VICE-CHANCELLORS' ROLE PERFORMANCE IN THE MANAGEMENT OF STUDENTS' WELFARE SERVICES IN UNIVERSITIES IN NORTH-EAST ZONE, NIGERIA

BY

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Abstract
This study investigated the Vice-Chancellors' Role Performance in Management of Students' Welfare Services in Universities in North-East Zone, Nigeria. The study was conducted with Three objectives among which were to assess: the Vice-Chancellors' Role Performance in the Management of Students' Guidance and Counselling Services, the Vice-Chancellors' Role Performance in the Management of Sports and Recreational Services, and the Vice-Chancellors' RolePerformance in the Management of Medical/Health Services in Universities in North-East Zone, Nigeria. In line with thestated objectives, Three Null Hypotheses were postulated for the study. Various related and relevant literature were reviewed on the study. The study adopted the use of survey research design. The population of the study was 2,810, out of which a total of 28 Management Staff, 28 officials of Students' Affairs and 235 students' representatives (Class Representatives) were proportionally chosen to make a total of 291 respondents used for the study. The researcher adopted Research Advisor (2008) to determine the sample size of the study. The instrument used was adapted Questionnaire from Mahadi (2007). With some modifications titled "Vice-Chancellors' Role Performance in the Management of Students' Welfare Services in Universities Questionnaire" (VCRPMSWSUQ) for Management Staff, officials of Students' Affairs and students. The instrument was validated by the supervisors. Pilot study was carried out outside the study area. The reliability of the instrument stood at 0.76. Data collected were analysed using frequency counts and percentages, while hypotheses were tested using Analysis of Variance (ANOVA) at 0.05 level of significance.The findings of the study, among others, revealed that Vice-Chancellors ensured that Guidance and Counselling Serviceswere provided, Sports and Recreational Services were provided. Also, the Vice-Chancellor ensured that the University clinics were equipped with trained medical personnel. The Vice-Chancellors should ensure that the University clinics are equipped with more trained medical personnel and improve services. Students should be provided with good nets that can protect them from mosquito bite. The research was able to highlight few of the following as its contributions toknowledge; Clubs and societies are vital components in the management of any society. Therefore, they should be properly monitored and supervised; proper management of variety of sports and recreational activities in the universitycampuses disengaged students from social vices such as drug abuse and cultism, etc.
Keywords: Vice-Chancellors, Role Performance, Management, Students' Welfare Services, Universities, Nigeria

Introduction

Universities are institutions where knowledge is the key factor. It is an organization where knowledge is sought. Like any other formal organization, universities are run under a guidance of a statutory body known as National University Commission (NUC). The body has a mandate to ensure that the institutions have everything needed for the smooth running of the educational programmes which include the social services, academic services, medical and health services,physical environment, equipment and others as contained in the NUC document 'Basic Minimum Academic Standard' BMAS. In the 70s universities in Nigeria were not many as such Welfare services were well articulated, all that was needed for the student is his willingness and interest the government can sponsor him/her to whatever level within and outside Nigeria. Many of our Primary teachers benefited from that gesture in the 70s and were opportune to be trained abroad and that may not be unconnected with the fact that the students' enrolment was very low compared to what is obtainable in our universities these days, our leaders were committed to their duties, funds were adequately provided andcorruption was very low.

Guidance and Counselling Services is another most important service a student need most, because of its important a unitis created for that purpose and the unit is headed by Guidance Counselor who is an expert in the field and has undertook series of training to help the students in terms of need, these units in most of our universities are not getting the requiredsupport by their heads, they play a nonchalant attitudes towards the units there by affecting the students' welfare. The guidance and counselling units in our universities today suffer from the nonchalant attitudes of our leaders by denying them the necessary support to run the units efficiently and effectively there by making this vital units looked like is not important to students, this is seen in how students these days engage in all sorts of immoral acts within and even outsidethe schools. When this vital unit gets the necessary supports be it financial, material, policies among others will reduce significantly the rate at which students misbehave.

Sport and Recreational Services are vital services in the life of students. Students need a relaxation centre where they canease off as a result of hectic school activities. Games such as football basket ball, hand ball, hockey, table tennis, commonrooms etc. These facilities are not found in most of our universities and that affect students' performance. Universities aspart of the requirement must have recreational centers in the universities where student will come and relax after hectic school activities, this is very important. Sports and Recreational facilities are very vital to the life of every student; it makes the student regenerate energy to take any assigned task and also make him fit to undertake any school activity. Very unfortunate, our universities these days do not enjoy this services simply because the facilities are no longer there,even those that are found are not properly maintained, beside the facilities are not even adequate looking at the rate at which students are admitted every year the number is increasing.

Health/ Medical services are also vital components of students' life, body and soul, flesh and blood sometimes they get infected with one disease or the other. School clinics will go a long way towards providing health/medical services in thecampuses. Toilets and toiletries in our universities is one area of concern that the vice- chancellors need to put more efforts just to improve the health status of their students. With the increase in the number of students' enrolment in our universities without the corresponding increase in the facilities, students were compelled to be defecating everywhere they found comfortable to them within the school premises exposing them to the risk of being infected with disease of all kind and reptiles attacks.

Water supply in students' hostels were things of major priorities to Vice-Chancellors in our universities, "water is life" this means without water nothing will go smoothly as expected. Water and its supply in our universities these days becomes an issue unlike what was obtainable in the first and second generation universities in the early sixties, Studentswere provided with clean and stable water for drinking and other daily used. Each student's hostel had a stable water source, laundry rooms, cloth lines, good drainages and so many facilities that will improve the life of students in schoolsthese are presently lacking in most of the universities in Nigeria. The students of Federal Collage of Education (Tech) Gombe in 2017 rioted as a result of lack of water in the students' hostels. Lack of water in students' hostels in our universities affects the students' health and thereby increasing the risk of exposing the students to variety of diseases. When sports and recreational services of the universities is taken with all the seriousness it required, the health status of students will be improved be young reasonable doubt and also improve the performance of the students.

Statement of the Problem
Vice-Chancellors are the Executive heads of any university; they are responsible for the success and the failure of the university they lead. Students' welfare services forms one of the bases for the success of students in any universities. The Vice Chancellors must make sure that students' welfare services are adequately managed in their schools just to make the school conducive for learning. Universities in Nigeria ought to be a place very conducive for teaching and learning, students were provided with all they needed for the smooth running of educational programmes. Students in the70s were provided feeding; all they needed for their meal was the meal ticket, clean drinking water, guidance and counselling services, sport and recreational facilities, health and medical services among others.

Nigerian universities today suffer from obsolete nature of these facilities, inadequacy of the facilities, students no longerget proper guidance and Counselling services, Health and Medical Services nothing to write home about, in fact things have changed. Students' welfare services are very vital when it comes to

teaching and learning. They become inevitablein live, no student can live a normal and ideal school life without them; they are just like life ingredient. One can imaginea higher institution of learning where learning of whatever kind is taught are without welfare packages like good water supply, toilets, good health care facilities or services, inadequate provision of recreational facilities, In fact this is what our Universities are facing, lots of these facilities are missing in almost all our universities, it does not stop there the littleones available are not maintained or rather managed properly thereby losing their state and value.

The management of welfare services has been a source of concern to scholars because of the roles these services play inthe life of students in schools. Therefore, the Vice-Chancellor's role performance in the management of students' hostelaccommodations, security services, guidance and counselling services, sports and recreational services, health and medical services, water supply, environmental services, mini markets, toilets and toiletries, students' feeding programmes, transportation services, clubs and societies and functional school library among other things will go a longway to improving the students' welfare services in our universities. This research assessed the vice chancellors' role performance in the management of students' welfare services in universities in the North-East zone, Nigeria.

Objectives of the Study
The specific objectives of this study are to:
1. Assess the Vice-Chancellors' role performance in the management of Guidance and Counseling services in Universities in North-East Zone, Nigeria;
2. Assess the Vice-Chancellors' role performance in the management of Sports and Recreational services in Universities in North-East Zone, Nigeria;
3. Assess the Vice-Chancellors' role performance in the management of Health/ Medical services in Universities in North-East Zone, Nigeria;

Research Hypotheses
Ho1: There is no significant difference in the opinions of Management Staff, students' Affairs staff and Students in respect of Vice-Chancellors' role performance in the Management of Guidance and Counselling services in Universities in North-East Zone, Nigeria;

Ho2: There is no significant difference in the opinions of Management Staff, students' Affairs staffand Students in respect of Vice-Chancellors' role performance in the management of Sports and Recreational Services in Universities in North-East Zone, Nigeria;

Ho3: There is no significant difference in the opinions of Management Staff, students' Affairs staff and Students in respect of Vice-Chancellor's role performance in the Management of Health/Medical services in Universities in North-East Zone, Nigeria.

Methodology
Descriptive survey design was used because it was suitable for the research aims, which helps in providing a general understanding of the research purpose. The research adopted a descriptive design which involves collection, recording, collating, analyzing and interpreting the data in relation to the variables. The main reason for choosing the descriptive survey design method as opposed to other methods of study was because the current issue under study had already occurred (Mugenda & Mugenda, 2004). In this method, the researcher considered at least one university from the six states of the zone. The researcher also considered in selection of Federal, State and Private universities and not only thatthe researcher considered at least one conventional university, one University of Technology and Army University whichhas a different set up with three DVCs. DVC Academics, DVC Administration and DVC Army to have different viewsfrom different University set ups in the region. A sample of 291 respondents were derived after using a purposive sampling technique based on the recommendation of Research Advisor (2008) at 0.05 confidence level. Furthermore, 28Management Staff, 28 Students Affairs and 235 students' representatives (Class Representatives). Making a total of 291.North-East zone has 15 universities. Four Federal, Two State and one Private Universities were selected from Adamawa,Borno, Bauchi, Gombe, Taraba and Yobe states were purposively selected. A questionnaire was designed for data collection. It was a five-point rating response format. The instrument was validated by experts in the Department of Educational Foundations, Federal University of Kashere. Few corrections were observed and were effectively corrected. The data collected were analysed using Statistical Packages for Social Sciences (SPSS).

Results

Ho1: There is no significant difference in the opinions of Management Staff, students' Affairs staff and Students in respect of Vice-Chancellors' role performance in the Management of Guidance and Counselling services in Universities in North-East Zone, Nigeria;

Table 1

Analysis of Variance (ANOVA) on the Perceptions of Management Staff, Students' Affairs and Students in respect of Vice-Chancellors' Role Performance in the Management of Guidance and Counselling Services

Source	Sum of Square	Df	Mean Square	F-cal	F-critical	P-value	Decision
Between groups	1.130	2	4.619	3.197	14.950	.081	H01 Retained
Within groups	133.399	288	.655				
Total	134.529	290					

As shown in Table 1, if the p-value is less than the level of significance, the hypothesis is rejected, but if otherwise, it isretained. The calculated F-cal (3.197) is less than the critical value (14.95), while the P-value (.081) is greater than the significant level of 0.05 which indicates that there was a significant difference in the opinions of Management Staff, Students' Affairs and Students in respect of Vice-Chancellors' role performance in the management of Guidance and Counselling Services in the Universities in North-East Zone, Nigeria. The p-value (.081) is greater than the significant level of 0.05 which indicates that the Null hypothesis (**H01**) is hereby retained**.**

Ho2: There is no significant difference in the opinions of Management Staff, students' Affairs staff and Students in respect of Vice-Chancellors' role performance in the management of Sports and Recreational Services in Universities in North-East Zone, Nigeria;

Table 2

Analysis of Variance (ANOVA) on the Perceptions of Management Staff, Students' Affairs and Students in respect of Vice-Chancellors' Role Performance in the Management of Sports and Recreational Services

Source	Sum of Square	Df	Mean Square	F-cal	F-critical	P-value	Decision
Between groups	780.983	2	780.983	3.02	8.781	.059	H02 Retained
Within groups	2602.590	288	2.529				
Total	3383.573	290					

As shown in Table 2, if the P-value is less than the level of significance the hypothesis is rejected, but if otherwise, it is retained. The calculated F-cal (3.02) is less than the critical value (8.781), while the P-value (.059) is greater than the significant level of 0.05 which indicates that there was a significant difference in the opinions of Management Staff, Students' Affairs and Students in respect of Vice-Chancellors' role performance in the management of Sports and Recreational Services in the Universities in North-East Zone, Nigeria. The P-value (.059) is greater than the significant level of 0.05 which indicates that the Null hypothesis (**H02**) is hereby retained**.**

Ho3: There is no significant difference in the opinions of Management Staff, students' Affairs staff and Students in respect of Vice-Chancellor's role performance in the Management of Health/Medical services in Universities in North-East Zone, Nigeria.

Table 3
Analysis of Variance (ANOVA) on the Perceptions of Management Staff, Students' Affairs and Students in respect of Vice-Chancellors' Role Performance in the Management of Health/Medical Services

Source	Sum of Square	Df	Mean Square	F-cal	F-critical	P-value	Decision
Between groups	307.482	2	153.741				$H0_3$ Retained
			\	8.274	15.515	.071	
Within groups	3482.506	288	1.356				
Total	**3789.988**	**290**					

As shown in Table 3, if the p-value is less than the level of significance the hypothesis is rejected, but if otherwise, it is retained. The calculated F-cal (8.274) is less than the critical value (15.515), while the p-value (.071) is greater than the significant level of 0.05 which indicates that there was a significant difference in the opinions of Management Staff, Students' Affairs and Students in respect of Vice-Chancellors' role performance in the management of Health/Medical Services in the Universities in North-East Zone, Nigeria. The p-value (.071) is greater than the significant level of 0.05 which indicates that the Null hypothesis (**H05**) is hereby retained**.**

Discussions of the Findings
This study was carried out to explore perceptions of Stakeholders on the Vice-Chancellors' Role Performance in the Management of Students' Welfare Services in Universities in North-East Zone, Nigeria. Issues of the objectives were to: assess the Vice-Chancellors' role performance in the management of Guidance and Counselling services in Universities in North-East Zone, Nigeria; assess the Vice-Chancellors' role performance in the management of Sports and Recreational services in Universities in North-East Zone, Nigeria; assess the Vice-Chancellors' role performance in the management of Health/ Medical services in Universities in North-East Zone, Nigeria; Three hypotheses were formulated and tested using Analysis of Variance (ANOVA) at 0.05 levels of significance. Decision rule states that if p-value is less than level of significance, it is rejected, otherwise, it is retained. The three hypotheses in this study were retained since p-values were greater than the level of significance.

Conclusions
Based on the findings from the study, the following conclusions were drawn that:
The study concluded that Vice-Chancellors ensured that Guidance and Counselling units are catered for, and also, ensured that Guidance and Counselling have trained Counsellors, but only that the vice-chancellor need to improve on the areas of manpower development in the universities in the North-East Zone, Nigeria. The study also concluded that most Vice-Chancellors ensured that management of sports and recreational activities in the universities in the North-East Zone, Nigeria. Also ensured the participation of his university in inter-universities games (NUGA) in Nigeria. Measures were put in place by Vice-Chancellors in the management of Health and Medical services in Universities in the North-East Zone, Nigeria. Vice-Chancellors minimize the risk of infection among the students and staff in various universities in the zone.

Recommendations
Based on the findings from the study, the following recommendations are hereby put forward:
1. The Vice-Chancellors should ensure that the Guidance and Counselling units of the universities should be build with state of the earth facilities for effective counselling services and conveniences and use technology to make the facilities easily accessible to students, the existing ones need to be adequately maintained in the university campuses in the universities in North-East zone, Nigeria;
2. In terms of Sports and Recreational services, the Vice-Chancellors should ensure that the Sports units are adequately equipped with modern equipments. Coaches attained seminars and training in sporting activities in and outside the country.
3. The Vice-chancellors should improve the health care services in the universities where by mini theatre room should be provided for minor operation, also the pharmaceutical services need to be improved by stocking the stores with drugs and hospitals' consumables.

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