

INFLUENCE OF GENDER ON LIBRARIANS' COMPUTER ANXIETY IN THE USE OF DIGITAL RESOURCES FOR DELIVERY OF LIBRARY SERVICES

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Abstract

The use of digital resources for delivery of library services appears to be at a low ebb in university libraries. Obviously, certain factors are responsible. Thus, the purpose of the study was to investigate the influence of gender on Librarians' Computer anxiety in the use of digital resources for delivery of library services in Anambra State. Two research questions guided while one hypothesis was tested. Ex-post factor research design was used for the study. The population of the study was made up of 38 librarians in the five university libraries in Anambra State. No sampling was done as the population was of manageable size. The instrument that was used to collect data was questionnaire. Reliability of the questionnaire was determined using Cronbach statistics to obtain an alpha coefficient of 0.81. Statistical measure that was used to analyze the data collected was mean, standard deviation and t-test. The findings of the study revealed that male librarians were more computer-anxious than their female counterpart in the use of digital resources for the delivery of library services. It was further revealed that a significant difference existed in the mean computer anxiety scores of male and female librarians in favour of the males. Based on the findings of the study, it was recommended that university administrators should organize seminars and workshops for librarians so as to equip them with the relevant information they need to address issues of computer anxiety especially among the male librarians.

Key words: Gender, computer anxiety, digital resources, library services.

Introduction

University libraries are instituted to meet the information needs of the university community which comprises students, academic as well as non-academic staff. Onuoha and Subair (2013) noted that the relevance of the library in technological age has been a subject of conversation. Nkamnebe, Udem and Ukamnebe (2014) asserted that university libraries are instituted, administered and financed by the parent institution with a view to meeting the research, curriculum as well as information needs of its academic community. These information needs can only be met if librarians are alive to their responsibility of statutorily providing requisite services.

Provision of library services is key to the sustenance of the patronage of its users. Instructively, Adeeko (2021) pointed out that university libraries “provide services such as reference services, lending services, referral services, selective dissemination of information services (SDI), photocopy services as well as library instruction services” It is noteworthy that in contemporary times, in line with global practices, a good number of services provided by university libraries are done with the aid of the computers. Some of such services, in the view of Arumuru (n.d.) include reference services, acquisition services circulation services, cataloguing and classification services, among others. The provision of the afore-mentioned services with the use of computer could be influenced by myriad of factors; computer anxiety inclusive.

An observation by the researcher in some university libraries revealed that the use of digital resources for delivery of library services appears to be at a low ebb in university libraries. This is despite government intervention in the provision of digital resources and facilities to engender the use of technology to deliver services to library patrons in line with global trend. Could it be that computer anxiety among librarians is at the core of the foregoing trend?

Computer anxiety has become a subject of intensive research as a result of its influence on how much librarians use digital resources for the delivery of library services. Computer anxiety is a psychological state of nervousness or tension that is occasioned by the use of computer. It is a feeling of fear that interferes with a person’s tendency to use the computer for sundry purposes. A librarian that is given to computer anxiety perceives the computer as a threat either in the immediate or in the ultimate (Igberia, Pavri & Huff, 2009). Computer anxiety, as noted by Raub (2011) could be occasioned by librarians’ psychology (age, gender, status, experience and qualification).

Gender is the state of being male or female. It could be that male librarians are more computer-anxious than their female counterparts and vice-versa. Going by certain empirical investigations, there are certain contradictions in the findings of some

researchers as regards gender and computer anxiety. For instance, while Anjaline and Saravanan (2018) found that computer anxiety among the undergraduates differ based on gender, Unegbu, Ogugua, Nnadimele and Ese (2020) found no significant difference between male and female lecturers' computer anxiety in library schools. In contrast, Poopola (2012) found a correlation between gender and level of computer anxiety. A cursory look at the previous studies revealed that much as gender and computer anxiety were given prominence, the study appears to be silent on librarians. More so, there were inconsistencies in the findings on gender and computer anxiety. Thus, it will make for research-worthiness to ascertain influence of gender on librarians' computer anxiety in the use of digital resources for delivery of library services in University libraries in Anambra State. Thus, the study sought to answer the following questions:

1. What is computer anxiety level of librarians in their use of digital resources for delivery of library services in University libraries in Anambra State?
2. What is mean computer anxiety score of male librarians in their use of digital resources for delivery of library services in University libraries in Anambra State?
3. What is mean computer anxiety score of female librarians in their use of digital resources for delivery of library services in University libraries in Anambra State?

Hypothesis

One null hypothesis was tested at 0.05 level of significance:

Ho 1: There is no significant difference between the mean computer anxiety scores of male and female librarians in the use of digital resources for delivery of library services in University libraries in Anambra State.

METHOD

Ex-post facto research design was used for the study. This design was seen as appropriate because, Nworgu (2015) pointed out that ex-post facto design is one in which influence of variables that cannot be manipulated is studied. The population of the study was made up of 38 (16 males and 22 females) librarians in the five university libraries in Anambra State. No sampling was done as the population was of manageable size. One set of questionnaire entitled 'Librarians Computer Anxiety in the Use of Digital Resources for Delivery of Library Services Questionnaire (LCAUDRDLSQ) was used for data collection. LCAUDRDLSQ which was developed by the researcher was made up of 10 items. It was constructed in such a manner that the respondents responded by opting for one of the four response categories viz: Never (N), Rarely (R), Sometimes (S) and Frequently (F). Cronbach alpha method was utilized to determine the reliability of LCAUDRDLSQ. The internal consistency of the items in LCAUDRDLSQ was ascertained using Cronbach statistics. The alpha coefficient obtained was 0.83 for the LCAUDRDLSQ. This value was deemed adequate and LCAUDRDLSQ adjudged reliable since it falls in line with the stipulation of Nworgu (2015) that an instrument is reliable and excellent when its reliability coefficient is above 0.81 for quantitative research. **To**

answer the research questions, mean and standard deviation were used. Testing of the hypothesis was done with t-test. P-value (Using SPSS 20) interpretation was used with the decision rule that null hypothesis was rejected when p-value was less than ($<$) 0.05; otherwise when it was greater than ($>$) 0.05, it was not rejected.

Results

Table 1: Computer Anxiety of Librarians in their Use of Digital Resources for Delivery of Library Services in University Libraries.

S/N	As a librarian:	Mean	SD	Remark
1.	I feel relaxed automating some functions such as page numbering.	3.15	0.80	Agree
2.	I feel relaxed entering commands from the keyboard.	3.16	0.72	Agree
3.	I worry a great deal before using the computer.	2.14	0.70	Disagree
4.	I feel nervous inserting new text with my computer.	3.13	0.65	Agree
5.	I feel relaxed performing search and replace functions within the text.	2.96	0.53	Agree
6.	The use of computer makes feel anxious about my ability.	3.08	0.58	Agree
7.	I feel relaxed while using the computer to type sentences.	3.48	0.69	Agree
8.	I have an uneasy feeling using software to detect viruses from my laptop.	1.90	0.81	Disagree
9.	I feel confident installing new programmes on my computer.	3.38	0.79	Agree
10.	I worry a great deal when using shortcut keys.	2.18	0.57	Disagree

Table 1 shows that items 3, 8 and 10 have mean scores less than the cut-off mean of 2.50. This shows that the respondents are in disagreement of the listed items as constituting computer anxiety among them. On the other hand, items 2, 4, 5, 6, 7 and 9 have mean scores above the cut-off mean point; showing the agreement of the respondents on the above-listed items. Generally, the respondents have low computer-anxiety.

Table 2: Mean Computer Anxiety Score of Male Librarians in their Use of Digital Resources for Delivery of Library Services.

Group	N	Mean	SD
Males	14	52.80	8.92

Data in Table 2 show that there is a high computer anxiety among male librarians in their use of digital resources for delivery of library services. The standard deviation of 8.92 shows homogeneity in the responses of the respondents.

Table 3: Mean Computer Anxiety Score of Female Librarians in their Use of Digital Resources for Delivery of Library Services.

Group	N	Mean	SD
Females	22	51.04	9.56

Data in Table 3 show that there is a high computer anxiety among male librarians in their use of digital resources for delivery of library services. The standard deviation of 9.56 shows homogeneity in the responses of the respondents.

Table 4: Paired Sample t-test Analysis of Significant Difference between the Mean Computer Anxiety Scores of Male and Female Librarians in the Use of Digital Resources for Delivery of Library Services.

Sources of variation	N	Mean	SD	Df	α-level	p-value	Remark
Male	16	52.80	8.92				
Female	22	51.04	9.56				
				36	0.05	0.01	Significant

Result analysis in Table 4 shows p-value (t-calculated value) of 0.01 with 36 degrees of freedom and alpha level (critical value) of 0.05. Since the p-value of 0.01 is less than alpha level of 0.05, the null hypothesis is rejected. This means that there is a significant

difference between the mean computer anxiety scores of male and female librarians in the use of digital resources for delivery of library services in University libraries in Anambra State in favour of the males.

Discussion

Influence of gender on computer anxiety of librarians in the use of digital resources for delivery of library services.

The indication of the findings of the study is that male librarians are more computer-anxious than their female counterparts. This could be linked to the fact that females appear to be more used to digital resources than their male counterparts. Thus, over-time, they have come to become more self-efficacious in the use of computer by reason of constant practice than their male counterparts. Corroborating the finding of the current study, Anjaline and Saravanan (2018) found that computer anxiety among the undergraduates differ based on gender. The deduction here is if males are more computer-anxious than their females, it goes without saying that the females have a better locus of control than their male counterparts.

Furthermore, the findings of the study depicted that is to the effect that a significant difference existed between the mean computer anxiety scores of male and female librarians in the use of digital resources for delivery of library services in South-East University libraries in favour of the males. This is rather surprising given that both male and female librarians have equal access to the use of digital resources. Thus, it is not expected that the computer anxiety of one will be significantly different from the other. However, this observation may not be unrelated to the fact that the female librarians are more motivated to use digital resources for the delivery of library services more than their male counterparts. In contrast to the findings of the present study, Unegbu, Ogugua, Nnadimele and Ese (2020) found no significant difference between male and female lecturers' computer anxiety in library schools. The foregoing contradiction could be as a result of sample characteristics.

Conclusion

Computer anxiety of librarians in the use of digital resources for delivery of library services is influenced by gender. Consequent upon the findings of the study, it was concluded that male librarians were more computer-anxious than their female counterpart. Additionally, it was concluded that a significant difference existed in the mean computer anxiety scores of male and female librarians in favour of the males.

Recommendations

In line with the findings of the study, some recommendations were made. These include:

1. University administrators should organize seminars and workshops for librarians so as to equip them with the relevant information they need to address issues of computer anxiety especially among the male librarians.
2. Male librarians should make conscious efforts towards exposing themselves to seminars and workshops on the need to exude computer self-efficacy in the use of digital resources for delivery of library services. That way, the issue of computer anxiety among male librarians will be dealt with.

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