Ramat Library, University of Maiduguri, Borno State). A systematic sampling technique was employed to ascertain the representative sample of the study. According to Etikan, Musa and Alkassim (2016) systematic sampling is a technique where the respective population that meet the criteria (e.g. specific skill set, experience, etc.) are included to represent other entities in the research being conducted. Raosoft (2024) website was used in determining the sample size of this study. Raosoft (2024) is a sample size calculator website that is responsible for determining a sample size in the research methodology domain. The sample size for the study is 1,034. The researcher used self-designed questionnaire as the instrument for collecting data. The data collected were analyzed using descriptive statistics of frequency counts and percentages for the research question. While, the null hypotheses were tested using Chi-Square at 0.05 level of significance to determine the impact of computer self-efficacy on internet use by students in tertiary institution libraries in Borno State.

Data Analysis and Interpretation

The response rate indicated that one thousand and thirty-four (1034) copies of the questionnaire were administered to the respondents and the response rate recorded eight hundred and forty-four (844) representing 82%. All were adequately filled and found usable for analysis. While, 190 copies of the questionnaire were not returned representing 18%, a non-response rate. The response rate of 844 (82%) was considered to be adequate for data analysis used in this study.

Table 1: Demographic Information of Respondents

Distribution of Respondents by Institutions		
Name of Institutions	**Frequency**	**Percent**
University of Maiduguri	341	40.4%
Ramat Polytechnic Maiduguri	248	29.4%
Kashim Ibrahim College of Education Maiduguri	255	30.2%
Total	**844**	**100**
Educational Qualification of Respondents		
Qualification	**Frequency**	**Percent**
O'level	357	42.3%
ND/NCE	324	38.4%
BSC/HND	161	19.1%
MSC/Others	2	0.2%
Total	**844**	**100**
Respondents' Gender		
Gender	**Frequency**	**Percent**
Male	461	55%
Female	383	45%
Total	**844**	**100**

Table 1 shows the demographic information of respondents by institution, educational qualification and gender. 341(40.4%) respondents indicated they were from the University of Maiduguri, followed by 248(29.4%) respondents who indicated Ramat Polytechnic and 255(30.2%) respondents who indicated Kashim Ibrahim College of Education. Therefore, the University of Maiduguri has the highest number of respondents with 341(40.4%).

The educational qualification of the respondents indicated O'level holders 357(42.3%), ND/NCE holders 324(38.4%), BSC/HND 161(19.1%) and MSC/Others 2(0.2%) respondents. Therefore, the educational qualification of the respondents indicated that O'Level holders have the highest number with 357(42.3%). The result from Table 1 indicated that, 461 (55%) were males and 383 (45%) were females. This implies that the majority of the respondents were males.

Table 2: The Level of Computer Self-Efficacy and Internet Use By Students in Tertiary Institution Libraries

Statement	N	HL	ML	LL	ZL	Remark
To what level do you use the electronic information division of the library		107 (13%)	321 (38%)	318 (38%)	98 (11%)	Moderate Level
To what level do you use the electronic information division of the library for assignment		112 (13%)	316 (37%)	297 (35%)	119 (14%)	Moderate Level
To what level do you use the electronic information division of the library for paper presentation	844	113 (13%)	409 (49%)	313 (37%)	9 (1%)	Moderate Level
To what level do you use the electronic information division of the library to read ahead of your lectures		97 (11%)	308 (37%)	381 (45%)	58 (7%)	Low Level

To what level do you use the electronic information division of the library to email, friends and lecturers	64 (8%)	322 (38%)	413 (49%)	45 (5%)	Low Level
Total	**493**	**1676**	**1722**	**329**	
Average	**99 (12%)**	**335 (39%)**	**344 (41%)**	**66 (8%)**	Low Level

Keys: High Level (HL), Moderate Level (ML), Low Level (LL), and Zero Level (ZL)

Table 2 shows the level of internet use by students in tertiary institution libraries with, to what level do you use the electronic information division of the library 321(38%) respondents, to what level do you use the electronic information division of the library for assignment 316(37%) respondents and to what level do you use the electronic information division of the library for paper presentation 409(49%) respondents indicated moderate level. While, to what level do you use the electronic information division of the library to read ahead of your lectures 381(45%) respondents and to what level do you use the electronic information division of the library to email, friends and lecturers 413(49%) respondents indicated a low level. The average of the result revealed that, out of 844 respondents, the majority 344(41%) respondents indicated a low level, followed by 335(39%) respondents who indicated a moderate level and 99(12%) respondents indicated a high level, while 66(8%) respondents indicated zero level. Therefore, the level of internet use by students in tertiary institution libraries revealed a low level by the majority of the respondents.

Hypotheses Testing:

Ho1: There is no significant impact of Basic Computer Skills on Internet use by Students in Tertiary Institution Libraries in Borno State.

Table 3: Shows Contingency Table for the Test of Impact of Basic Computer Skills on Internet use by Students in Tertiary Institution Libraries in Borno State

Option	HE	ME	LE	ZE	Total	Df	X^2	p-value	Decision P<0.05
Observed	85.4	323.4	377.4	57.8	844	12	377	2.02	S
Expected	211	211	211	211	844				

Table 3 shows that, the calculated X^2 is = 377, while the P-value = 2.02 at 0.05 level of significance at 12 degrees of freedom. Since the calculated X^2 of 377 is greater than the P-value of 2.02, hence, the hypothesis is rejected. Therefore, this implies that there is a significant impact of basic computer skills on internet use by students in tertiary institution libraries in Borno State.

Ho2: There is no significant impact of media related skills on internet use by students in tertiary institution libraries in Borno State.

Table 4: Shows Contingency Table for the Test of Impact of Media Related Skills on Internet use by Students in Tertiary Institution Libraries in Borno State

Option	HE	ME	LE	ZE	Total	Df	X^2	p-value	Decision P<0.05
Observed	59	266.2	415.4	103.4	844	12	376	2.33	S
Expected	211	211	211	211	844				

Table 4 shows that, the calculated X^2 is = 376, while the P-value = 2.33 at 0.05 level of significance at 12 degrees of freedom. Since the calculated X^2 of 376 is greater than the P-value of 2.33, hence, the hypothesis is rejected. Therefore, this implies that there is a significant impact of media-related skills on internet use by students in tertiary institution libraries in Borno State.

Ho3: There is no significant impact of Web Based Skills on Internet use by Students in Tertiary Institution Libraries in Borno State.

Table 5: Shows Contingency Table for the Test of the Impact of Web-Based Skills on Internet use by Students in Tertiary Institution Libraries in Borno State

Option	HL	ML	LL	ZL	Total	Df	X^2	p-value	Decision P<0.05
Observed	74.2	332	365.2	72.6	844	12	362	4.70	S
Expected	211	211	211	211	844				

Table 5 shows that, the calculated X^2 is = 362, while the P-value = 4.70 at 0.05 level of significance at 12 degrees of freedom. Since the calculated X^2 of 362 is greater than the P-value of 4.70, hence, the hypothesis is rejected. Therefore, this implies that there is a significant impact of web-based skills on internet use by students in tertiary institution libraries in Borno State.

Summary of Findings

Based on the analysis, the findings of the study are presented as follows:

1. Majority of the respondents indicated that, there was a low level of internet use in tertiary institution libraries in Borno State
2. The study revealed that there is a significant impact of basic computer skills on internet use by students in tertiary institution libraries in Borno State
3. The result of the study further revealed that, there is a significant impact of media-related skills on internet use by students in tertiary institution libraries in Borno State
4. Finally, the study also revealed that there is a significant impact of web-based skills on internet use by students in tertiary institution libraries in Borno State.

Discussion

Findings revealed that the level of internet use by students in tertiary institution libraries was low. However, to what level do you use the electronic information division of the library to read ahead of your lectures and to what level do you use the electronic information division of the library to email, friends and lecturers indicated low level. These findings agreed with Almarabeh, Majdalawi, and Mohammad (2016) on internet usage, challenges and attitudes among university students, a case study of the University of Jordan which revealed that, students in higher institutions prefer using mobile phones for internet connection than patronizing information and communication technology division of the library. Shehu, Urhefe and Promise (2015) on accessibility and utilization of internet service in Nigerian libraries revealed that, the majority of the students in tertiary institutions do not bother to read ahead of their lecturers rather only depend on the released handout by the lecturer and for test and exams.

The results of hypothesis one revealed that there is significance impact of basic computer skills on internet use by students in tertiary institution libraries in Borno State as the calculated X^2 is = 377, while the P-value = 2.02 at 0.05 level of significance at 12 degrees of freedom. Since the calculated X^2 of 377 is greater than the P-value of 2.02, hence, the hypothesis is rejected. Therefore, this implies that there is a significant impact of basic computer skills on internet use by students in tertiary institution libraries in Borno State. This finding agreed with the study of Nurhikmah (2019) on the analysis of students' basic computer skills instrument which revealed that, basic computer skills would assist students in the utilization of the internet in a short period of time. Emwanta and Nwalo (2013) on the influence of computer literacy and subject background on use of electronic resources by undergraduate students in Universities in South-Western, Nigeria revealed that, there is a significant impact of computer literacy on the use of electronic resources through the internet by students in university in South-western Nigeria. The study further revealed that without basic computer skills students will find it difficult to access electronic information resources which is connected to Internet services.

The results of hypothesis two revealed that there is a significant impact of media-related skills on internet use by students in tertiary institution libraries in Borno State as the calculated X^2 is = 376, while the P-value = 2.33 at 0.05 level of significance at 12 degrees of freedom. Since the calculated X^2 of 376 is greater than the P-value of 2.33, the hypothesis is rejected. Therefore, this implies that there is a significant impact of media-related skills on internet use by students in tertiary institution libraries in Borno State. This finding disagreed with the result of George and Oni (2010) on media-related skills of undergraduate students in the humanities in three Universities in Nigeria which revealed that, not every student who is capable of printing, photocopying and scan that can operate in the atmosphere of the internet using computer system in the library. This finding agreed with Kundu (2017) on models of media-related skills behaviour which revealed that, the positive behaviour of student on media-related skills can also assist in the use of the internet.

The results of hypothesis three revealed that there is a significant impact of web based skills on internet use by students in tertiary institution libraries in Borno State as the calculated X^2 is = 362, while the P-value = 4.70 at 0.05 level of significance at 12 degrees of freedom. Since the calculated X^2 of 362 is greater than the P-value of 4.70, hence, the hypothesis is rejected. Therefore, this implies that there is a significant impact of web-based skills on internet use by students in tertiary institution libraries in Borno State. These results agreed with Harazeem (2018) on the assessment of the usability of library websites in selected universities in the North-East Zone, Nigeria which revealed that, there is significant impact of website skills on internet use by students as web-based skills would allow students to be able to utilized website freely without fear or any phobia on the use of the internet.

Conclusion

Findings revealed that the level of internet use by students in tertiary institution libraries was low. It can be concluded that students prefer using their mobile phones for assignments, presentations and reading ahead of their lecturers than using the internet section (ICT section) of the library for academic activities. The students should be encouraged to use the library internet by establishing a stable and reliable internet network. The study further concluded that the majority of the students lack basic computer skills in internet use, which could affect their academic performance in order to improve, promote and enhance the student's ability to search for information resources, there should be sessional training on basic computer skills. The results of this study revealed that there is a significant impact of media related skills on internet use by students, which further indicated that, the majority of the students cannot be able to print, store information on external devices and scan. The study finally concluded that, students can manipulate the internet even on their mobile phone, but find it difficult to navigate on the library website due to their low level of web-based skills.

Recommendations

Based on the findings of the study, the following recommendations were made for improvement:

1. The library management should organize Internet training to students at the beginning of each session to improve and promote their ability to use the Internet for academic purposes
2. The library management should organize computer-based skills training to students once every session so as to promote and enhance their capability to use computers for academic activities
3. The tertiary institution management should organize training on how to print, scan, and store information resources on external devices to students at each session so as to improve and promote their ability to use the media facilities for academic purposes
4. The library management should organize training on web-based skills to students at the beginning of each session to promote and enhance their ability to use the library website for academic activities

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