

## STUDENTS' SUPPORT SERVICES AND ADMINISTRATIVE EFFECTIVENESS IN COLLEGES OF EDUCATION IN OYO STATE, NIGERIA

**Patricia A. ETEJERE**

*Department of Educational Management, University of Ilorin, Ilorin  
patetejere@unilorin.edu.ng*

**Afeez A. SHITTU**

*Department of Educational Studies and Management,  
University of Benin, Benin City, Nigeria  
shisay4life2010@gmail.com*

&

**Ayoade O. AJAGBE**

*Registry Department, Federal College of Education (Technical),  
Akoka, Lagos.*

*olusayoajagbe@gmail.com*

### **Abstract**

*Students' support services are the determinants of administrative effectiveness in tertiary institutions. This study was conducted to investigate students support services and administrative effectiveness in colleges of education in Oyo State. It adopted descriptive survey of correlational type. Two hundred and sixty-five respondents were used for the study. Students Support Services Questionnaire (SSSQ) and Administrative Effectiveness Questionnaire (AEQ) were used for data collection. They were validated by two experts in the Department of Educational Management, University of Ilorin, Ilorin. The reliability co-efficients of 0.68 and 0.64 were obtained for SSSQ and AEQ respectively. This indicates that the instruments were reliable. Two research questions were raised to guide the conduct of the study. The research questions were answered with descriptive statistics. One research hypothesis was formulated and tested using regression analysis at 0.05 level of significance. The findings showed that there was a significant relationship between students' support services and administrative effectiveness in colleges of education in Oyo State. The findings also revealed that transportation service, students' welfare service and internet service influenced the level of administrative effectiveness in colleges of education in Oyo State. Based on the findings, it was recommended among others, that the level of students' support services in colleges of education in Oyo State could be improved through private-public partnership to enhance administrative effectiveness.*

**Keywords:** Students, Support Services, Administrative Effectiveness

### **Introduction**

For any educational programme to be effective, the teachers and students need to be motivated. Educational institutions should adopt series of strategies like making available the basic support

services that would enhance the motivation of personnel meant to deliver the curriculum (Durosaro,2000) . Durosaro concluded that under a conducive atmosphere of appropriate support services with adequate motivation, Nigerian educational goals would be achieved consistently. To achieve the educational goals of any nation; quality service delivery is important. Such services are provision, distribution and utilisation of the resources and personnel services rendered for both teachers and students to enable them have full benefit of education.

Etejere and Ogundele (2016) identified the indicators of administrative effectiveness as teaching, learning, research publications, community services and record keeping in tertiary institutions. Ogundele (2001) explained that students support services are provided in order to prevent poor academic delivery by the lecturers to students and to encourage positive thinking and actions that would fast-track the attainment of academic pursuit and choices of future career among the students. The importance of students support services cannot be over-emphasized in the socioeconomic life of the schools. Forms of students support services are welfare support services which include transportation, feeding and accommodation, counselling and co-curricular activities or recreational services such as football, volleyball and other indoor games. Oyedeji (2012) described students support services as those activities or services provided in their schools for learners that aid interpersonal harmony, and enhance conducive teaching- learning environment. Oyedeji (2012) further identified students' support services as academic counselling services, financial services, welfare services and library and information services.

Adequate provision of school services for students has good relationship with administrative effectiveness. Ogundele (2005) identified the types of institutional support services that could be introduced into the tertiary institutions for the benefit of students and staff. Such services are transportation, welfare and library information devices.

The performance of the graduates of colleges of education in Nigeria has been a matter of concern to stakeholders in the achievement of the goals of primary and basic education level in Nigeria. Students support services can also be seen as nonacademic services provided for the students to complement their academic activities and to enable them acquire a high quality educational experience. However, there have been complaints that these services seem not to have been adequately provided in colleges of education (Olaitan, 2005). This, according to Olaitan has some effect on the quality of the output of colleges of education. Despite extensive researches, discussions

and debates on the associated problems confronting the provision of students support services in colleges of education; only few empirical researches have actually been conducted in this area, especially with regard to the colleges of education being studied.

Students support services are often confused with personnel services and welfare services. It is important to note that students support services encompass all the students' welfare services. Ilufoye (2003) described institutional support services as those services or activities that are provided in the various institutions that enhance conducive environment for the teaching-learning processes. According to Ilufoye (2003), there are turnovers in the teaching profession due to the fact that the school environment is not conducive for teachers' or lecturers' job satisfaction and for them to stay long in the schools and perform their duties effectively.

Institutional support services could be seen as those various activities or services which the staff, students and other members of the society are engaged in that enhance effectiveness and high productivity among the students and staff. It was also noted that many members of the society also benefit from the students support services provided (Olagoke, 2011). Olagoke, however, cited examples of students support services such as welfare support services which include transportation, feeding and accommodation. Also, personnel services like counselling and co-curricular activities or recreational services such as football, volleyball and other indoor games, library and information support services such as interconnectivity with the internet services. Oyedeji (2012) described students support services as those activities or services provided in the school system for the learners' use which aid interpersonal harmony, conducive teaching-learning environment and for the personnel and institutional esteem both within and outside the institution. Oyedeji however, identified important students support services such as academic counselling services, financial service, welfare services and library and information system. Yusuf (2007) suggested that every institution should provide students' personnel services as part of the institutional support services to be utilized by the institution for effective teaching-learning processes. Yusuf stated that if there are support services such as welfare services, counseling services, transport services and information services, these will make for effectiveness and efficiency in administration, and thus academic performance will be adequately achieved.

Administrative effectiveness as a concept has no single accepted definition. Various views, opinions and parameters have been used to describe and measure it. This is because organisational

and societal goals differ. Relevant to this, Adepoju (2000) asserted that there is no valid and reliable instrument for assessing the effectiveness of an administrator. This makes it difficult to establish a relationship among the various parameters. The concept of effectiveness has received wide attention in organisational behaviour. The impressive array of literature on effectiveness as well as its acclaimed central importance, however, belies the problems faced by theories in developing a clear definition of the concept. Effectiveness was conceived as system-oriented, the capacity to provide or accomplish the correct end, achievement of some purpose, objective or task; input-output ratio; measurable quantity; system linkage; strategic constituencies; ability to acquire inputs, process these inputs and maintain stability and finally the attainment of short and long term goals (Musaazi, 1992).

Students' support services and administrative effectiveness play important roles in the aspect of teaching and learning processes, whether the strength of an institution's learner support system determines its ability to meet the students' needs. Student support services and administrative effectiveness guide didactic interaction by maximising dialogue in order to avoid subjecting students to isolated learning spaces that are boring and frustrating. Student support services and administrative effectiveness enhance resources which learners can access in order to carry out planned learning processes. In other words, student support services act as activities which help to strengthen the efforts of administrators in the achievement of stated goals. Therefore, when such services are provided in optimum quantity and quality, they will go a long way in enhancing administrative effectiveness in institutions.

### **Purpose of the Study**

The main purpose of this study was to investigate the relationship between students support services and administrative effectiveness in colleges of education in Oyo State. Specifically, the purposes were to:

- (i) ascertain the level of students support services available in colleges of education in Oyo State;
- (ii) determine the level of administrative effectiveness in colleges of education in Oyo State;

- (iii) examine the relationship between students' support services (transportation service, students' welfare service, internet service) and administrative effectiveness in colleges of education in Oyo State.

### **Research Questions**

The following questions were raised to guide the conduct of the study

1. What is the level of students' support services in colleges of education in Oyo State?
2. What is the level of administrative effectiveness in colleges of education in Oyo State?

### **Research Hypothesis**

**Ho:** There is no significant relationship between students' support services and administrative effectiveness in colleges of education in Oyo State.

### **Methodology**

This study adopted descriptive survey of correlational type. The total target population was 7,689 final year students in 2017/2018 academic session (Survey, 2017) in colleges of education in Oyo State. Purposive random sampling technique was used to choose one federal, one state and two private colleges of education. Purposive random sampling technique was chosen because the institutions used differed on the basis of ownership (that is, private and public). The total target population. Using Taro Yamane sample size formular on the basis of a population of 7,689, three hundred and eighty-one (381) students were selected from the schools sampled. Students Support Services Questionnaire (SSSQ) and Administrative Effectiveness Questionnaire. The SSSQ was used for data collection that covered the indicators of students' support services on transportation service, welfare service and internet service while the AEQ, which contains items relating to administrative effectiveness, was used to gather data on opinions on administrative effectiveness. The instruments were validated by two experts in Educational Management while the Cronbach Alpha method was used to test their reliability. Coefficients ( $r$ ) of 0.64 and 0.68 were obtained for SSSQ and AEQ respectively. This shows that the research instruments were reliable. Copies of the questionnaires were administered to the respondents in the selected colleges of education in Oyo State. Out of 381 copies of the instruments that were administered, 265 copies were retrieved and used for data analysis. This amounts to 70% completion rate. The research questions were answered

using descriptive statistics of mean and standard deviation while the formulated research hypotheses were tested using inferential statistics of Pearson product-moment statistic at 0.05 level of significance.

**Results**

**Research Questions**

**Research Question 1:** What is the level of students support services in colleges of education in Oyo State?

**Table 1.** *Level of Students’ Support Services in Colleges of Education in Oyo State*

<b>Students Support Services</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>	<b>Decision</b>
Transportation Service	265	2.12	0.67	Moderate
Students’ Welfare Service	265	2.36	0.77	Moderate
Internet Service	265	2.33	0.71	Moderate
<b>Grand Mean</b>		<b>2.27</b>		

Key: x: 1.00-2.00=Low, 2.00-3.00=Moderate, 3.00-4.00= High

Table 1 shows the analysis of the responses given by the respondents on the level of students support services in colleges of education in Oyo State. It was revealed that all the parameters of students support services were moderate. Hence, the grand mean (2.27) of the findings showed that the level of students support services in colleges of education in Oyo State was found to be moderate. This implies that students support services provided in the colleges of education were moderate.

**Research Question 2:** What is the level of administrative effectiveness in colleges of education in Oyo State?

**Table 2:** *Level of Administrative Effectiveness in Colleges of Education in Oyo State*

<b>Responses</b>	<b>Frequency</b>	<b>Percentage</b>
High	180	67.9
Moderate	70	26.4
Low	15	5.7
<b>Total</b>	<b>265</b>	<b>100.0</b>

Table 2 shows the analysis of the responses given by the respondents on the level of administrative effectiveness in colleges of education in Oyo State. It was revealed that 67.8% of the respondents agreed that the level of administrative effectiveness in colleges of education in Oyo State was high, 26.4% agreed that it was moderate while the remaining 5.7% agreed that it was

low. This implies that 67.9% constituted the majority of the respondents who agreed that the level of administrative effectiveness was high in colleges of education in Oyo State.

### Research Hypothesis

**Ho1 :** There is no relationship between students support services and administrative effectiveness in Colleges of Education in Oyo State.

**Table 3:** Summary of Regression Analysis showing the Relationship between Students Support Services (Transportation Service, Students' Welfare Service and Internet Service and Administrative Effectiveness in Colleges of Education in Oyo State.

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.203	.511	.321	13.507

***R = .203***

***R Square = .511***

***Adjusted R Square = .321***

The “**R**” column represents the value of *R*, the multiple correlation coefficients. *R* can be considered to be one measure of the quality of the prediction of the dependent variable. The value of 0.511 that the predictor variable (students support services) explained and accounted for 51.1% of the variability of criterion variable (administrative effectiveness). The result revealed that there is significant relationship between students support services and administrative effectiveness in colleges of education in Oyo State.

**Table 4:** Regression Coefficients of Students' Support Services and Administrative Effectiveness in Colleges of Education in Oyo State

Variables	Unstandardised		Standardised		Cal. value	t- Sig.
	Coefficient	Beta	Coefficient	Beta		
Constant	0.899		0.0233		5.662	.000
Transportation Service	0.617		.325		.612	.001
Students' Welfare Service	0.575		0.0245		.327	.000
Internet Service	0.882		0.0334		.580	.000

**Dependent Variable: Administrative Effectiveness**

The standard regression weight of the beta coefficients value for students support services and administrative effectiveness in colleges of education in Oyo State was 0.899 which shows that students support services correlates with administrative effectiveness.. T-test of 5.662 was sufficiently high with corresponding p-value of 0.000. Therefore, in comparison, transportation service has impact (Beta=0.617), students' welfare service has impact (Beta = 0.575), and internet service has impact (Beta= 0.882). In summary, there is significant and perfect relationship between students support services and administrative effectiveness in colleges of education in Oyo State with regards to transportation service, students' welfare service and internet service.

**Discussion of Findings**

Findings of Research Question One revealed that students support services provided in the colleges of education in Oyo State were moderate and this indicates that students' support services need more improvement. The finding is similar to the findings of Anifowose (2009) who found that students' support services had a significant influence on school effectiveness. They are provided for the interest of the staff, students and community so as to encourage effective working relationships among them. This finding is in line with Bello (2001) that the available transportation services in any institution are important to the achievement of its set goals.

Results of Research Question Two revealed that 67.9% constituted the majority of the respondents who agreed that the level of administrative effectiveness was high in colleges of education in Oyo State. Ogunsaju (1990) opined that administrative effectiveness should be measured in terms of group performance on the group's primary assigned task.



Findings revealed that there was significant relationship between students support services and administrative effectiveness in colleges of education in Oyo State. This finding is in line with Ilufoye (2003); Olagoke (2011) who described institutional support services as those types of services or activities that are provided in the various institutions to enhance conducive environment for the teaching-learning processes and high productivity among the students.

Regression analysis revealed that transportation service, students' welfare service and internet service have significant and perfect relationship with administrative effectiveness in colleges of education in Oyo State. This finding agrees with the findings of Yusuf (2007) who opined that transportation service as a means of conveying staff and students cannot be overemphasized in any higher institution of learning. Yusuf (2007) further stated that if there are support services like welfare services, counselling services, transport and information services, these will make for effectiveness and efficiency in administration and academic performance will be adequately achieved. Priti (2009) argued that the role of welfare activities is to promote economic development by increasing efficiency and productivity with the underlying principle being making workers give their loyal services ungrudgingly in a genuine spirit of co-operation. The findings corroborate the view of Ijaiya (2000) who elucidated that communication is an active process of exchange of experience or ideas between two or more people, one sending a message through verbal (oral) or non-verbal means.

### **Conclusion**

The study had shown that there was significant relationship between students support services and administrative effectiveness in colleges of education in Oyo State. This implies that the provision of adequate transport service, students' welfare service and internet service will enhance administrative effectiveness in colleges of education in Oyo State.

### **Recommendations**

The following recommendations were put forward:

- i. The level of students support services in Colleges of Education in Oyo State could be improved through private-public partnership to enhance administrative effectiveness.

Transportation and internet services should be improved upon in all the colleges of education through the establishment of institutional transport schemes by the directorate of consultancy services and other external bodies such as ICT providers and transport unions.

- ii. The school management in the colleges of education in Oyo State should ensure that students' welfare is improved for better academic performance.

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