

PERCEPTION OF UNDERGRADUATE STUDENTS ON SERVICE DELIVERY IN THE UNIVERSITY OF ILORIN, ILORIN, NIGERIA

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Abstract

It is a known fact that universities all over the world are service oriented institutions. It is on the basis of this that this study investigated the perception of undergraduate students on service delivery in the University of Ilorin. The descriptive survey design was adopted for the study. Three research questions and hypotheses were raised for this study. The population of the study consists of all the 15 faculties in the University of Ilorin with a total number of 44,919 undergraduate students. The faculties were first stratified based on discipline into Humanities and Sciences. However, based on research advisor (2006), 381 were respondents were randomly selected from the undergraduate students. An adapted service delivery evaluation survey developed by the University of Ilorin was used for data collection. The questionnaire was tagged "Perception of undergraduate students on service delivery" (PSSDQ). The questionnaire was made up of two sections. Section A consists of the personal attributes of the respondents while section B consists of items on the service delivery in the universities. The questionnaire was structured along six alternative options: Very Poor, Poor, Fair, Good, Very Good and Excellent. The entire questionnaire was made up of 23 items. The validity of the instrument was carried out by three lecturers from the Faculty of Education, University of Ilorin for the face and content validities. The reliability of the instrument was determined by administering the same questionnaire twice to the undergraduate students of University Ilorin whose faculties were not sampled. Thereafter, test re-test was used to arrive at the co-efficient value and this yielded 0.68 which was considered adequate for the study. The descriptive statistic of mean and inferential statistic of t-test were adopted to analyse the data obtained for this study. Based on the results of the study it was revealed that there was no significant difference in the perception of undergraduate students on service delivery in University of Ilorin on the basis of physical structures. The study recommended among other things that there should be adequate and up to date physical structures in the institution so as to enhance effective service delivery, there should be constant communication to students on matters that affect the institutions in terms of convenience of structures and students should be carried along in the planning of physical structures through school-based management committee.

Keywords: Perception, Service Delivery, Undergraduate Students

Introduction

The role of education in the overall development of any nation is dependent on the service delivered by the schools. To deliver the right service in any level of education in Nigeria, facilities and infrastructure are very important. The researchers were of the opinion that availability of infrastructure in the university can actually determine the quality of service that is delivered. Universities all over the world are service oriented institutions. As service oriented institutions, they are expected to deliver and render quality service to their students and staff. Since independence, the Nigerian educational system has undergone series of changes and reforms (Ejemezu, 2015). These changes have affected the Nigerian education system and have placed heavy demands on the management of university education.

Universities in Nigeria are confronted with myriads of challenges, and these challenges have not allowed them to deliver quality service to their stakeholders. Extant literature reviewed by the researcher revealed that in most universities in Nigeria, there is unavailable and inadequate physical infrastructure, inadequate laboratories and ill-equipped libraries.

Universities all over the world are established to pursue three mandates through teaching, research, and community service. To achieve these tripartite mandates, effective service delivery is a sine qua non. Universities are expected to deliver quality services to their stakeholders for efficient and effective realization of their mandates. Service delivery in the university can be viewed as a set of activities performed by the institution with the aim of creating value and giving their students satisfaction at all times (Edvardsson, 2005). In a similar manner, Stockwell (2006) was of the opinion that when the outcomes of service delivery to customers bring about value to them then it is considered as been effective.

The services delivered by universities to their students are of great concern to many stakeholders. Service delivery refers to the actual delivery of a service and products to the customer or clients (Lovelock & Wright, 2002). In the university system, it is the teaching and research activities which the management renders to their students. It is therefore, concerned with the where, when, and how a service product is delivered to the customer and whether this is fair or unfair in nature. Delivering services of high quality is an important pursuit for service providers that seek to create and provide value to their customers (Grönroos & Ravald, 2011).

Uduak (2018) investigated students' satisfaction with service delivery in universities in Akwa Ibom and Cross River States, Nigeria. Findings from the study showed that majority of the respondents indicated dissatisfaction with library, hostel, as well as Information and communication services, while they showed moderate satisfaction with health and transport services. It was also found that students' satisfaction with service delivery in terms of library and health services significantly differed by their institution's affiliation, while they did not show significant difference in their satisfaction with transport, ICT and hostel services. The study on students' satisfaction with service delivery in federal universities in South-south geo-political Zone, Nigeria was conducted by Akpoiroro and Okon (2015). The study investigated the level of students' satisfaction with service delivery in federal universities in south-south geopolitical zone of Nigeria in terms of educational, library, security, medical, transport, hostel, and ICT services. The findings of the study showed that students' satisfaction with educational, security, and medical services was significantly high; while students' satisfaction with library, hostel, transport, and ICT services was not significantly high. Katamei and Kiprop (2015) investigated student perception on service delivery at Moi University in Kenya. The study found academic content service delivery, administrative service delivery and physical facility service delivery as important processes as perceived by students and were satisfied with lecturers' attendance to lectures, management of exams, ability of staff to handle students' complaints and availability of sporting facilities. Students expressed dissatisfaction with inadequate teaching and non-teaching staff, inadequacy of library services and poor maintenance of facilities.

Akuegwu and Nwi-ue (2016) conducted a study which investigated managing academic service delivery in South-South Nigerian universities for national education transformation. Results from their study revealed that managing academic service delivery at the departmental level is significantly low; managing academic service delivery at the faculty level is significantly low; there is no significant difference in managing academic service delivery between departments and faculties in south-south universities. A study to explore how service quality provided by the University of KwaZulu -Natal was carried out by Naidoo

and Mutinta (2014). The main objective was to identify staff's perceptions of service quality offered at the university. Since academic and support staff are primary deliverers of the different aspects of the tertiary education service provided to the students, it is important to examine their views on service quality. Staff reported that the university needs to set itself apart from all others by strategically providing high quality service that is reliable, tangible, empathetic, assuring and responsive to students. Owolabi (2010) carried out a study on repositioning for quality services delivery in tertiary institutions: The role of accountants. The study found that there are several gaps between service providers' perception of the quality requirements of the consumer and customer and the expectations of the end users.

Various stakeholders have made spirited efforts in raising the quality of education by providing up to date facilities that could enhance effective and efficient teaching and learning process. Despite all the efforts put in place by the university management, service delivery in most universities in Nigeria is still very low. Inadequate classrooms, absence of library materials, poor laboratory equipment, ill-equipped health facilities, absence of Information and Communication Technology infrastructure, inadequate facilities in the students' hostel and staff offices are the issues of service delivery in Nigerian universities. Poor service delivery in universities has hindered school effectiveness, the reason why most universities in Nigeria are ranked low compared to other African countries. Furthermore, the increasing number of students accessing universities education in Nigeria has really put a lot of pressure on the services delivered by these universities. It is based on this problem that this study investigated the perception of undergraduate students on service delivery in University of Ilorin on physical structures, convenience of the structures and quality of teaching.

Research Questions

The following questions were raised to guide the study:

- (i) What is the perception of undergraduate students on service delivery in University of Ilorin on the physical structures of the University?
- (ii) What is perception of undergraduate students on service delivery in University of Ilorin on the basis of convenience of the University structures?
- (iii) What is the perception of undergraduate students on service delivery in University of Ilorin on the quality of teaching?

Research Hypotheses

The following null hypotheses were tested in the course of this study:

- H₀₁: There is no significant difference in perception of undergraduate students on service delivery in University of Ilorin on the physical structures of the University based on gender.
- H₀₂: There is no significant difference in perception of undergraduate students on service delivery in University of Ilorin on the basis of convenience of the University structures based on gender.
- H₀₃: There is no significant difference in perception of undergraduate students on service delivery in University of Ilorin on the quality of teaching based on gender.

Methodology

The descriptive survey design was found suitable because the study examined the perception of students on service delivery in University of Ilorin. The population of the study consists of all the undergraduate students in the 15 faculties in the University of Ilorin with a total number of 44,919 undergraduate students during the 2018/19 academic session. The faculties were first stratified based on discipline into Humanities and Sciences. Thereafter, six faculties were randomly selected for the study. The faculties selected were Faculty of

Education, Faculty of Management Science, Faculty of Arts, Faculty of Engineering, Faculty of Life Science and Faculty of Health sciences. However, based on research advisor (2006), 381 were randomly selected as respondents from the undergraduate students of the faculties selected for the study.

An adapted service delivery evaluation survey developed by the University of Ilorin was used for data collection. The questionnaire was tagged "Perception of undergraduate students on service delivery" (PSSDQ). The questionnaire was made up of two sections. Section A consists of the personal attributes of the respondents while section B consists of items on the service delivery in the universities. The questionnaire was structured along six alternative options: Very Poor =1 point, Poor =2, Fair =3, Good =4, Very Good=5 and Excellent=6. Therefore, the mean point is 3.5 which falls on the option with good.

The validity of the instrument was carried out by three lecturers from the Faculty of Education, University of Ilorin for the face and content validities. The justification of selecting the three lecturers was because of easy retrieval of the validated instruments. The reliability of the instrument was determined by administering the same questionnaire twice to undergraduate students of the University of Ilorin whose faculties were not selected for the study. Thereafter, the two scores obtained from the first and second administration were correlated through test re-test which yielded 0.68 and this was considered adequate for the study. The researchers with the help of two trained research assistants administered copies of the questionnaire to the respondents. The descriptive of mean and inferential statistics of t-test were adopted to analyse the data obtained for this study.

Results

Research Question 1: What is the perception of undergraduate students on service delivery in University of Ilorin on the physical structures based on gender?

Table 1: Perception of undergraduate students on service delivery in University of Ilorin on the physical structures

S/No.	Items	N	\bar{X}	Decision
1.	Building facilities	381	3.58	Good
2.	Departmental offices for staff	381	3.77	Good
3.	Staff offices	381	3.96	Good
4.	Laboratories for practical	381	2.94	Fair
5.	University health services centre	381	2.62	Fair
6.	Students' hostel	381	3.33	Good
7.	Road network and drainage system with the campus	381	4.01	Very Good
8.	Toilet facilities	381	2.41	Fair
9.	Information communication infrastructure	381	3.62	Good
10.	Library complex	381	3.97	Good

Source: Fieldwork, 2019

\bar{X}	
0.01-1.00	Very Poor
1.01-2.00	Poor
2.01-3.00	Fair
3.01-4.00	Good
4.01-5.00	Very Good
5.01-6.00	Excellent

Table 1 shows the respondents' perception on service delivery of University of Ilorin on physical structures. As shown in the table, building facilities, departmental offices, Staff offices, road network and drainage system within the campus, information technology infrastructure, library complex, and students' hostels were found to be good with mean scores of 3.58, 3.77, 3.96, 4.01, 3.62, 3.97, and 3.33 respectively. On the other hand, laboratories for practical, University health services centre and toilet facilities were found to be fair because they had mean scores of 2.94, 2.62 and 2.41 respectively. It was revealed from the table that the perception of undergraduate students of the University of Ilorin on physical structures were found to be good on items 1, 2, 3, 6, 7, 9 and 10 except from items 4, 5 and 8 who were found to be fair.

Research Question 2: What is the perception of undergraduate on service delivery in University of Ilorin on the basis on convenience of physical structures?

Table 2: Perception of undergraduate on the service delivery in University of Ilorin on the basis of convenience of physical structure

S/No.	Items	N	X	Decision
11.	Functioning internet facilities within the faculty building	381	2.58	Fair
12.	Adequacy and cleanliness of toilet facilities	381	2.35	Fair
13.	Services of the University health services centre	381	2.58	Fair
14.	Maintenance of road network and drainage system	381	3.56	Good
15.	Provision of holdings in the library	381	2.42	Fair
16.	Efficiency of library staff	381	3.64	Good
17.	Efficiency of fire service personnel	381	3.71	Good
18.	Adequacy of classroom spaces for students' lectures	381	2.38	Fair

Source: Fieldwork, 2019

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X	
0.01-1.00	Very Poor
1.01-2.00	Poor
2.01-3.00	Fair
3.01-4.00	Good
4.01-5.00	Very Good
5.01-6.00	Excellent

Table 2 shows the respondents' perception on services delivery in University of Ilorin on the basis of convenience of physical structures. As shown in the table, maintenance of road network and drainage system within the campus, efficiency of library staff and efficiency of fire service personnel had mean scores of 3.56, 3.64 and 3.71 respectively and as such considered good. Functioning internet facilities with the faculty building, adequacy and cleanliness of toilet facilities, services of the University health services centre, provision of holdings in the library, availability of staff common room and adequacy of classroom space for students' lectures were found to have mean scores of 2.51, 2.35, 2.48, 2.42, 2.31 and 2.38 and as such considered fair. As shown on the table, the perception of undergraduate students of the University of Ilorin on the convenience of physical structures were found to be good on items 14, 16 and 17 except from items 11, 12, 13, 15, 16 and 18 that were found to be fair.

Research Question 3: What is the perception of undergraduate on service delivery in University of Ilorin quality of teaching?

Table 3: Perception of undergraduate on the service delivery in University of Ilorin on quality of teaching

S/No.	Items	N	\bar{X}	Decision
19.	Class participatory/psychology of students	381	3.69	Good
20.	Punctuality of students at lectures	381	3.74	Good
21.	Safety rules for the use of laboratories	381	3.85	Good
22.	Use of I. T. based instructional aids such as multi-media facilities	381	2.46	Fair
23.	Appropriateness of class space in terms of student population	381	2.34	Fair

Source: Fieldwork, 2019

\bar{X}	
0.01-1.00	Very Poor
1.01-2.00	Poor
2.01-3.00	Fair
3.01-4.00	Good
4.01-5.00	Very Good
5.01-6.00	Excellent

Table 3 shows the respondents' perception on services delivery in University of Ilorin on quality of teaching. Class participatory/psychology of students, punctuality of students at lectures and safety rules for the use of laboratories were found to be good because they had mean scores of 3.69, 3.74 and 3.85 respectively. Use of I. T. based instructional aids such as multi-media facilities and appropriateness of class space in terms of student population had mean scores of 2.56 and 2.34 respectively, thereby considered fair. The perception of undergraduate students of the University of Ilorin on the quality of teaching were found to be good on items 19, 20, and 21 while there perception on items 22 and 23 were fair.

Hypothesis Testing

HO₁: There is no significant difference in perception of undergraduate students on service delivery in University of Ilorin on the basis of physical structures based on gender?

Table 4: t-test analysis on the perception of undergraduate students on service delivery in University of Ilorin on the basis of physical structures

Groups	N	X	SD	df	t-cal	t-cri	Decision
Male	190	24.14	5.05	380	0.031	1.95	Ho ₁
Female	191	19.92	3.88				Accepted

Not Significant at $p > .05$

Results in Table 4 shows the calculated t-value (0.031), is less than the critical value (1.95) at 380 degree of freedom at 0.05 level of significance. Therefore, the hypothesis (HO₁) is not rejected. This implies that there was no significant difference in perception of undergraduate students on services delivery in University of Ilorin on the basis of physical structures.

HO₂: There is no significant difference in perception of undergraduate students on service delivery in University of Ilorin on the basis of convenience of physical structures?

Table 5: t-test analysis on perception of undergraduate students on service delivery in University of Ilorin on the basis of convenience of physical structures

Groups	N	X	SD	df	t-cal	t-cri	Decision
Male	190	36.61	6.03	380	1.01	1.95	Ho ₂ Accepted
Female	191	40.03	8.14				

Not Significant at $p > .05$

Results in Table 5 shows the calculated t-value (1.01) is less than the critical value (1.95) at 380 degrees of freedom at 0.05 level of significance. Therefore, the hypothesis (HO₂) is not rejected. This implies that there was no significant difference in perception of undergraduate students on services delivery in University of Ilorin on the basis of convenience of physical structures.

HO₃: There is no significant difference in perception of undergraduate students on service delivery in University of Ilorin on the basis of quality of teaching?

Table 6: t-test analysis on perception of undergraduate students on service delivery in University of Ilorin on the basis of quality of teaching

Groups	N	X	SD	df	t-cal	t-cri	Decision
Male	190	31.44	7.42	380	0.224	1.95	Ho ₁ Accepted
Female	191	34.02	6.71				

Not Significant at $p > .05$

Results in Table 6 shows the calculated t-value (.224) is less than the critical value (1.95) at 380 degrees of freedom at 0.05 level of significance. Therefore, the hypothesis (HO₃) is not rejected. This implies that there was no significant difference in perception of undergraduate students on services delivery in University of Ilorin on the basis of quality of teaching.

Discussion of Findings

This aspect provides detailed explanations on the various findings discovered based the questions raised and the hypothesis tested. The findings on table 1 revealed that the perception of undergraduate students of the University of Ilorin on physical structures were found to be good on items building facilities, departmental offices, Staff offices, road network and drainage system within the campus, information technology infrastructure, library complex, and students' hostels. The finding of this study agreed with that of Naidoo and Mutinta (2014) who found that universities are strategically positioned to provide high quality service that is reliable, tangible, empathetic, assuring and responsive to their students. The table also revealed that items on laboratories for practical, University health services centre and toilet facilities were found to be fair. The finding of this study corroborates with that of Akpoiroro and Okon (2015) which revealed students' satisfaction with library, hostel, transport, and ICT services was not significantly high.

Findings on table 2 show the perception of undergraduate students on service delivery in the University of Ilorin on the basis of convenience of physical structures. As shown in the table, maintenance of road network and drainage system within the campus, efficiency of library staff and efficiency of fire service personnel were considered good. Functioning internet facilities with the faculty building, adequacy and cleanliness of toilet facilities, University health services centre, provision of holdings in the library and adequacy of classroom space for students' lectures were considered to be fair. The finding of this study agreed with that of Uduak (2018) which showed that students are dissatisfied with library, hostel, as well as Information and communication services, while they showed moderate satisfaction with health and transport services. Findings on table 3 on the perception of undergraduate students of the University of Ilorin on the quality of teaching were found to be good on class participatory/psychology of students, punctuality of students at lectures and safety rules for the use of laboratories while undergraduate students perception on the use of I. T. based instructional aids such as multi-media facilities and appropriateness of class space in terms of student population were fair. As revealed on table 4, 5 and 6 on the hypotheses, it was found that there was no significant difference in the perception of male and female undergraduate students on service delivery on the basis of physical structures, convenience of the physical structures and quality of teaching. This means that both the male and female undergraduate students of the university had the same perception on the service delivery on the basis of physical structures, convenience of the physical structures and quality of teaching.

Conclusion

This study investigated perception of undergraduate students on services delivery in University of Ilorin, Ilorin, Nigeria. It was concluded in the study that the perception of undergraduate students of the University of Ilorin on physical structures were found to be good on items building facilities, departmental offices, Staff offices, road network and drainage system within the campus, information technology infrastructure, library complex, and students' hostels. Furthermore, it can be concluded that internet facilities within the faculty building, adequacy and cleanliness of toilet facilities, University health services centre, provision of holdings in the library and adequacy of classroom space for students' lectures were considered to be fair.

Recommendations

Based on this finding of this study, the following recommendations were proposed:

- (i) Physical structures such as laboratories for practical, University health services centre and toilet facilities should be improved upon so as to aid effective service delivery in the University.
- (ii) For convenience of the physical structures on functioning internet facilities within the faculty building, adequacy and cleanliness of toilet facilities, University health services centre, provision of holdings in the library, and adequacy of classroom space for students' lectures, continuous provisions should be made by the University management for the undergraduate students use.
- (iii) For quality teaching to be achieved in the University, I. T. based instructional aids such as multi-media facilities and appropriateness of class space in terms of student population should be made comfortable for the undergraduate students.

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