Sapientia Global Journal of Arts, Humanities and Development Studies (SGOJAHDS), Vol.4 No.3 September, 2021; p.g. 323 – 332; ISSN: 2695-2319 (Print); ISSN: 2695-2327 (Online)

RELEVANCE OF ELECTRONIC/ INTERNET OFFICE TECHNOLOGIES AND PHYSICAL LIBRARY AS ORGANIZATIONS IN TRADITIONAL NIGERIAN PEOPLES' PSYCHOLOGY

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ABSTRACT

The traditional Nigeria Peoples are endowed with elaborate physical cultural Psyche. At the advent of Western civilization they started learning to acquire Western education, through verbal means and physical documentation of ideas, activities, and actions. At this moment there is a fast development in technological knowledge and dissemination of knowledge and contact are made easy at peoples' convenience. The problem that bothers this paper is that most traditional Nigerians' Psychology still doubts the reliability of the electronic or internet means of knowledge acquisition through the library and offices, with the claim that the physical platform of knowledge acquisition through the physical library and office management remains the reliable source of the acquisition of any knowledge, whether Western or African. This paper aims at addressing the issues relating to the misconceptions against electronic, e-library and e-office technologies/internet library or office technology among the traditional Nigerian people, because of their psychological conviction or reliability of physical library and office management systems. It is found in this research that equitable justice and justification have not been seriously propelled to create a balance thought on the relevance of internet and physical libraries/office management between the modern and traditional Nigerian library and office users. The paper adopts psychological and comparative research methodologies. Data were got from both primary and secondary sources, that is; oral interview, journals, text books etc. Data collected were analyzed with historical and phenomenological styles of data analysis.

It is recommended that the relevance of both internet and physical library and office management/technology platforms should be advocated especially in the academic settings with the provision of advanced devices and original or physical library and office management resources. Library and office management sources or organizations should also be encouraged to be developed as standard, private and commercial businesses.

Keywords: Internet, Physical Libraries, Office Management, Traditional Nigerian Peoples' Psychology.

Introduction

It has been a common place that inventions and sophisticated development come and get absorbed by the recipients gradually. When technological development on information dissemination started between individuals and offices or organizations it was considered manual. At that time, it was post office that mainly manages official and informal information delivery. It was principle source through which offices managed to reach out correspondences especially to far distance correspondences or out-reach. At a time, the courier services providers emerged as a more urgent means of passing information or message inform of mails (officially), from one person or place to another. In the contemporary Nigerian Society, information dissemination and other means of managing offices have gone beyond physical means to electronic and internet means. The library as source of information, data and material provision has also developed to an electronic and internet standard. Office management on the other side, installs both electronic digital and internet gadgets and facilities to cope with the fast developing world generally and Nigeria particularly. Office machines and equipment (often referred to as time and labor saving devices) have become an integral part of most modern offices. There are a large number of machines and appliances which may be used for different operations in the office. There are various machines and appliances which increase speed and accuracy of the operations, and reduce work tensions, etc, (Document; 2021:86).

Aguolu (2014:462) emphasizes on the modern library thus:
Writers on the history of Nigerian Libraries generally take the year 1948 as the beginning of modern libraries, not because they are unaware of the existence of libraries before that historic date, but because "it was with the establishment of the university libraries at Ibadan that Nigeria acquired a library in the fullest sense, equipped for reference and research, permanently established, professionally directed and staffed, and provided with an assured budget and an appropriate building.

Documents and Aguolu have stressed on modern office management and foundations of modern libraries respectively. It is clear that with the use of modern devices, appliances, machines, etc, it makes modern office work easy, and fast, and reduces labour. On the side of libraries, as stated by Aguolu to have been established since 1948, though there had been signs of the existence of libraries before 1948 but was not well structured with staff, building, etc to have been taken as an standard public establishment. After 1948, library operations have developed beyond 20th century experiences. In the 21st century, it has been electronically, internet, and scientifically sophisticated.

It is these latest electronic and internet developments in library and office management systems that give the psychology of the traditional Nigerians the worries to doubt the reliability of these modern trends of electronic and internet infusion to these practices. The problem which this paper is designed to tackle is that most traditional Nigerians' psychology had remained indiscriminate in doubting the reliability of modern electronic and internet gadgets devices, machines, etc in the management of offices and use of library information. This paper intends to address the issues relating to the misconceptions against electronic, e-library and e-office technologies or internet library or office technology among the traditional Nigerian Peoples', due to their psychological conviction and trust or reliability on the physical library and office management system. The research discovers that there have not been justifiable equitable justice and justification earnestly propagated to create a balance thought and the relevance of internet and physical libraries/office management between the traditional and modern Nigerian library and office Users. The research methodologies adopted are psychological and comparative approaches. Data used in this work were generated from both primary and secondary materials which include: Oral interview, journals, internet, textbooks etcetera. It is recommended amongst other things that relevance of both internet and physical library and office management/technology platforms should be projected especially in the academic environments and formal or official offices or organizations, with the provision of advanced devices and original or physical library and office management resources.

Classification of Terms

The terms that are given clarifications in this research include: Library, Office management, electronics/internet, Psychology and Traditional Nigerian Peoples. Library Eberhart in American Library Association (2019:2) defines library thus:

A Library is a collection of resources on a variety of formats that is (1) organized by information professionals or other experts who (2) provide convenient physical, digital, bibliographic, or intellectual access and (3) offer targeted services and programs (4) with the mission of educating, informing or entertaining a variety of audiences (5) and the goal of stimulating individual learning and advancing society as a whole.

Library from this definition is of two basic forms viz: Physical and digital especially as it is applied in this contemporary global scope. Library also deals with information provided by information experts not anybody. Finally, the intention for the provision of library is fundamentally to educating, informing, or entertaining various brands of audience in order to encourage individual learning which in return enhances the development of the entire society. It is this digital development of the library which is provided by experts or professionals of electronic or internet access engineering and their misconceptions among the Nigerian traditional peoples' psychology and judgment that form part of the problem that motivates this research. Office management, Boyarsky (2020:4) asserts thus:

Office management involves the planning, design and implementation of work in an organization and its offices. This includes creating a focused work environment, and guiding and coordinating the activities of office personnel to achieve business goals. These activities are evaluated and adjusted to improve and maintain efficiency, effectiveness and productivity.

People time immemorial in the traditional Nigerian society performed a lot of activities, functions, services that should assume the status of managing various offices, but these services were given informal regard thereby making them not to recognize their businesses as official or office undertaking that deserves exclusive and proper or standard management proficiency. In the definition given to office management by Boyarsky Katherine, it becomes clear that modern perception of office management is a metamorphosis of what had been traditionally into practices though with a higher technological know-how or advancement.

The idea of digital electronics or internet, in this context deals with the latest appliances, devices, etc that electronically or digital make the whole world a global village in form of communication closeness. Physics and Radio Electronics (2020:4) states that:
The word electronics is derived from electron mechanics, which means to study the behaviour of an electron under different conditions of applied electric field… The branch of engineering in which the flow and control of electrons in vacuum, or semi conduct are studied is called electronics. Electronics can also be defined as the branch of engineering in which the electronic devices and their utilization are studied. The motion of electrons through a conductor gives us electric current. This electric current can be produced with the help of batteries and generators.

The motion of the electric via a conductor gives electric current, and this electric current is produced with the help of some means of power supply, for example, batteries and generators. This availability of electric current has ignited to introduction of varieties of electronic devices including computer sets, laptops, P.C, mobile phones, radio, television, and other internet access devices. It is these electronic technologies that facilitate the advancement in library and office management that create the discrepancy between the traditional Nigeria peoples' psychology and the modern uses of library and offices. Jones (2018:3) examines that:
The internet is the wider network that allows computer network around the world run by companies, government, university, and other organizations to talk to one another. The result is a mass of cables, computers, data centers, routers, services, repeaters, satellites and Wi-fi towers that allows digital information to travel around the world.

It is the internet that these electronic devices use to transfer information from one person or place to the other. It is the same internet that sky rockets the speed of library and office operations.

Psychology to a layman could be viewed as the study of human behaviour. Summers (2001:1138) defines psychology as "the study of the mind and how it works". In this research the mind of the traditional Nigerian people in judging and justification of their judgments on the reliabilities of digital electronic and internet advancements on contemporary library and office managements is examined.

The traditional Nigerian peoples on the other hand, in the understanding of Chief Arinze Stanley Ekwu (personal communication, 17 December,2019) are the peoples of different areas or ethnicities that make up Nigeria who are well adapted to the traditional ways and understanding of things, services and practices. These are exactly the people meant in this paper. The paper addresses their psychological judgment to the electronic and internet features of contemporary library and information science and office management.

Traditional and Modern Structure or Outlook of Library Science and Office Management in Nigeria

Library has been agreed by professionals to have been introduced or established in Nigeria, in the year 1948. At that time, library was given a peculiar structure of its own. Most academic libraries in Nigeria have retained the traditional organizational structure. Based on two broad divisions readers services and technical service … development in academic libraries have made the conventional structure inadequate and less functional (Ibegbulam, 2001:1). In the views of Olorunsola and Awolola (2001:1), they buttress that: "the phenomenon of shift work culture is significant in academic library services, and to eliminate it entirely is too idealistic". With these views of authors or scholars, many libraries in Nigeria operate in the two broad divisions of their traditional organizational structure, which are basically the reader services and technical services. Furthermore, there had been a culture developed for centuries and decades among library staff in Nigeria which had been commonly known as shift work culture. This system has remained functional and prominent in Nigeria library and information science operation.

In the reader services, Prof S.I Neife (personal communication, 18 July 2015) explained this reader services are given to readers who are mainly students and teachers or lecturers in both secondary and tertiary institutions in Nigeria research materials. He pointed that these library users are privileged to two options, either to sit and read or use materials they need, or borrow the materials or books. In the institutions of higher learning including the universities, staff of the libraries shifts duties according to time, day and week allocated to staff of the libraries. These and more have been the structure and outlook of traditional operations between the users and staff. Currently, these traditional users, who are mostly students and scholars who are immensely familiar with Nigeria traditional and cultural settings and practices do not see it easy to cope up with the upcoming vast development in digital electronic and internet library scope of service provisions. These traditional users stand preferably for analog more than digital.

Traditional Office management is another issue of concern in this paper. Duff (2020:2) stresses thus:

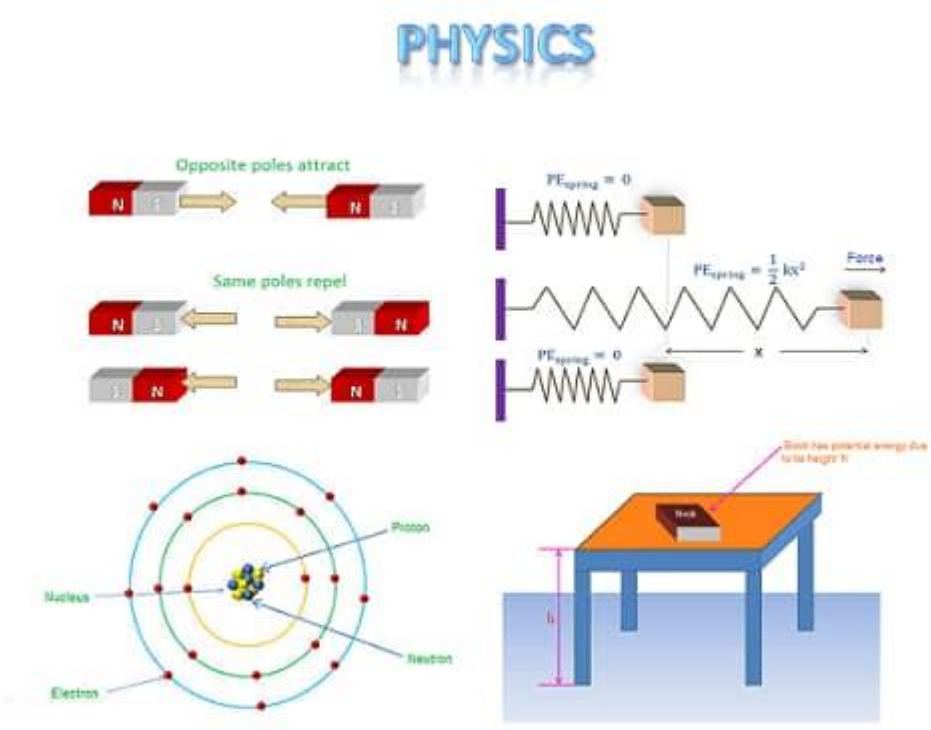
As a common characteristic of traditional office environments, fixed planning with permanent walls no longer supports the flattened hierarchies of most modern businesses. Walls that were installed to support privacy now prohibit the internal exchange of ideas: Privacy issues arise more often over firewalls, not built walls. Companies are looking for work place that can adapt to fluctuating business paradigms, but how can traditional settings support new work styles for today's mobile workforce? To modernize an out dated space and increase the number of people to available seats, companies often introduce desk sharing strategies and tele-working Scenarios. However removing the life force from a company's environment can raise several issues. Removing staff from the workplace can contribute to the erosion staff from the corporate culture, both due to the physical absence that can hinder relationship building, and mistrust of time management and productivity.

These traditional structures and features of the traditional office management have remained resistant to modern office management. Those who are acquainted to traditional office management still nurse the notion that it is reliable on the ground of confidential interactions or privacy. This privacy is believed to be assured on the structure the traditional office walls

in Nigeria. Nevertheless, the traditional settings have refused to support the new work styles for the contemporary mobile workforce. The traditional Nigerian settings or societies consider the state of the culture, primal religion, and traditions with extended communalist relationship restored with individualistic privacies and confidentialities. Traditional office managements among Nigerians do not revolve around rural settings alone. It extends to Urban and semi-urban centers. Mrs. Iriemene Faustina (personal communication, 14th Janaurary,2018) maintains that there are offices specially traditional but they work or operate in the metropolis or urban cities. She states that they include: the office of diviners, herbalists, broom makers, palm baskets, kaolin producers, musical instruments dealers, etc. For her, more advanced modern companies are out to consider these workforces in office managements in relation to their exposure, psychology, culture, religion and tradition. These traditional rural dwellers and visitors argues the reliability of electronics or internet oriented modern offices to accommodate all and sundry.

Areas of Misconceptions and Justice on the Impact of Digital Electronic or Internet Library cum Office Technologies/Managements and Traditional Nigerian Peoples' Psychology

Some of the technological, electronic, or internet devices found in the Libraries and Offices in the modern era are commonly seen in our present day environment. Engr. Paschal Ozougwu (Personal Communication, 3 February, 2021) emphasizes on the various electronic devices that serve various aims or purposes in Offices and libraries by making the following lists: Computers, Mobile Phones, ATM, IPOS Pen drive, television, digital camera, scanners and printers, etc. Physic and Radio Television (2020:5-8) discusses the features of some of these electronics or internet circuit and devices in a pictorial form thus:



This points that electronic devices and circuits form a branch of electronic in which the flow and control of charge carriers in the electronic devices and electronic circuit are studied. It is

the study in academia that has given rise to the functionalities and uses of these devices in both modern libraries and office management. From the offices and libraries, satellites are also imperative to their services for security, distance communication and other reasons. Physic and Radio Television (2020) posits that "the invention of satellite is the greatest achievement in the human life. Satellites are used for various purposes. Large distance communication is the major advantage of satellites." In fact, the satellite is the basis of internet efficiency in the global closeness as a village. It is a medium that facilitates library and office standard in Nigeria. For the library, books, journals, bulletins, magazines etc are accessible online.

In this vein, the Public Library Association (2020:1) explained thus:
A division of the American Library Association (ALA), the oldest and largest library association in the world. Founded in 1994, PLA is a member – driven organization that exists to provide a diverse program of communication, publication, advocacy, continuing education, and programming for its members and others interested in the advancement of public library service.

In fact, Library has gone beyond mere reading of books, Journals, documents, etc. Associations emanating from the library circle are developed for the interest of members and interested Non-members. The Library affairs have gone up to publications, advocacy, continuing education etc.

On the side of the office management, there are several types of offices management, which include: Virtual office, corporate office, medical office legal office managements and so on. Major roles office management plays are: planning, motivation, communication, resource organization, and staffing and personnel services, working with IT to mention but a few. These are the background areas or basis on which the research will examine the traditional Nigerian people's psychology and the misconceptions and justice on the impact of digital electronic and internet library and office managements and the physical library and office managements. This can be taken on the lens of the economic or commercial, social, health, academic, Agriculture, official duties, political, and even religious lens. The traditional Nigeria peoples' perception and psychology has its own reasons for arguing the reliability of the digital electronic and internet library and office management as juxtaposed by the modern peoples' stand for their reliabilities as a necessity.

Economic or commercial and agriculture are merged to form the lens of a similar notion. Ilogu (1974:93) avers Igbo economic trends thus:

> In the old traditional Ibo way of life, in the absence of money economy and orientation of life along market system, economic life was largely directed by the simple necessities of the life of the extended family community, rather than of an individual. A man was considered wealthy if he could have many adherents. He would own large farms of food crops, palms to produce oil and wine, but what is more is that his large family up his children, members of the extended family and others, would ensure adequate labour force for the farms.

On a similar note, Onwubiko (1991:120) emphasized that:

> Among other things, the rioting Igbo women in 1929 demanded that prices be fixed. This was motivated by the fact that everything was being

> commercialized so much so that profiteering was the rule rather than the exception in the new traditional system. The sudden change from agriculture to cash economy not only played down on agricultural production, but also showed the youths a new avenue to economic independence. What was at stake was not the new economy per se, but the influence it had (and which has approved adverse), on the life of many Africans even today.

Ilogu and Onwubiko independently examine the real traditional economic wellbeing of Africans and the adverse impact of the Western concept of commercialization respectively. The fact here is that the traditional Nigerian peoples' psychology is that the more electronic and online the libraries and office management become the more expensive they become for the common traditional African/Nigerian man. From what have been discussed in the view of Onwubiko, fluctuations in prices of goods had drown agricultural product prices down and had contributed in the women riot against British administrators in 1929. In the words of Ilogu, he conveys message to the fact that the traditional economic system encourages the use of physical labour force. The comparative argument here is that the modern system of office management according to traditional peoples' psychology reduces physical labour force and invariable encourages lazy life, Mrs. Ogujije Eunice (personal communication, 2 May, 2019)

In the library firm, the staff and users are more seriously involved in the physical exposure to the library materials than when it becomes so electronic and internet oriented. That notwithstanding, the traditional, people argues that it has become so expensive and disappointing that in many cases, one spends data, airtime etc to be able to source just a few information due to inconsistence on network availability, and other economic related challenges. But if it were to be physical, whatever material or information gotten will not demand unexpected expenses or internet access. The office management just like commercialization trends adopted in the modern era from the complaints of the traditional Nigerian people becomes so profiteering as stated by Onwubiko. The more sophisticated an office is equipped with electronic gadgets and other internet provisions, the more extorting it becomes. Moreover, the modern office management does not encourage increase in production and value to local products especially, the farm products.

On the lens of academic, social, official duties and political affairs, the traditional Nigerian peoples psychology insist that electronic and internet library encourage malpractices and reduces learners' urge to study earnestly. Learners rely heavily on extracting answers to questions through various library platforms. On the history of the people's political life, official duties, and social lives, the Nigerian traditional peoples psychology is of the view that such information are not captured electronically or via internet in their original nature. Mrs. Mary Okoronkwo (personal communication, 12 November, 2020) expresses disappoint on some social, official duties, and political history of Nigeria on internet pictures and videos when she said that those picture are not original as they were kept in the university libraries in the years of the 1970s. She complained that the pictures of the 1929 riot she saw online was highly alternated, unlike its original physical structure. In modern offices, such alteration can be reflected for use.

On the health and religious lens, Ikeobi (1988:191) points that:

> Alleluia, healing or praying churches are not only a Nigeria phenomenon…They are found all over Africa. Their proliferation on the continent as a reaction towards historic Christian missionary churches shows an underlying need and orientation characteristic of the Africa's approach to the sacred which have been ignored… Thus when we talk about healing, incarnation of the liturgy, we must, in the words of psychic scientists "reside above the level of mere words and reside on the level of cosmic wholeness"

In Africa, it is difficult to separate religion from healing or health affairs. Onunwa (1990:80) states that: "Healing is part of that whole complex religious attempt by man to bring the physical and spiritual aspects of the universe as well as man who lives in it into that desired consistent harmony". Among the offices found in the country today, medical offices are included. In the view and psychological judgment passed by the traditional Nigerian people's on the electronic and internet use in medical offices is that modern Nigeria medical offices are very standard, discovers diseases and their causes and treatments but lacks the proficiency to treat diseases when they are linked to spiritual causes or influence. But the traditional medical offices with or without all those electronic or internet components handles spiritual illnesses even without electronic and internet compositions. In the other way round, the new generation churches use electronic and internet gadgets to manage their prayer and healing offices, yet most of them are fake and deceptive. But, the office of traditional spiritual and health healers are not equipped with electronic or internet devices yet they deliver and are also mostly real.

Recommendations

The recommendations include:

1. Relevance of both internet and physical library and office management/technology platforms should be advocated especially in the academic environment.
2. Advanced electronic and internet devices should not be misconceived by the traditional Nigeria people psychology. They should focus on their impact and advise for adjustment.
3. They modern electronic and internet office management and library organizations should work in synergy and interchangeably with the traditional ideas.
4. Libraries mainly, and office management sources or organization should also be encouraged to be developed as standard private and commercial businesses with international target.
5. The traditional products, information and services should be encouraged to assume standard office exposure, and be given close door library provisions.

Conclusion

The introduction of digital electronic internet devices to library and office management has been misconceived by the traditional Nigeria peoples psychology that they judge them not reliable to serve mankind effectively. They are said to be expensive and profiteering to the ability of all and sundry to afford them. There are some elements of truth in the traditional peoples' arguments but that is not enough to condemn the use of electronic and internet devices in library and office management.

Finally, both platforms should form alliance for the successful survival of the contemporary Nigerian society. The weakness of each side has been discovered and advised to be addressed. There will be no further misconceptions if the recommended harmony advocated in this research is met.

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