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RESEARCH ARTICLE

SCHOOL PERSONNEL SERVICES AND SECONDARY SCHOOL EFFECTIVENESS IN CALABAR SOUTH LOCAL GOVERNMENT AREA OF CROSS RIVER STATE, NIGERIA.

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Abstract

This study examines students' personnel services and secondary school effectiveness in Calabar south local government area of Cross River State, Nigeria. Two research questions were stated to direct the study. The researchers adopted descriptive survey. The population of the study consists of four hundred and sixty five (465) final year students in six secondary schools. A sample size of one hundred and eighty students was selected for this study. Questionnaire titled Personnel Services and School Effectiveness (SPSSEQ) was used for data collection. A reliability estimate of 0.521 and 0.68 was obtained using Cronbach reliability. Mean and standard deviation were used to analyze the data. The result revealed that school health services is relatively high with school effectiveness ($x=3.57$), ($SD=0.48$) and responses of orientation services are also significantly high ($x=3.90$), ($SD=0.54$). It was therefore recommended that Government and ministry of education should ensure students access to primary health care and provide systems for identification and solution of students' health and educational problems. The Government and Educational stake-holders should provide a healthful and safe school environment that facilitates learning in order to enhance school effectiveness.

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Introduction:-

Education is the bedrock of development of any nation. This is the reason that a government invest in the education of citizen. Secondary education, a sub-set of the education level is very necessary in human capital formation. It therefore, presupposes that the provision of qualitative education is sine quo non for the attainment of the goals for secondary education.

It has been observed in the recent past that secondary education in Calabar south are not living up to expectation in delivering quality products expected of the system. Many problems seem to be bedeviling the secondary school system thereby making the system ineffective. Schools need to be able to deliver the good tidings expected of them at every point in time. School effectiveness in this context refers to the extent to which schools are able to accomplish their predetermined objectives. School effectiveness transcends beyond student passing their final examinations. It also encompasses student's attainment in other domains of learning (the effective and the psychomotor domains). According to Bamdele (2002), these other domains apart from having influence on the cognitive achievement, also make the beneficiary of the education system, live a fulfilled life and contribute meaningfully to the development of the society.

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Observations have shown that today, there is a persistent poor performance of students in both internal and external examinations. Adeyemi (2008) has shown in his research the extent of the poor performance of students in public examinations. The mass failure of students in public examinations has no doubt made parent lose confidence in the ability of the public school to produce good products. Observations have also shown that there is a high rate of indiscipline in the secondary schools. According to Oladele (2016), there is evidence of students moral paucity that are more conspicuously seen in the high crime in the society and that of higher institutions.

The perceived ineffectiveness of the secondary schools in Calabar south local government area could be attributed to several factors, but this study was restricted to student's personal services as a potent factor in school effectiveness. These services act as lubricant or catalyst towards the effective teaching and learning in the schools. Student's personnel services in this context refer to all the non-academic services rendered to student at the school setting outside the formal classroom institution. These services are complementary to the academic programme in making holistic and balanced education for the students. According to Francis (2002) the general objectives of student personnel services are to assist students to attain maximum self realization, to assist students to become effective in their social environment and to complement the academic programme of the institution.

Specifically, students' personnel services seek to provide orientation. For students to facilitate adjustment to campus life, perform individual inventory and testing towards self-knowledge and self-realization, perform individual and groups counseling, provide placement and follow up-services, provide adequate assistance to student on finances, health, food, and housing, provide variety of curricular activities, approve and monitor activities of recognized student organization, implement student code of conduct and recommend appropriate disciplinary action to school authorities. Services that come under student personnel are many and varied. They include admission exercise, orientation, accommodation, medical services, library services, student's academic records, guidance and counseling, financial and municipal services, security services, co-curricular activities. The unavailability and inadequacy of these personnel services in secondary schools calls for more effective strategies to be applied in order to influence school effectiveness in secondary schools in Calabar South Local Government area of Cross River State, Nigeria. This study focused on two personnel services variables. These are Health services and orientation services. The provision of healthcare services by schools is a necessity. World health organization (2015) defined health as a state of complete, physical, mental and social well-being and not merely the absence of disease or infirmity.

Moronkola (2013) stated that school health care service is activities of school teachers, physicians, dentist, nurses and others. These services appraise, promote, protect and maintain the health of all other teachers, students and school personnel's. This is done through an appraisal of health status of the pupils and school personnel, counseling pupils, parents and others about appraisal findings, encouraging the correction of remediable defects, assisting in the identification and education of handicapped children, helping parents to control diseases, providing emergency services for injuries and sudden sickness.

The importance of health care services in secondary schools cannot be over emphasized. Ezeocha (2015) stated that teaching and learning cannot be achieved in the absence of good health. In this regard, Moses (2017) opined that the issue of quality education does not stop at only setting minimum academic standards and placing high cut off points but also on improving the conditions under which the standard both in and outside the classroom are to be achieved. Accordingly, school health care services when put in place should carry out the following activities; find out the health conditions of the students, parents, school personnel from periodical medical and psychological examinations, encouraging parents to seek ways of correcting the defects in their children, who suffer from heredity induced or any kind of diseases, helps in the prevention and control of communicable disease, provide emergency allocation and treatment for children who sustain or those who take ill suddenly.

Orientation services also constitute another personnel service in secondary schools. Orientation services are programmes organized for fresh students. These programmes are designed to suit the needs of the fresh student in the new environment such as introduction to student services, resources, peers, personal adjustment and preparation for academic sojourn in the school. According to Davis (2016) orientation is a critical academic programme that affords fresher's an opportunity to navigate campus an academic resources.

Orientation programmes enable new students to get involved in school opportunities, make new friends, and get to know school faculties and staff members, and feel time connection with school environment. Owusu, Tawiah, Seria-

Kpegio and Onyame (2014) stated that the school administration expects that during orientation programme, new students would be provided with necessary information and assistance that will help them to succeed academically and develop their personality. The programme also exposes new students to a wide range of issues that would face them as students including safety and health matters. The authors state that the goals of the programme include the following;

1. Support students transaction into a large research and studies
2. Help students understand what it means to be a respected and respectful member of the school. Community and introducing them to the principles of the community.
3. Encourage students to engage with school community and get involved in various clubs and organizations. Guide students in finding the answer to their important questions.

Akpan (2011) stated that while the success of a student may be dependent on a lot of factors, a conducive and enabling environment provided for students will in no small measure contribute to the attainment of the objectives. The author emphasized that no simple orientation programme can be expected to provide all the information students need throughout their programme. Effort should be made to provide information and advice in the following aspects, admission of students, registration and enrollment, classification of students, health services, and information about departments, staff academics, career prospect, financial assistance and discipline. It is based on these that this study aimed at determining the influence of student's personnel services on school effectiveness in secondary schools in Calabar South Local Government Area of Cross River State.

Statement of Problem

The issue of secondary school effectiveness has caused so much attention. Observations have shown that today, there is a persistent poor performance of students in both internal and external examinations. The mass failure of students in public examinations has no doubt made parents loose confidence in the ability of the public schools to provide good products that will contribute to the development of the society.

Observations have shown that there is so much laxity absenteeism, lateness and Low commitment on the part of teachers. Observations have also shown that there is a high rate of indiscipline in the secondary schools. The perceived ineffectiveness of the secondary schools in Calabar South Local Government area could be attributed to several factors. This study was restricted to student's personnel services as a potent factor in school effectiveness. These factors act as lubricant or catalyst toward the effective teaching and learning in the schools. Therefore, to what extent does students personnel services influence school effectiveness?

Research Questions:-

The following research questions were stated to direct the study.

1. To what extent does school health services influence school effectiveness?
2. To what extent does orientation services influence school effectiveness?

Methodology:-

This study adopts description survey. The population of the study consists of Four hundred and Sixty Five (465) final year student in all the six secondary schools. Simple random sampling technique was adopted. A sample size of One hundred and Eighty final year students were selected using the 'Hat' and 'draw' method. Questionnaire titled "Students Personnel Services and School Effectiveness" (SPSSE θ) were used for data collection. A reliability estimate of 0.521 to 0.68 was obtained using Cronbach reliability estimate. The questionnaire was designed using a 4-point likert scale of strongly agree (SA), Agree (A), Disagree (D) and strongly Disagree (SD). Six items were used for each of the variable which gives a total of twelve items.

Research Question 1

To what extent des school health services influence school effectiveness?

Table 1:-Mean and standard deviation of school health services and school effectiveness

s/n	Items	Mean	SD	Decision
1	My school serve as a medicinal by providing health services to students	4.64	0.94	Agree
2	There is school based health centre that provide treatment services	2.71	0.25	Disagree
3	The school nurse participate in the development of individual health	2.46	0.21	Disagree

	plans			
4	There is no school health aides who help provide standard health services to students	4.06	0.33	Agree
5	My school have a peak-flow meter, not just for a specific students' use	3.42	0.28	Disagree
6	My school has a vision tester, eye chart, cards, or anything else to measure vision	4.22	0.84	Agree
	TOTAL/AVERAGE	3.57	0.48	

The result of this table showed the views of the respondent on student's personnel services on terms of school health services and school effectiveness, with a mean rating of 4.22, 4.06 and 4.64 and their respective standard deviation of 0.84, 0.33 and 0.94. This result implies that there is a significant influence of school health services on school effectiveness. The result also showed a mean ration of 3.42, 2.46 and 2.71 with a standard deviation of 0.28, 0.21 and 0.25. This result also implies that there is no significant influence of student's personnel services in terms of school health services on school effectiveness.

Research Question 2

To what extent does an orientation service influence school effectiveness?

Table 2:-Mean and Standard Deviation of respondents on orientation services and school effectiveness.

s/n	Items	Mean	SD	Decision
1	I learned about important of school resources (health services, library etc) during orientation	4.02	0.78	Agree
2	The orientation materials provided helpful information about learning activities.	3.98	0.75	Agree
3	I would have preferred one-on-one sessions with teachers and other staff.	3.48	0.29	Disagree
4	There was an adequate selection of food available during orientation activities	4.00	0.73	Agree
5	During orientation I felt, the principal and teachers genuinely cared for me	3.94	0.40	Agree
6	Orientation increased my confidence that my school is the right choice for me	4.03	0.31	Agree
	TOTAL	3.90	0.54	

The result of table 2 shows that the views of respondents on orientation services and school effectiveness with the mean ratio of 4.02, 3.98, 4.00, 3.94 and 4.03 and the standard deviation of 0.78, 0.75, 0.73, 0.40 and 0.31 are respectively very high in orientation services. While the mean ratio of 3.48 and the standard deviation of 0.29 was relatively low. The result implies significant influence of orientation services on school effectiveness.

Discussion:-

The result of research question one implies that school health services influence school effectiveness in three items. Measuring to what extent is the influence of health services to school effectiveness. The result of these findings is in line with the views of Moronkola (2013) who stated that school health care services are activities of school teachers, physicians, dentist, nurses and others. These services appraise, promote, protect and maintain the health of all other teachers', students and school personnels, which is done through an appraisal of health status of the pupils and school personnel, counseling pupils, parents and others. The findings also showed that school health services encourage the correction of remediable defects, assisting in the identification and education of handicapped children, helping parents to control diseases, providing emergency services for injuries and sudden sickness.

The result also followed that since schools bring large number of students and staff together, prudence dictates that-as in any work place a system must be in place to deal with such issues as first aid, medical emergencies, and detection of contagious conditions that could spread a group situation. A system must also be established in schools to provide routine administration of medications, since students-may not be able to assume this responsibility themselves, and concern for substance abuse has led to policies in most school that prohibit students from administrating their own medication.

In line with the news of Ezeocha (2015) the school, must also provide services to non-special students with chronic health problems-such as asthma, diabetes, and seizures- in order that they can be educated. Further, schools are strategically positioned to serve in the public health battle against the resurgence of infectious diseases, such as tuberculosis and hepatitis. The result also showed that is often overlooked as its potential for expanding the knowledge base. Therefore, school health services can be a rich source of data for studying the relation between health status and learning capacity and for accessing unmet needs and monitoring the health status of children and adolescents.

The result of research question two showed the extent to which orientation services influences school effectiveness. The result of the finding of this study showed that starting school; can cause much anxiety in the heart of a new student because of all the unknowns: such as will I make friends? Who do I ask if I have a questions etc. New student orientation programs are designed to guide students in answering all of these questions. Introducing students to school activities requires presenting full view of what the school has to offer.

The result of this study also followed that academics as well as extra curricular activities should be presented during orientation. During orientation, students should be made aware of opportunities to be socially integrated. Social activities can include parties, games, concerts and hang-out time. Students can also learn about the various students organizations in which they can be involved. It is based on this that the result of this findings is in line with the views of Owusu, Tawiah, Seria-kpegio and Onyame (2014) who stated that the school administration expects that during orientation programme new students would be provided with necessary information and assistance that will help them to succeed academically and develop their personality.

Student should become familiar with both physical locations and the workings of the environment during orientation. Therefore, orientation programs serves as foundation for school success. In many instances, orientation programs create a lasting impression for new students and their families.

Conclusion:-

The role of the school in providing access to primary care is a critical issue. Services such as screening and immunization can help in the prevention of many diseases. More so, orientation is a much needed program that when planned correctly can aid all participants, new students, parents, staff, administration and current students to answer questions before they are asked and to provide solutions before problem occur.

Recommendation

Based n the findings of this study the following recommendations were made;

1. Government and ministry of education should ensure students access to primary health care and provide systems for identification and solution of student's health and educational problems.
2. The Government and Educational stake-holders should provide a healthful and safe school environment that facilitates learning.
3. Regular planning of orientation programmes using school resources would relieve anxieties and prepare the new students for success.

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