

Influence of Electronic Information Resources on the Health Services Provision by Staff of Rev. Fr. Moses Orshio Adasu University Teaching Hospital, Makurdi

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ABSTRACT

The study investigated the Influence of electronic information resources on health services provision by staff of Rev. Fr. Moses Orshio Adasu University Teaching Hospital, Makurdi. A research question was designed to find out the Influence of electronic information resources on health services provided by staff of Benue State University Teaching Hospital, Makurdi and a hypothesis was formulated and tested at a 0.05 level of significance. The study adopted the descriptive survey design. The population of the study consisted of 915 members of staff of the Benue State University Teaching Hospital, Makurdi. A sample size of 183 respondents was derived through multistage sampling techniques used for the study. Descriptive statistics of Mean and standard deviation were used to analyse the data. The result of the study revealed that electronic information resources have a significant influence on health services provided by staff of Fr. Fr. Moses Orshio Adasu University Teaching Hospital, Makurdi. Based on the findings, it was recommended that the management of Rev. Tr. Moses Orshio Adasu University Teaching Hospital should encourage the utilisation of electronic information resources for the provision of better health services through the provision of good infrastructure, such as the acquisition of databases for accessing electronic information resources.

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I. INTRODUCTION

Health service provision is healthcare delivery services to individuals or communities by health workers in order to improve the health status of the people. It is a wide range of activities involving health care professionals in services that include, but are not limited to, diagnostic services, outpatient care services, laboratory, medication and treatment, among others, to the community they serve. Information is a key to the well-being of humanity and stands as the major determinant of decision-making. It could be equated to other economic resources such as capital and labour, in which an increased investment leads to enhanced productivity. Okiki (2017) posited that information is the pivot on which the survival of any society rests. Nowadays, information can be accessed through a range of information and communication technology tools. Information and communication technology has transformed all human activities dependent on information, particularly in the area of poverty reduction, healthcare delivery and education. It has made a significant impact on teaching and learning in higher education and has improved the flow of information to academic communities. It has changed the philosophy of information from unitary to global access. The technological advancement has availed librarians the options of handling varied information sources conveniently and effortlessly.

Electronic information resources are information materials requiring computer access using desktops or handheld mobile devices such as iPads, laptops, and smartphones in the library or at home for the purpose of teaching, studying and/or research. Electronic Information Resources include databases (online and offline), E-books, E-journals, E-newspapers, E-research reports and E-lecture notes. Others are e-theses/dissertation, e-indexes and e-abstracts, e-reference databases such as bibliographies, dictionaries as well as sounds and files (International Federation of Library Associations and Institutions (IFLA, 2015). They consist of information resources provided in electronic formats such as the internet, CD-ROM databases, e-books, e-journals, online databases, Online Public Access Catalogues, and other computer-based electronic networks. Electronic information resources are now a major resource in every university library, and they have significantly transformed information handling and management

in academic environments and in University libraries in particular (Obaseki, 2015).

II. BASIC CONCEPTS

Electronic Information Resources:

Electronic information resources are materials in digital format accessible electronically . Examples of e-resources are electronic journals (e-journal), electronic books (e-book), online databases in varied digital formats, Adobe Acrobat documents (pdf), web pages (html, asp) and so on.

Health Services: As used in this study, health services mean all kinds of care services rendered to sick people within a hospital environment by health care workers.

Teaching Hospitals: A teaching hospital is a medical centre that provides medical, educational and training to future and current health professionals. Teaching hospitals are almost always affiliated with one or more universities and are often co-located with medical schools. Teaching hospitals use a residency program to educate qualified physicians, podiatrists, dentists and pharmacists who are receiving training after attaining the degree of MD, DPM, DDS, DMD, PharmD, among others. The purpose of these residency programs is to create an environment where new doctors can learn to practice medicine in a safe setting that is supervised by physicians who provide both oversight and education.

Research Questions

What is the influence of electronic information resources on health services provided by staff of Rev. FR. Moses Orshio Adasu University Teaching Hospital, Makurdi?

III. HYPOTHESES

Electronic information resources have no significant influence on health services provided by staff of Rev. FR. Moses Orshio Adasu University Teaching Hospital, Makurdi. Literature Review

The term "health care services" means any services provided by a health care professional, or by any individual working under the supervision of a health care professional, that relate to (A) the diagnosis, prevention, or treatment of any human disease or impairment; or (B) the assessment or care of the health of human beings (Adamu&Olaide,

2018). Health services refer to the patient care provided by medical professionals, health care personnel, and health care organisations (Anyanwu& Benson, 2016). Health services consist of medical professionals, organisations, and ancillary health care workers who provide medical care to those in need. Health services serve patients, families, communities, and populations. They cover emergency, preventive, rehabilitative, long-term, hospital, diagnostic, primary, palliative, and home care. These services are centred around making health care accessible, high quality, and patient-centred. Many different types of care and providers are necessary in order to offer successful health services.

The provision of health services is also the answer to the question of the kind of society we want in the future. The fundamental principle is the determination of needs according to specified aims and the meeting of these needs. However, not everyone who is in need can use health services. The use of health services is related to the ability to pay the cost of the service, willingness to pay, how long it takes to reach the health centre, and culture (WHO 35). This explains why health services should not be focused on demand, but should be provided according to need (Starfield 17). However, the situation in which Nigerian society has found itself in recent years is the co-modification of the health service in Turkey and the provision of demand-oriented services, in line with worldwide trends. In Turkey, this situation has become even clearer over the last ten years. It is possible to summarise the situation by looking at some data.

The provision of health services had been taken out of the hands of physicians and transferred to the clergy. In those times, the treatment fees were too high for the poor to pay. The majority of people could not afford medical treatment because of their poverty. In this period, when diseases were thought to be caused by an imbalance in the organism, the provision of health services was patient-centred, and gaining the trust of the patient was fundamental. In places where there were no trained surgeons, barbers undertook this work. In the Middle Ages, scholastic medicine continued to play a role in increasing the strength of the church until the Renaissance. Books on medicine were translated into Arabic from the 7th to the 9th centuries. Using this knowledge, Islamic medicine made great contributions to the

development of medicine (Ten, 2015). While Europe experienced bigotry in the Middle Ages, Islamic medicine developed with Ali Bin Abbas, Ibn Sina, Ebubekir Razi, Zahravi and Biruni. Placing importance on cleanliness in the prevention of disease, they looked after their patients in hospitals, which they called Darüşşifa, Bimaristan or Maristan. The plans of the hospitals founded in Europe after the Enlightenment were based on these hospitals. In this era, medical education in the West was in harmony with religious teachings. Trained physicians practised medicine according to the wishes of the clergy. For this reason, the practices of trained physicians were not always rational. The fact that physicians worked in the towns and palaces meant that those who lived outside the towns received their health services from people who had gained their medical knowledge through experience (Ten, 2015).

The influence of electronic information resources on the provision of health services is about information being able to affect user's purpose as needed, when needed, and where needed to enhance users' activity. The objective of influence is to enable users to derive benefit from electronic resources. Chandrasekhar (2016) observed that the influence of electronic information resources depends on the extent of usage of electronic resources as well as the demand for their use. Moreover, for effective provision of health services, it is important that the possible electronic resources be accessed and utilised by health care providers to ensure effective and efficient health care service delivery.

IV. METHODOLOGY

The study adopted a descriptive survey design to investigate the Influence of electronic information resources on health services provision by staff of Rev. FR. Moses Orshio Adasu University Teaching Hospital, Makurdi. A research question was designed to find out the Influence of electronic information resources on health services provided by staff of Rev. FR. Moses Orshio Adasu University Teaching Hospital, Makurdi and a hypothesis was formulated and tested at a 0.05 level of significance. The population of the study consisted of 915 members of staff of the Rev.Fr.Moses Orshio Adasu University Teaching Hospital, Makurdi. A sample size of 183 respondents was derived through multistage sampling techniques and was

used for the study. Descriptive statistics of Mean and standard deviation were used to analyse the data. The result of the study revealed that electronic information resources have a significant influence on health services provided by staff of Rev.Fr.Moses Orshio Adasu University Teaching Hospital, Makurdi. Based on the findings, it was recommended that the management of Benue State University Teaching Hospital should encourage the utilisation of electronic information resources for the provision of better health services

through the provision of good infrastructure, such as the acquisition of databases for accessing electronic information resources.

V. DATA ANALYSIS

Research Question: What is the influence of electronic information resources on the health services provided by staff of Rev. FR. Moses Orshio Adasu University Teaching Hospital, Makurdi?

Table 1: Mean and Standard Deviation of the influence of electronic information resources on health services provided by staff of Rev. FR. Moses Orshio Adasu University Teaching Hospital, Makurdi

S/N Item		N Mean Std.D Decision			
11	Surgical services	166	3.06	1.06	Agree
12	Patient care services	166	2.66	0.95	Agree
13	Dental services	166	3.01	0.89	Agree
14	Optical services	166	2.77	0.98	Agree
15	Diagnostic services	166	3.84	0.84	Agree
16	Laboratory services	166	2.87	1.00	Agree
17	Endoscopic services	166	3.28	0.87	Agree
18	Chemotherapy services	166	2.75	0.99	Agree
19	Echocardiography services	166	3.22	0.80	Agree
20	Physiotherapy services	166	2.78	0.96	Agree
	Cluster Mean	166	3.02		Agree

Source: Field Survey (2025).

The table above revealed that mean and standard deviation scores of 3.06 (1.06), 2.66 (0.95), 3.01 (0.89), 2.77 (0.98), 3.84 (0.84), 2.87 (1.00), 3.28 (0.87), 2.75 (0.99), 3.22 (0.80), 2.78 (0.96), and clusters of 3.02 (0.94) were above the 2.50 mean cut-off point. This result showed that staff of Benue State University Teaching Hospital provide the following services: Surgical services, Patient care services, Dental services, Optical Services, Diagnostic services, Laboratory Services, Endoscopic Services, Chemotherapy Services,

Echocardiography Services and Physiotherapy Services. The cluster mean of 3.02 and standard deviation of 0.94 implied that the respondents agreed that the above health services are provided by staff in Benue State University Teaching Hospital, Makurdi.

VI. DISCUSSION OF THE FINDINGS

The findings of the study revealed that electronic information resources have a significant influence on health services provided by staff of

Benue State University Teaching Hospital, Makurdi. This finding is in line with the findings of Ndeso (2016), who investigated the influence of electronic information resources on the provision of medical services at MOI Teaching and Referral Hospital and found that electronic information resources have a strong influence on the provision of health services at MOI Teaching Hospital. The finding also agrees with the findings of Maharana (2019), who found that medical institutions, particularly in developed countries, have invested heavily in Information and Communication Technologies (ICT), not only to deliver quality of services that health professionals provide but also to make shared health information available for speedy treatment. From the study, the researcher observed that the use of the internet and electronic information resources is increasing rapidly and is a useful component for the delivery of quality health services for patient care and evidence-based medicine. This has been observed among staff of Benue State University Teaching Hospital, as the use of electronic information resources has ultimately enhanced their work and productivity. This is because electronic resources mostly influence the provision of health services in health institutions where there are facilities and infrastructure, as well as awareness of their usage, more than in places where such infrastructure that determines their usage is lacking.

Also, the research found that all the respondents were using the electronic information resources frequently because the management of the hospital had provided connection to the Internet; and both clinical and laboratory staff were getting quality information through the Internet. 88% of respondents search for diagnosis information through the Internet because the teaching hospital has provided access to various medical e-databases for all staff. They use the Internet in different ways, such as accessing online journals, downloading software or text, chatting, discussion, e-mail services and finding related documented cases. The analysis reveals that 72.2% of electronic information resource users always find useful information on the Internet. 42% of respondents believed that electronic information resources provide quality information that is instrumental in quality health care delivery.

VII. RECOMMENDATIONS

Based on the findings of the study, the following recommendations were made: The management of Rev. FR. Moses Orshio Adasu University Teaching Hospital, Makurdi, should sustain the provision of existing electronic information resources for accessibility and utilisation among members of staff.

There should be encouragement of utilisation of electronic information resources for provision of better health services through provision of good infrastructural facilities like new computers, free internet services and acquisition of databases for accessing electronic resources. The management of Rev. FR. Moses Orshio Adasu University Teaching Hospital, Makurdi, should make infrastructure available suitable for utilisation of electronic information resources such as: good and regular power supply, good computers, internet, training and retraining of staff for computer literacy skills.

Health service providers should endeavour to use electronic resources like MEDline, HINARI, BIOMED, Heliographies and e-medical journals for quality health service provision. The management of Benue State University Teaching Hospital Makurdi should ensure that there are available electronic databases, modern computers, and regular power supply, a speedy and adequate Local Area Network within the university teaching hospital for effective utilisation of electronic information resources

When all these recommendations are put into cognisance, there could be effective and efficient provision of health services delivery in Benue State University Teaching Hospital, Makurdi.

VIII. CONCLUSION

Based on the results of the study, it was concluded that electronic information resources have a significant influence on the provision of health services in Rev. FR. Moses Orshio Adasu University Teaching Hospital, Makurdi. This is because there is high awareness and utilisation of electronic information resources among staff of Benue State University Teaching Hospital, Makurdi

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