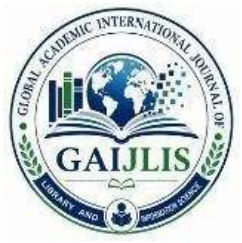
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INFORMATION NEEDS AND SEEKING BEHAVIOUR OF ADMINISTRATIVE STAFF IN SOUTHERN- DELTA UNIVERSITY OZORO, DELTA STATE

[1]*UKUBEYINJE* Ejiro Sandra [2]*NTOSI Obianuju*
[1]College of Education, Warri. ukubeyinjesandra@gmail.com
[2]Postgraduate student library and information science. Ignatius Ajuru University of Education. Rumuolumeni. Port Harcourt Rivers State. (Southern Delta University. Ozoro Delta State. University library.) ujuntosi@gmail.com

Abstract

Purpose: *This study examined the information needs, information-seeking behaviour, and challenges of administrative staff in an organization.*

Methodology: *A descriptive survey research design was adopted. The population comprised 200 administrative staff, from which a sample of 133 respondents was drawn using the Taro Yamane formula. Data were collected using a structured questionnaire. A total of 128 copies were properly completed and returned, representing a 96.2% response rate. Data were analyzed using frequency counts, percentages, and mean scores.*

Findings: *The findings revealed that administrative staff had high information needs in the areas of organizational policies and regulations (Mean = 3.30), decision-making and problem-solving (Mean = 3.25), and records management and documentation (Mean = 3.25). The major sources of information utilized were official documents and records (Mean = 3.34), colleagues and supervisors (Mean = 3.27), and internet resources (Mean = 3.25). The study also revealed a high level of information-seeking behaviour among respondents (Grand Mean = 3.23). Key challenges encountered included poor internet connectivity (Mean = 3.30), inadequate ICT facilities (Mean = 3.25), and information overload (Mean = 3.19).*

Conclusion: *The study concluded that administrative staff depend heavily on information for effective job performance, and access to diverse information resources enhances their information-seeking behaviour.*

Recommendations: *It was recommended that management should improve ICT infrastructure, provide adequate information resources, organize regular information literacy training, and establish efficient information management systems to enhance information access and utilization among administrative staff. The findings are consistent with previous studies on administrative and non-academic staff information behaviour.*

Keywords: Information Needs, Information-Seeking Behaviour, Administrative Staff, Information Sources, Information Access, Information Management, ICT Infrastructure

*Corresponding author(s) **Ukubeyinje, E. S. & Ntosi, O. (2026)** agree that this article remain permanently open access under the terms of the Creative Commons Attribution License 4.0 International License

INTRODUCTION

Information is a vital resource in every organization, serving as the foundation for planning, decision-making, communication, and the effective execution of administrative responsibilities. In contemporary organizations, the ability to access accurate, timely, and relevant information has become increasingly important due to rapid technological advancement, globalization, and the growing complexity of organizational operations. Administrative staff, who

are responsible for coordinating office activities, managing records, preparing reports, handling correspondence, and supporting managerial functions, depend heavily on information to perform their duties efficiently and achieve organizational objectives (Olayinka, & Oshinaike, 2022).

The concept of information needs refers to the recognition of a gap in knowledge that requires information to accomplish a specific task, solve a problem, or make an informed decision. Information needs vary according to an individual's job responsibilities, educational background, work environment, and organizational goals. Administrative staff require different categories of information, including policy documents, administrative procedures, personnel records, financial information, technological updates, legal regulations, and organizational directives. The availability of such information enhances job performance, promotes effective communication, and contributes to organizational productivity (Abubakar *et al.,* 2022).

Information-seeking behaviour encompasses the various activities individuals undertake to identify, locate, access, evaluate, and utilize information to satisfy their information needs. It includes the selection of information sources, search strategies, preferred communication channels, and methods of evaluating the relevance and credibility of information obtained. Wilson (1981) defines information-seeking behaviour as the purposive search for information resulting from the need to satisfy a particular goal. Similarly, Ellis (1989) describes information-seeking behaviour as a series of interconnected activities involving browsing, searching, monitoring, extracting, verifying, and using information from different sources. These behaviours are influenced by personal, organizational, social, and technological factors.

In the modern workplace, administrative staff obtain information from diverse sources, including organizational files, libraries, colleagues, supervisors, official documents, meetings, professional associations, government publications, and digital platforms such as institutional databases, electronic journals, websites, email, and social media. The increasing adoption of Information and Communication Technologies (ICTs) has significantly transformed information-seeking practices by enabling faster access to electronic resources, online collaboration, and real-time communication. Consequently, many organizations have shifted from traditional paper-based information systems to digital information management systems that improve accessibility and efficiency (Petrou *et al.,* 2018).

Despite these technological advancements, several challenges continue to affect the information-seeking behaviour of administrative staff. These include inadequate access to relevant information resources, poor internet connectivity, insufficient ICT infrastructure, limited digital literacy skills, information overload, lack of information management policies, time constraints, and inadequate training on modern information retrieval tools. Such challenges may lead to delays in decision-making, reduced productivity, poor service delivery, and ineffective organizational performance. In many developing countries, including Nigeria, these problems are often compounded by inadequate funding, poor maintenance of information facilities, and limited institutional support for information services (Zhang *et al.,* 2019).

Several theoretical models have been developed to explain how individuals seek and use information. Wilson's Information Behaviour Model (1996) emphasizes that information-seeking behaviour is triggered by an information need and influenced by psychological, environmental, and interpersonal factors. Likewise, Kuhlthau's Information Search Process (ISP) Model (1991) explains that individuals experience different cognitive and emotional stages while searching for information, including uncertainty, exploration, formulation, collection, and presentation. These theories provide valuable frameworks for understanding the factors that influence the information behaviour of administrative personnel in organizational settings.

Within academic institutions, government establishments, and private organizations, administrative staff play a strategic role in ensuring the smooth coordination of institutional activities. Their effectiveness depends largely on the availability of accurate information and their ability to retrieve and apply such information appropriately. As organizations become increasingly knowledge-driven, there is a growing need to understand how administrative staff identify their information needs, the sources they rely upon, the challenges they encounter, and the strategies they adopt in obtaining information. Such understanding is essential for improving information service delivery, strengthening organizational communication, enhancing staff productivity, and supporting evidence-based administrative decision-making (Jha, & Singh, 2023).

Therefore, examining the information needs and seeking behaviour of administrative staff is important because it provides insight into the adequacy of available information resources, identifies barriers to effective information access, and suggests measures for improving information management systems. Findings from such studies can assist organizational managers, librarians, policymakers, and information

professionals in developing appropriate policies, strengthening ICT infrastructure, providing relevant training, and establishing efficient information services that enhance administrative effectiveness and overall organizational performance.

Statement of the Problem

Administrative staff requires timely, accurate, and relevant information to effectively perform their duties, including record management, communication, report preparation, and administrative decision-making. However, despite the increasing availability of both print and electronic information resources, many administrative staff continues to experience difficulties in accessing and utilizing the information they need due to challenges such as inadequate information resources, poor information management systems, limited ICT facilities, insufficient digital literacy skills, information overload, and organizational barriers (Abubakar *et al.,* 2022). These challenges can negatively affect job performance, efficiency, and the overall effectiveness of organizational operations. Furthermore, while considerable research has been conducted on the information-seeking behaviour of students and academic staff, relatively little attention has been given to administrative staff, particularly in Nigerian institutions. This gap in knowledge makes it difficult to understand their specific information needs, preferred information sources, and the factors influencing their information-seeking behaviour. Therefore, there is a need to investigate the information needs and seeking behaviour of administrative staff in order to provide evidence that can guide the improvement of information services, information management practices, and organizational support systems for enhanced administrative performance.

Objectives of the Study

The specific objectives of the study are to:

1. identify the information needs of administrative staff in Southern-Delta University, Ozoro.
2. determine the information sources utilized by administrative staff to meet their information needs.
3. examine the information-seeking behaviour of administrative staff in accessing information.
4. identify the challenges encountered by administrative staff in seeking and accessing information.

Research Questions

The following research questions will guide the study:

1. What are the information needs of administrative staff?
2. What information sources does administrative staff utilize to meet their information needs?
3. What is the information-seeking behaviour of administrative staff in accessing information?
4. What challenges do administrative staff encounter in seeking and accessing information?

Research Hypotheses

The following null hypotheses will be tested at the 0.05 level of significance:

H_{01}: There is no significant relationship between the information needs of administrative staff and their information-seeking behaviour.

H_{02}: There is no significant relationship between the information sources utilized by administrative staff and their information-seeking behaviour.

H_{03}: There is no significant relationship between the challenges encountered by administrative staff and their information-seeking behaviour.

H_{04}: There is no significant difference in the information-seeking behaviour of administrative staff based on their demographic characteristics (e.g., age, gender, years of work experience, or educational qualification).

Review of Related Literature

Conceptual Review

Concept of Information

Information is a fundamental resource that supports communication, learning, planning, decision-making, and problem-solving in every sphere of human endeavour. In organizations, information serves as the basis for carrying out daily operations, formulating policies, coordinating activities, and achieving institutional goals. It is regarded as processed data that has been organized and presented in a meaningful form to reduce uncertainty and enhance understanding. Unlike raw data, which consists of unprocessed facts and figures, information provides context and meaning that enable individuals to make informed decisions and perform their responsibilities effectively (Thellefsen *et al.,* 2018).

The concept of information has been defined by various scholars from different perspectives. According to Bawden and Robinson (2022), information is knowledge communicated or received concerning a particular fact, subject, or event, which assists individuals in making rational decisions and solving problems. Similarly, Rowley (2007) describes information as data that have been processed, interpreted, and organized to become meaningful and useful for specific purposes. These definitions emphasize that information only becomes valuable

when it is relevant, accurate, timely, and capable of meeting the needs of its users.

Information exists in various forms, including printed documents, electronic records, verbal communication, audiovisual materials, digital databases, reports, manuals, emails, websites, and multimedia resources. The advancement of Information and Communication Technology (ICT) has significantly expanded the availability and accessibility of information, allowing individuals and organizations to obtain information from both traditional and electronic sources. Digital technologies have transformed the way information is created, stored, retrieved, disseminated, and utilized, thereby improving organizational efficiency and facilitating faster communication (Pearlson *et al.,* 2024).

In organizational settings, information is indispensable for administrative activities. Administrative staff rely on information to prepare official correspondence, maintain records, coordinate meetings, process personnel matters, manage finances, monitor organizational performance, and support managerial decision-making. The effectiveness of these responsibilities depends on the quality and availability of information. Accurate and up-to-date information enables administrative personnel to perform their duties efficiently, while inadequate or inaccurate information may result in poor decisions, communication breakdown, operational delays, and reduced organizational productivity (Liberti, & Petersen, 2019).

Characteristics of Information

Information is considered valuable when it possesses certain qualities that make it useful for decision-making, communication, planning, and problem-solving. The effectiveness of information in any organization depends largely on its quality and suitability for the intended purpose. Administrative staff rely on quality information to perform their duties efficiently, coordinate organizational activities, and support management decisions. Therefore, understanding the characteristics of information is essential for effective information management and utilization.

Accuracy

Accuracy is one of the most important characteristics of information. Accurate information is free from errors, distortions, and inconsistencies. It represents facts correctly and provides a reliable basis for decision-making and administrative actions. Administrative staff requires accurate information when preparing reports, managing records, processing official documents, and communicating organizational policies. Inaccurate information can lead to poor decisions, misunderstandings, and inefficiencies within the organization (Wickens, & Carswell, 2021).

Relevance

Information is relevant when it is directly related to the needs, objectives, or tasks of the user. Relevant information helps individuals solve problems, make decisions, and perform their responsibilities effectively. Administrative staff often require information relating to office procedures, personnel matters, institutional policies, and organizational operations. Information that does not address a specific need may be of little value regardless of its accuracy or quantity. Consequently, the usefulness of information largely depends on its relevance to the situation at hand (Rubin, & Rubin, 2020).

Timeliness

Timeliness refers to the availability of information when it is needed. Information must be current and up-to-date to support effective decision-making and administrative operations. In today's dynamic organizational environment, outdated information may result in poor decisions, delays, and operational inefficiencies. Administrative staff requires timely information to respond promptly to organizational issues, implement directives, coordinate activities, and meet deadlines. Therefore, information should be made available at the appropriate time to maximize its usefulness (Rainer, & Prince, 2021).

Accessibility

Accessibility refers to the ease with which information can be obtained and utilized by authorized users. Information is of little value if it cannot be accessed when needed. Advances in Information and Communication Technology (ICT) have significantly improved access to information through electronic databases, digital records, institutional websites, email systems, and online platforms. Easy access to information enhances productivity, improves communication, and supports efficient administrative performance. Organizations should therefore ensure that relevant information resources are readily available and easily accessible to administrative staff (Jha, & Singh, 2023).

Concept of Information-Seeking Behaviour

Information-seeking behaviour refers to the various activities and actions undertaken by individuals to identify, locate access, evaluate, and utilize information needed to satisfy a particular need or solve a problem. It is a deliberate process that begins when an individual recognizes a gap in knowledge and seeks information to bridge that gap. Information-seeking behaviour is an important aspect of information management because it determines how

people interact with available information resources and how effectively they obtain information for decision-making and task performance. According to Wilson (1999), information-seeking behaviour is the purposive pursuit of information resulting from a need to satisfy a goal. Similarly, Case and Given (2016) describe information-seeking behaviour as the conscious effort by individuals to acquire information in response to a specific need or uncertainty. These definitions emphasize that information-seeking behaviour is driven by information needs and involves a series of actions aimed at obtaining relevant information from available sources (Reddy *et al.,* 2018).

The information-seeking process begins when an individual realizes that additional information is required to perform a task, make a decision, or solve a problem. This realization creates an information need, which motivates the individual to seek information. Administrative staff may require information relating to office procedures, personnel management, organizational policies, financial records, or technological updates in order to carry out their responsibilities effectively. Once an information need has been identified, individuals seek appropriate sources that can provide the required information. Information sources may be formal or informal. Formal sources include libraries, books, journals, official documents, reports, databases, and websites, while informal sources include colleagues, supervisors, friends, and professional networks. Administrative staff often utilize a combination of both formal and informal sources depending on the nature of the information required and the urgency of the task (Allam *et al.,* 2019).

After identifying potential sources, individuals retrieve information and evaluate its quality, relevance, accuracy, reliability, and usefulness. Not all available information is suitable for decision-making; therefore, users must assess the credibility of the source and the validity of the information obtained. Administrative staff frequently evaluate information before applying it to administrative tasks, policy implementation, or organizational communication to ensure accuracy and effectiveness. The final stage of information-seeking behaviour involves the application of the acquired information to achieve a specific objective. Information may be used for decision-making, problem-solving, planning, communication, record management, or administrative coordination. The effectiveness of information-seeking behaviour is often measured by the extent to which the information obtained successfully satisfies the user's information need and contributes to improved performance (Savolainen, 2019).

Sources of Information for Administrative Staff

Information sources are the various channels, media, and resources through which individuals obtain information needed to perform their duties and satisfy their information needs. Administrative staff rely on a wide range of information sources to carry out functions such as record management, communication, planning, report writing, decision-making, and coordination of organizational activities. The choice of information source often depends on the nature of the information required, its accessibility, reliability, and the urgency of the task. Information sources available to administrative staff can be broadly categorized into the following:

Official Documents and Records

Official documents and records constitute one of the most important sources of information for administrative staff. These include organizational policies, staff manuals, circulars, memos, reports, meeting minutes, financial records, and administrative guidelines. Such documents provide authoritative and reliable information that guides administrative actions and decision-making. Administrative staff frequently consult official records to ensure compliance with institutional policies and procedures (Ahmad *et al.,* 2018).

Colleagues and Supervisors

Colleagues and supervisors serve as valuable informal sources of information within organizations. Administrative staff often seeks clarification, advice, and updates from co-workers and senior officers when faced with work-related challenges or when information is not readily available in documented form. Interpersonal communication within the workplace facilitates the quick exchange of knowledge and experiences, thereby enhancing task performance and problem-solving (Gunawan *et al.,* 2023).

Libraries and Information Centres

Libraries and information centres provide access to a wide range of print and electronic information resources, including books, journals, reference materials, government publications, and institutional documents. These resources support administrative staff in obtaining reliable information for professional development, policy implementation, and administrative decision-making. Libraries also offer information services that assist users in locating and retrieving relevant information efficiently (Meyer, & Mittag, 2019).

Internet and Electronic Resources

The internet has become one of the most widely used sources of information in contemporary organizations. Administrative staff utilize websites, online databases,

electronic journals, institutional portals, email systems, and digital repositories to access current and relevant information. Electronic resources provide quick and convenient access to large volumes of information, making them essential tools for modern administrative functions. The increasing use of Information and Communication Technology (ICT) has significantly enhanced information accessibility and communication within organizations (Zaqout *et al.,* 2018).

Information-Seeking Behaviour of Administrative Staff

Information-seeking behaviour of administrative staff refers to the manner in which administrative personnel identify their information needs, search for relevant information, select appropriate information sources, evaluate the information obtained, and utilize it to perform their official responsibilities. As key personnel responsible for coordinating administrative activities, managing records, facilitating communication, and supporting organizational decision-making, administrative staff depend on information to carry out their duties effectively. Their information-seeking behaviour therefore plays a crucial role in determining the efficiency and effectiveness of administrative operations within an organization (Zhang *et al.,* 2019).

Administrative staff seek information for various purposes, including policy implementation, report preparation, record management, problem-solving, planning, decision-making, and communication. The need for information often arises when they encounter a task or situation that requires additional knowledge or clarification. In response to these needs, administrative personnel engage in different information-seeking activities aimed at obtaining relevant and reliable information. The nature and frequency of these activities may vary depending on job responsibilities, organizational structure, and the availability of information resources (Thottoli, & KV, 2022).

Identification of Information Needs

The information-seeking behaviour of administrative staff begins with the recognition of a need for information. Administrative personnel may require information relating to organizational policies, staff welfare, office procedures, financial management, technological innovations, and institutional regulations. The recognition of such needs motivates them to seek information that will enable them to perform their duties effectively and make informed decisions (Olayinka, & Oshinaike, 2022).

Preference for Formal and Informal Information Sources

Administrative staff utilize both formal and informal information sources to satisfy their information needs. Formal sources include official documents, reports, policy manuals, libraries, databases, institutional websites, and government publications. Informal sources include colleagues, supervisors, professional contacts, and workplace discussions. In many cases, administrative personnel combine information from multiple sources to ensure accuracy and completeness. However, they often prefer informal sources for quick access to information and formal sources when authoritative information is required (Abubakar *et al.,* 2022).

Use of Information and Communication Technology (ICT)

The advancement of Information and Communication Technology (ICT) has significantly influenced the information-seeking behaviour of administrative staff. Many administrative personnel now rely on computers, email systems, online databases, institutional portals, search engines, and social media platforms to obtain information. ICT has improved the speed, accessibility, and convenience of information retrieval, allowing administrative staff to access information from different locations and communicate effectively with colleagues and stakeholders. The increasing use of digital technologies has transformed traditional information-seeking practices and enhanced workplace productivity (Gunawan *et al.,* 2023).

Challenges Encountered by Administrative Staff in Seeking Information

Administrative staff often encounter various challenges while seeking information needed for effective job performance. These challenges can affect the quality of administrative services, decision-making processes, and overall organizational productivity. Although information resources are increasingly available through both traditional and digital channels, several barriers continue to hinder efficient access and utilization of information by administrative personnel.

Inadequate Information Resources

One of the major challenges faced by administrative staff is the inadequate availability of relevant information resources. In some organizations, essential documents, reference materials, policy manuals, and updated records may be unavailable or difficult to access. This limitation makes it difficult for staff to obtain the information required to perform their duties effectively (Zaqout *et al.,* 2018).

Poor Information and Communication Technology (ICT) Infrastructure

The effectiveness of modern information-seeking activities largely depends on ICT facilities. However, inadequate computer systems, poor internet connectivity, unstable power supply, and limited access to digital information resources can hinder information retrieval. Administrative staff may experience delays in accessing online databases, institutional portals, and electronic records, thereby affecting workplace efficiency (Nuryadin *et al.,* 2025).

Information Overload

The rapid growth of digital information has resulted in the availability of vast amounts of information from multiple sources. While this provides greater access to knowledge, it can also create confusion and difficulty in identifying relevant and reliable information. Administrative staff may spend considerable time filtering and evaluating information before finding materials suitable for their needs (Runfola *et al.,* 2020).

Lack of Information Literacy Skills

Information literacy involves the ability to identify information needs, locate information, evaluate sources, and use information effectively. Some administrative staff may lack the necessary skills to search electronic databases, navigate online resources, or assess the credibility of information sources. This challenge can reduce the effectiveness of their information-seeking efforts and limit the utilization of available resources (Kuhlthau, 2025).

Time Constraints

Administrative personnel often work under tight schedules and deadlines. The pressure of handling multiple responsibilities may leave little time for extensive information searching. As a result, staff may rely on easily accessible sources rather than conducting comprehensive searches for accurate and detailed information (Kobayashi, & Hsu, 2019).

Organizational and Bureaucratic Barriers

Certain organizational policies and bureaucratic procedures may restrict access to information. Confidentiality regulations, hierarchical communication channels, and delays in information dissemination can make it difficult for administrative staff to obtain the information needed to perform their duties efficiently. Such barriers may negatively affect productivity and decision-making (Zimmerman, & Shaw, 2020).

Strategies for Improving Information Access and Information-Seeking Behaviour among Administrative Staff

Improving information access and information-seeking behaviour among administrative staff is essential for enhancing workplace efficiency, informed decision-making, and organizational productivity. Organizations can adopt various strategies to ensure that administrative personnel have adequate access to relevant information and possess the necessary skills to utilize information effectively.

Provision of Adequate Information Resources

Organizations should ensure the availability of current and relevant information resources, including policy documents, administrative manuals, reports, journals, electronic databases, and institutional records. Easy access to these resources enables administrative staff to obtain accurate information needed for their daily responsibilities (Li *et al.,* 2019).

Improvement of ICT Infrastructure

The provision of modern ICT facilities can significantly enhance information access and retrieval. Organizations should invest in reliable internet services, computer systems, digital libraries, electronic document management systems, and institutional information portals. Improved ICT infrastructure facilitates faster communication and efficient information sharing among staff (Abubakar *et al.,* 2022).

Training and Capacity Building

Regular training programmes should be organized to improve the information literacy and digital competencies of administrative staff. Training can focus on information searching techniques, database utilization, internet research skills, electronic record management, and evaluation of information sources. Such programmes enable staff to locate and use information more effectively (Baayel & Asante, 2019).

Establishment of Effective Information Management Systems

Organizations should develop efficient systems for storing, organizing, and retrieving information. Proper records management practices, digital archiving systems, and centralized information repositories can facilitate quick access to information and reduce delays associated with information retrieval (Olayinka & Oshinaike, 2022).

Promotion of Knowledge Sharing and Collaboration

Encouraging collaboration and knowledge sharing among employees can improve access to information within the workplace. Regular meetings, professional networks, workshops, and communication platforms

provide opportunities for staff to exchange ideas, experiences, and useful information that can support administrative functions (Kamada et al., 2021).

Development of Supportive Organizational Policies

Management should establish policies that promote transparency, timely information dissemination, and easy access to relevant information. Reducing unnecessary bureaucratic restrictions and ensuring that staff receive information promptly can enhance information-seeking behaviour and improve administrative efficiency (Zimmerman & Shaw, 2020).

Theoretical Framework

This study is anchored on **Wilson's Information Behaviour Model (1996)**. The theory is considered appropriate because it provides a comprehensive explanation of how individuals recognize their information needs, seek information from various sources, and utilize the information obtained to achieve specific goals.

Wilson's Information Behaviour Model (1996)

Wilson's Information Behaviour Model was developed by Thomas D. Wilson in 1996 as an extension of his earlier information-seeking behaviour model proposed in 1981. The model explains the relationship between information needs, information-seeking behaviour, information processing, and information use. According to Wilson (1997), information-seeking behaviour is initiated when an individual recognizes a need for information arising from work-related tasks, personal interests, or environmental circumstances.

The model proposes that information needs do not exist in isolation but are influenced by various factors, including personal characteristics, social roles, organizational environment, and situational conditions. When individuals perceive a gap in their knowledge, they become motivated to seek information from available sources. The process of information seeking may involve consulting formal sources such as books, journals, databases, reports, and official documents, as well as informal sources such as colleagues, supervisors, friends, and professional networks.

Wilson's Information Behaviour Model is highly relevant to this study because it explains the process through which administrative staff identify their information needs and seek information from various sources to perform their official duties. The theory provides a framework for understanding the types of information required by administrative personnel, the sources they utilize, and the factors that influence their information-seeking behaviour.

Empirical Review

Adeyn and Dime (2024) conducted a study on the information needs and seeking behaviour of administrative secretaries in Bayelsa Medical University, Yenagoa, Nigeria. The study adopted a descriptive survey design and involved all 25 administrative secretaries in the institution. Data were collected using a structured questionnaire and analyzed using frequency counts and percentages. The findings revealed that administrative secretaries required information mainly for decision-making, correspondence management, record keeping, and effective execution of administrative duties. The study further showed that the respondents frequently relied on colleagues, supervisors, internet resources, and official documents as their primary sources of information. Challenges identified included inadequate access to information resources and poor internet facilities. The study recommended the provision of improved information infrastructure and regular training on information retrieval skills.

Rahmawati et al. (2023) investigated factors affecting the information-seeking behaviour of policy analysts in the Ministry of Administrative and Bureaucratic Reform, Indonesia. The study employed a quantitative survey design involving 118 policy analysts, while data were analyzed using Partial Least Squares Structural Equation Modeling (PLS-SEM). The findings indicated that job descriptions significantly influenced the information-seeking behaviour of policy analysts, whereas capability specifications had no significant effect. The study concluded that work responsibilities and organizational roles largely determine how employees seek information in the workplace. The researchers recommended strengthening institutional information management systems to support employees' information needs and facilitate effective policy development.

Tachie-Donkor and Ezema (2023) examined the effect of information literacy skills on university students' information-seeking behaviour and lifelong learning. The study adopted a quantitative research approach and found that information literacy competencies significantly influenced individuals' ability to identify information needs, search effectively, evaluate information sources, and utilize information appropriately. The study further revealed that individuals with stronger information literacy skills demonstrated more effective information-seeking behaviour than those with limited information literacy competencies. The authors recommended continuous training and capacity-building programmes aimed at improving information literacy skills among information users. Although conducted among students, the findings are relevant to administrative staff because information literacy remains a critical determinant of

successful information seeking in organizational settings.

Abba et al. (2021) investigated the information-seeking behaviour of civil servants during the COVID-19 pandemic in Nigeria. Using a descriptive survey design, the researchers sampled 300 civil servants from various government establishments across the country. Findings revealed that most respondents relied on government-accredited websites, online platforms, and electronic media as their major sources of information. The study also identified challenges such as high internet data costs, difficulties in distinguishing authentic information from misinformation, and limited access to reliable information sources. The researchers recommended increased information literacy awareness and greater reliance on credible information channels. The findings demonstrate the growing importance of digital information resources in the information-seeking practices of administrative and public-sector employees.

Oshiotse and Omamomo (2023) examined the information needs and seeking behaviour of cataloguers in university libraries located in Edo and Delta States, Nigeria. The study employed a descriptive survey design involving 52 cataloguers from selected university libraries. The findings revealed that cataloguers frequently sought information for professional development, cataloguing activities, and decision-making purposes. The study further found that internet resources, professional colleagues, journals, and institutional records were the most frequently utilized information sources. Additionally, the researchers observed that information needs influenced information-seeking behaviour regardless of gender differences. The study recommended improved access to electronic information resources and continuous professional development programmes to enhance information-seeking effectiveness among library personnel.

Methodology

This study adopted a descriptive survey research design to examine the information needs, sources, seeking behaviour, and challenges of administrative staff. The population comprised 200 administrative staff across six units: Registry, Bursary, Academic Affairs, Personnel, Works and Services, and Library Administration. A sample size of 133 respondents was determined using the Taro Yamane (1967) formula. Proportionate stratified sampling was used to allocate respondents across departments, and simple random sampling was used for selection within each department. Data were collected using a structured questionnaire covering demographics, information needs, sources, seeking behaviour, and challenges. The questionnaires were administered directly to respondents with the aid of departmental representatives, and 128 copies were retrieved.Data were analyzed using SPSS version 25. Descriptive statistics such as frequencies, percentages, mean, and standard deviation addressed the research questions, while Pearson Product Moment Correlation at 0.05 level of significance was used to test hypotheses. Results were presented in tables.

Results

Presentation of Data

A total of **133 copies of the questionnaire** were administered to the respondents selected for the study. Out of these, **128 copies** were properly completed and returned, while **5 copies** were either not returned or were incorrectly completed and therefore discarded. This represents a **96.2% response rate**, which was considered adequate for the study.

Research Question One: What are the information needs of administrative staff?

Table 5: *Information Needs of Administrative Staff (N = 128)*

S/N	Information Needs	SA	A	D	SD	Mean	Decision
1	Information on organizational policies and regulations	62	48	12	6	3.30	Accepted
2	Information for decision-making and problem-solving	58	50	14	6	3.25	Accepted
3	Information on record management and documentation	60	46	16	6	3.25	Accepted
4	Information on staff welfare and personnel matters	52	51	17	8	3.15	Accepted
5	Information on ICT and technological updates	49	54	18	7	3.13	Accepted

S/N	Information Needs	SA	A	D	SD	Mean	Decision
6	Information on financial and budgeting matters	45	56	19	8	3.08	Accepted
Grand Mean						**3.19**	Accepted

Decision Rule: Mean score of 2.50 and above = Accepted; Mean score below 2.50 = Rejected.

The result in Table 4.3 shows that all the listed items recorded mean scores above the benchmark mean of 2.50. Information on organizational policies and regulations ranked highest with a mean score of 3.30, followed by information for decision-making and problem-solving (Mean = 3.25), and information on record management and documentation (Mean = 3.25). The grand mean of 3.19 indicates that administrative staff have substantial information needs relating to organizational policies, decision-making, documentation, staff welfare, technological updates, and financial matters.

Research Question Two: What information sources do administrative staff utilize to meet their information needs?

Table 6: Information Sources Utilized by Administrative Staff (N = 128)

S/N	Information Sources	SA	A	D	SD	Mean	Decision
1	Official documents and records	66	45	11	6	3.34	Accepted
2	Colleagues and supervisors	60	49	13	6	3.27	Accepted
3	Internet and online resources	58	51	12	7	3.25	Accepted
4	Institutional websites and portals	55	48	18	7	3.18	Accepted
5	Professional workshops and seminars	48	50	20	10	3.06	Accepted
6	Libraries and information centres	43	52	21	12	2.98	Accepted
Grand Mean						**3.18**	Accepted

Table 4.4 reveals that administrative staff utilize a variety of information sources. Official documents and records were the most utilized source (Mean = 3.34), followed by colleagues and supervisors (Mean = 3.27) and internet resources (Mean = 3.25). The grand mean score of 3.18 indicates that respondents frequently depend on both formal and informal information sources to satisfy their information needs.

Research Question Three: What is the information-seeking behaviour of administrative staff in accessing information?

Table 7: *Information-Seeking Behaviour of Administrative Staff (N = 128)*

S/N	Information-Seeking Behaviour	SA	A	D	SD	Mean	Decision
1	I identify my information needs before seeking information	61	47	13	7	3.27	Accepted
2	I consult multiple information sources before making decisions	56	50	15	7	3.21	Accepted
3	I evaluate the reliability of information before use	59	48	14	7	3.24	Accepted
4	I frequently use internet resources to obtain information	62	46	13	7	3.27	Accepted
5	I seek information from colleagues when necessary	57	49	15	7	3.22	Accepted
6	I regularly update myself with new information relevant to my duties	54	50	17	7	3.18	Accepted
Grand Mean						**3.23**	Accepted

The findings in Table 4.5 indicate that administrative staff exhibit positive information-seeking behaviour. Respondents generally identify information needs before searching, consult multiple information sources, evaluate information credibility, utilize internet resources, seek information from colleagues, and regularly update their knowledge. The grand mean of 3.23 confirms a high level of information-seeking behaviour among the respondents.

Research Question Four: What challenges do administrative staff encounter in seeking and accessing information?

Table 9: *Challenges Encountered in Seeking Information (N = 128)*

S/N	Challenges	SA	A	D	SD	Mean	Decision
1	Poor internet connectivity affects access to information	65	43	13	7	3.30	Accepted
2	Inadequate ICT facilities hinder information retrieval	61	45	15	7	3.25	Accepted
3	Information overload makes it difficult to identify relevant information	56	48	16	8	3.19	Accepted
4	Time constraints limit information-seeking activities	58	46	16	8	3.20	Accepted
5	Limited access to relevant information resources	54	49	17	8	3.16	Accepted
6	Lack of training affects effective information retrieval	52	47	20	9	3.11	Accepted
Grand Mean						**3.20**	Accepted

Table 4.6 shows that administrative staff face several challenges in seeking information. Poor internet connectivity (Mean = 3.30) and inadequate ICT facilities (Mean = 3.25) were the most significant challenges identified by respondents. The grand mean score of 3.20 indicates that these challenges considerably affect the ability of administrative staff to access and utilize information effectively.

Test of Hypotheses

The hypotheses were tested using the **Pearson Product Moment Correlation (PPMC)** at a **0.05 level of significance**.

Hypothesis One

H_{01}: There is no significant relationship between the information needs of administrative staff and their information-seeking behaviour.

Table 10: Pearson Correlation Analysis of Information Needs and Information-Seeking Behaviour

Variables	N	r-value	p-value	Decision
Information Needs	128			
Information-Seeking Behaviour	128	0.682	0.000	Reject H_{01}

The result in Table 4.7 shows a positive and significant relationship between information needs and information-seeking behaviour among administrative staff ($r = 0.682$, $p = 0.000 < 0.05$). Since the p-value is less than the level of significance (0.05), the null hypothesis is rejected. This implies that the information needs of administrative staff significantly influence their information-seeking behaviour.

Hypothesis Two

H_{02}: There is no significant relationship between the information sources utilized by administrative staff and their information-seeking behaviour.

Table 11: Pearson Correlation Analysis of Information Sources and Information-Seeking Behaviour

Variables	N	r-value	p-value	Decision
Information Sources Utilized	128			

Variables	N	r-value	p-value	Decision
Information-Seeking Behaviour	128	0.714	0.000	Reject H_{02}

Table 4.8 reveals a strong positive relationship between information sources utilized and information-seeking behaviour (r = 0.714, p = 0.000 < 0.05). The null hypothesis is therefore rejected. This indicates that the type and availability of information sources significantly influence the information-seeking behaviour of administrative staff.

Hypothesis Three

H_{03}: There is no significant relationship between the challenges encountered by administrative staff and their information-seeking behaviour.

Table 12: Pearson Correlation Analysis of Challenges Encountered and Information-Seeking Behaviour

Variables	N	r-value	p-value	Decision
Challenges Encountered	128			
Information-Seeking Behaviour	128	-0.593	0.000	Reject H_{03}

The result in Table 4.9 indicates a significant negative relationship between challenges encountered and information-seeking behaviour (r = -0.593, p = 0.000 < 0.05). Since the p-value is less than 0.05, the null hypothesis is rejected. This suggests that increased challenges in accessing information tend to negatively affect the information-seeking behaviour of administrative staff.

Hypothesis Four

H_{04}: There is no significant difference in the information-seeking behaviour of administrative staff based on their demographic characteristics.

Table 13: *Independent Sample t-test Analysis of Gender and Information-Seeking Behaviour*

Gender	N	Mean	SD	t-value	p-value	Decision
Male	54	3.18	0.54			
Female	74	3.24	0.51	0.641	0.523	Accept H_{04}

Table 4.10 shows that there is no significant difference in the information-seeking behaviour of male and female administrative staff (t = 0.641, p = 0.523 > 0.05). Therefore, the null hypothesis is accepted. This implies that gender does not significantly influence the information-seeking behaviour of administrative staff.

Summary of Findings

The findings of the study revealed that:

1. Administrative staff require information on organizational policies and regulations, decision-making, record management, staff welfare, ICT updates, and financial matters.
2. The major sources of information utilized by administrative staff are official documents and records, colleagues and supervisors, internet resources, institutional websites, workshops, and libraries.
3. Administrative staff demonstrate positive information-seeking behaviour by identifying information needs, consulting multiple sources, evaluating information credibility, and regularly updating their knowledge.
4. The major challenges affecting information-seeking behaviour include poor internet connectivity, inadequate ICT facilities, information overload, time constraints, limited access to information resources, and inadequate training.
5. There is a significant positive relationship between information needs and information-seeking behaviour.
6. There is a significant positive relationship between information sources utilized and information-seeking behaviour.

7. There is a significant negative relationship between challenges encountered and information-seeking behaviour.
8. There is no significant difference in information-seeking behaviour based on gender among administrative staff.

Discussion of Findings

The findings of this study revealed that administrative staff require information on organizational policies and regulations, decision-making and problem-solving, record management and documentation, staff welfare, ICT updates, and financial matters. This finding is not surprising because administrative staff are directly involved in coordinating organizational activities and supporting management functions. The need for accurate and current information enables them to carry out their duties effectively and make informed decisions. The finding agrees with the study of Oshiotse & Omamomo (2023), which found that administrative secretaries required information on organizational management, office administration, recruitment exercises, and best administrative practices to perform their responsibilities efficiently.

The study found that administrative staff obtained information mainly from official documents and records, colleagues and supervisors, internet resources, institutional websites, workshops, seminars, and libraries. This suggests that respondents rely on both formal and informal information sources to satisfy their information needs. The heavy reliance on official documents and workplace colleagues may be attributed to the need for accurate and organization-specific information. The finding is consistent with Adeyn and Dime (2025), who reported that administrative secretaries frequently utilized the internet, colleagues, experts, workshops, seminars, and libraries as sources of information.

The findings indicated that administrative staff exhibited positive information-seeking behaviour by identifying their information needs before searching, consulting multiple sources, evaluating information credibility, utilizing internet resources, and updating their knowledge regularly. This positive behaviour may be attributed to the increasing availability of information resources and the growing importance of information in administrative decision-making. The finding supports Wilson's Information Behaviour Model, which posits that individuals actively seek information once a need is recognized. It also agrees with Tachie-Donkor and Ezema (2023), who found that users with adequate information literacy skills demonstrated effective information-seeking behaviour and showed confidence in locating, evaluating, and utilizing information from various sources.

The study revealed that poor internet connectivity, inadequate ICT facilities, information overload, time constraints, limited access to information resources, and lack of training were the major challenges encountered by administrative staff in seeking information. These challenges can hinder access to relevant information and negatively affect job performance. Poor technological infrastructure, especially in developing countries, often limits the effectiveness of information retrieval and utilization. This finding is in agreement with Adeyn and Dime (2025), who identified time factors, institutional barriers, limited computer and internet knowledge, and inadequate information resources as major constraints to information seeking among administrative secretaries.

The study found a significant positive relationship between information needs and information-seeking behaviour among administrative staff. This implies that as information needs increase, the tendency to seek information also increases. The result is logical because information-seeking behaviour is often triggered by the recognition of a knowledge gap that requires information to fill. The finding is consistent with Wilson's Information Behaviour Model, which explains that information needs serve as the primary motivation for information-seeking activities. It also aligns with the findings of Oshiotse and Omamomo (2023), who observed that professional information needs significantly influenced the information-seeking behaviour of cataloguers in university libraries.

The findings showed a significant positive relationship between information sources utilized and information-seeking behaviour. This indicates that the availability and use of diverse information sources enhance the effectiveness of information-seeking activities. Administrative staff who have access to multiple information channels are more likely to obtain relevant information and perform their duties efficiently. This finding agrees with Tachie-Donkor and Ezema (2023), who emphasized the importance of access to diverse information resources in promoting effective information-seeking behaviour.

The study revealed a significant negative relationship between challenges encountered and information-seeking behaviour. This implies that an increase in barriers such as poor internet connectivity, inadequate ICT facilities, and lack of training reduces the effectiveness of information-seeking activities among administrative staff. The finding suggests that obstacles to information access can discourage information seeking and limit the utilization of available information resources. This finding corroborates that of Rahmawati (2023), who reported that institutional constraints, limited technological competence, and inadequate information resources

negatively affected information-seeking behaviour among administrative secretaries.

The study found no significant difference in the information-seeking behaviour of administrative staff based on gender. This suggests that both male and female administrative staff demonstrate similar patterns of information seeking and utilization. The finding may be attributed to equal access to information resources, similar job responsibilities, and comparable levels of educational attainment among respondents. The finding agrees with Abba *et al.* (2021), who found that gender did not significantly influence information needs and information-seeking behaviour among cataloguers in university libraries.

Conclusion and Recommendations

Conclusion

This study concluded that administrative staff have diverse information needs relating to organizational policies, decision-making, record management, staff welfare, technological updates, and financial matters. To satisfy these needs, they utilize various information sources, including official documents, colleagues, supervisors, internet resources, institutional websites, libraries, and professional programmes. The findings further revealed that administrative staff generally exhibit positive information-seeking behaviour; however, their efforts are constrained by challenges such as poor internet connectivity, inadequate ICT facilities, limited access to information resources, time constraints, and insufficient training. The study also established that information needs and information sources significantly influence information-seeking behaviour, while challenges negatively affect it. Therefore, improving access to information resources and strengthening information management systems are essential for enhancing the effectiveness and productivity of administrative staff.

Recommendations

1. Management should provide adequate and up-to-date information resources, including policy documents, administrative manuals, electronic databases, and other relevant materials to meet the information needs of administrative staff.
2. Institutions should improve Information and Communication Technology (ICT) infrastructure by providing reliable internet services, modern computer systems, and efficient electronic information management platforms to facilitate easy access to information.
3. Regular training programmes, workshops, and information literacy sessions should be organized to enhance the information-searching skills and digital competencies of administrative staff.
4. Organizations should establish effective information management and dissemination systems that ensure timely access to accurate information while promoting knowledge sharing and collaboration among staff members.

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