MANAGEMENT OF INTERNET FAILURE AND REGISTRATION DURING JOINT ADMISSIONS AND MATRICULATION BOARD'S (JAMB) EXAMINATION FOR GOALS ACHIEVEMENT IN RIVERS STATE

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Abstract

The study investigated the management of internet failure and registration during JAMB examination for goals achievement in Rivers State. The study was guided by two research questions and two null hypotheses. The study adopted a descriptive survey design. The population of this study consisted of all the 10,752 teachers and principals in the 268 secondary schools in Rivers State including JAMB officials. A sample of 406 teachers, 48 Principals and 39 JAMB officials were drawn, giving a total sample of 493. The sample was drawn through stratified random sampling technique. The instrument titled Management of Internet Failure and Students' Registration Questionnaire (MIFSRQ) was used for data collection. Face and content validities were ensured. The Cronbach alpha method was used compute the reliability coefficient for MIFSRQ which yielded a calculated index of 0.75. Mean and standard deviation were used to answer the research questions while One Way Anova was used to test the null hypotheses at 0.05 alpha level of significance. It was found among others that JAMB can manage internet failure by upgrading to 4GLTE internet system. Moreso, JAMB can curtail registration problems through floating of centers where proper orientation services can be provided for the candidates. It was recommended among others that JAMB should endeavour to employ and train personnel that will be in secured strategic positions across the nation in order to meet inundating students' rigorous registration methods. There should be provision of more than one internet connectivities in order to tackle the problem of internet failure during JAMB examinations

Keywords: Management, Internet Failure, Students' registration and Goal Achievement

Introduction

The Joint Admissions and Matriculation Board (JAMB) was established by the Act (No. 2 of 1978) as decreed by the Federal Military Government on 13th February, 1978. Act (No. 2 of 1978) was later amended by Decree No. 33 of 1989 which gave JAMB the power to:

1. Conduct matriculation examination for all candidates into all tertiary institutions in Nigeria
2. Appoint examiners, moderators, invigilators, members of the subject panels and committees and other persons with respect to matriculation examinations and any other matters incidental thereto or connected therewith.
3. Place suitably qualified candidates in the tertiary institutions after taking into account the following: (i) the vacancies available in all tertiary institutions. (ii) The guidelines approved for each tertiary institution by its proprietors or other competent authorities. (iii) The preference expressed or otherwise indicated by the candidates for certain tertiary institutions and courses (iv) such other matters as the Board may be directed by the Honourable Minister to consider or the Board itself may consider appropriate in the circumstances

The Federal Government of Nigeria in 1978 established JAMB with the primary objectives of ensuring a uniform standard for the conduct of matriculation examination and placement of suitably qualified candidates into Nigeria's universities taking into account:

(i) The vacancies available in each institution.

(ii) The guidelines approved for each institution by its proprietors and other competent authorities.

(iii) The preference expressed for certain institutions and courses and following certain stipulated guidelines.

However, before JAMB was established in 1978, prospective candidates were about say, 35,000 (thirty-five thousand). But today, the figure has risen to over two million. Private Universities were outside the ambit of the Board until the National University Commission (NUC) brought them under the harmonized guidelines for admission in the country. The total enrolment of candidates guided by the limits of the figures approved by the National Universities Commission (NUC) which conforms to the 70:30 Science/Arts ratio recommended by the Federal government. JAMB is however, responsible for the enforcement of these guidelines.

Soon after the establishment of JAMB, prospective candidates seeking admission into colleges of Education and Polytechnics increased dramatically and problems which were similar to those associated with the admissions into the universities became noticeable, hence the

JAMB enabling law was amended to include the conduct of the Mono-technics, Polytechnics and colleges of Education Matriculation Examination.

The cut-off marks for selection vary from one institution to another depending on competitive nature of the desired course of study. The Federal Government guidelines for admissions into its institutions are based on 45% merit, 35% catchment/Locality and 20% educationally less developed states. It should be clearly noted that western education is at different units of development in the various different component units of the federation. This is as a result of different contact time with the western world. Other proprietors of tertiary institutions also have guidelines for admission into their tertiary institutions.

Registration is the confirmation of admission into any programme of activity (Jude, 2015). Without registration, it will almost be impossible to know those who are due for a particular programme (Chukwu, 2013). In a similar definition, registration is the act of an admitted client to formalize the requirement of a given programme (Akachukwu, 2013). Registration is completed when students have been able to successfully completed payment of statutory fees and clearance in line with the prerequisites. Afam (2016) opined that students' registration entails the screening and documentation of students' particulars and credentials. In the past, prospective applicants had to go to the JAMB offices and outlets, banks nationwide, to purchase its form. This made the process of registration tedious and problematic for candidates and their parents. Ubong (2013) stressed that students' registration encompasses the presentation and documentation of receipts of payments and credentials to the appropriate quarters for scrutiny and legibility acceptance. They had to return their completed application forms in person to the zonal offices and the national headquarters in Abuja. In some instances, some applicants lost their application forms and consequently, lost the opportunity to write and pass the entrance examination. Recently, prospective applicants register electronically on JAMB's website. However, most candidates encounter problem assessing JAMB's website to register. This is caused by wrong design and development of JAMB's website, high number of candidates registering on the site at the same time, and failure to use the specific bandwidth required for such website.

JAMB conducts entrance examinations electronically, which means that registration for its examination and sitting

for the examination is also achieved electronically at approved cafes and registration centres. However, it has been observed that these centres are not enough for the purpose of registration and examination. They are inadequate, consequently they become overcrowded. In the past, prospective applicants had to go to the JAMB offices and outlets, banks nationwide, to purchase its form. This made the process of registration tedious and problematic for candidates and their parents. They had to return their completed application forms in person to the zonal offices and the national headquarters in Abuja. In some instances, some applicants lost their application forms and consequently, lost the opportunity to write and pass the entrance examination. Recently, prospective applicants register electronically on JAMB's website. However, most candidates encounter problem assessing JAMB's website to register. This is caused by wrong design and development of JAMB's website, high number of candidates registering on the site at the same time, and failure to use the specific bandwidth required for such website.

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The computer-based examination conducted by JAMB relies on the computer, internet connectivity and speed. However, most examination centres have slow internet connectivity. In some cases, there is the failure of internet connectivity. The internet bandwidth is slow, erratic, and most times fail to connect. Internet is an enablement that allows people access to information and other relevant issues online (Taiwo, 2014). Internet is a connectivity that helps people update information, share knowledge and retrieve information when subscribed to it or is registered to that platform (Ete, 2013). Internet enhancement is greatly required in order to post students results, registration format, examination centers, examination dates and changes in their programmes. Internet failure connotes the shutdown or filtered access to internet platform. One can connect to internet through hot spots from phones, modems, wifi among others (Gideon, 2016). The difficulty in having internet symbol on the gadget, disconnection and connection issues are under the umbrella of internet failure.

Internet failure is inimical to the smooth running of organizations including JAMB. This is because it hampers the free flow of information. The computer-based examination conducted by JAMB relies on the computer, internet connectivity and speed. However, most examination centres have slow internet connectivity. In some cases, there is the failure of internet connectivity. The internet bandwidth is slow, erratic, and most times fail to connect. This makes candidates fail to answer all questions correctly and within the time allotted to answer them. Most candidates are logged out prematurely. Therefore, by extension candidates perform poorly in the entrance exams. It has also been observed that most centres use inferior and expired cables to provide internet connectivity. Some of them connect sub-standard cables to their systems. It has also been observed that most centres use inferior and expired cables to provide internet connectivity. Some of them connect sub-standard cables to their systems.

Aim and Objectives of the study

The aim of this study is to investigate ways JAMB will be managed to achieve set goals. The study specifically sought to:

1. examine ways students' registration methods in JAMB will be managed to achieve set goals
2. find out ways internet failure during JAMB examinations will be managed to achieve set goals

Research Questions

The following research questions guided the study:

1. What are the ways students' registration methods can be managed by JAMB to achieve set goals?
2. How can internet failure be managed by JAMB to achieve set goals?

Hypotheses

The study is guided by the following null hypotheses:

1. There is no significant difference between the mean ratings of teachers, principals and JAMB officials on ways students' registration methods will be managed by JAMB to achieve set goals
2. There is no significant difference between the mean ratings of teachers, principals, and JAMB officials on ways internet failure during JAMB examinations will be managed to achieve set goals

Methodology

The research design for this study was a descriptive survey. The population of this study is 10,752. This population consisted of all the teachers, principals in the 268 secondary schools in Rivers State, and JAMB officials respectively. Out of this population, the teachers' population is 10,160; Principals' population was 536, while the population of JAMB officials was 56. This data was retrieved from the Ministry of Education, Rivers State and from the State JAMB office, Port Harcourt. The sample consisted of 493 respondents. Disproportionate stratified random sampling technique was used to arrive at the sample size of the study. 4% of 10,160 teachers gave 406 teachers, 9% of 536 principals gave 48 principals and finally, 70% of 56 JAMB officials gave 39 JAMB officials respectively. The research instrument used for data collection was a self structured questionnaire instrument titled "The instrument titled "Management of Internet Failure and Students Registration Questionnaire" (MIFSRQ) was used for data collection.The questionnaire was structured after the modified Likert four (4) point rating scale namely; Strongly Agree, Agree, Disagree, and Strongly Disagree, with the ratings of 4,3,2, and 1. The instrument was subdivided into two (2) sections. Section 'A' was used to elicit information on demographic data, while section 'B' was used to provide answers to the research questions and the hypotheses. Face and content validities were ensured by experts. The Cronbach alpha method was used to compute the reliability coefficient for Management of Internet Failure and Students Registration Questionnaire (MIFSRQ) which yielded a calculated index of 0.75. Mean and standard deviation scores were used to answer the research questions. While One-way Analysis of Variance (ANOVA) was used to test the null hypotheses at 0.05 level of significance.

Results

The results of this study are shown below.

Research Question One

What are the ways students' registration methods can be managed by JAMB to achieve set goals?

Table 1: Weighted mean and standard deviation scores on ways students' registration methods can be managed by JAMB

		Teachers		Decision	Principals		Decision	JAMB officials		Decision
C	**Managing students' registration methods to achieve set goals**	Mean	sd		Mean	Sd		Mean	Sd	
21.	JAMB should be able to orient candidates on the various ways of registrations before the UTME Examinations.	2.8314	.47594	Agreed	3.5111	.86923	Agreed	3.8000	.44721	Agreed
22.	Prospective candidates of JAMB should be properly guided on the processes of registrations to avoid flaws.	2.5571	.55204	Agreed	2.6889	.46818	Agreed	2.8000	.44721	Agreed
23.	JAMB and other stakeholders should ensure e-pin of candidates are gotten from the banks only because it is better, reliable and dependable when issued by banks.	2.6543	.66679	Agreed	2.7556	.71209	Agreed	2.8000	.44721	Agreed
24.	JAMB should place necessary and vital information about the registration process on its	2.7257	.61423	Agreed	3.2222	.84984	Agreed	3.4000	.89443	Agreed

	website to enable candidates have first class information in readiness for the examination.									
25.	Biometric machines of JAMB should be properly checked to avoid problems with detection of candidates' finger prints during verification.	3.1229	.53453	Agreed	2.8000	.69413	Agreed	2.8000	.44721	Agreed
26.	JAMB must ensure that it embraces totally researches into advanced methods and uses of software engineering to eliminate hacking into its website.	3.0143	.49330	Agreed	3.5333	.69413	Agreed	3.8000	.44721	Agreed
27.	JAMB must ensure that more certified centres are provided to eliminate overcrowding of candidates during registration and exam times.	3.0571	.51023	Agreed	2.6889	.90006	Agreed	3.2000	.44721	Agreed
28.	JAMB must educate prospective applicants on the need to protect their password entails and pin codes from fraudulent CBT Centre and directors.	3.1000	.64123	Agreed	3.2667	.71985	Agreed	3.8000	.44721	Agreed

29.	JAMB should ensure that exam Centre owners must connect the right cables with required quality to the computers used for registration by deploying cable experts to centres to do quality control tests on internet cables.	3.1200	.52162	Agreed	2.7778	.95081	Agreed	3.6000	.89443	Agreed
30.	JAMB should give candidates second chance of verification if finger prints are not detected at first instance.	3.1486	.56719	Agreed	3.1556	.87790	Agreed	4.0000	.00000	Agreed

Table 1 revealed that items with serial numbers 21, 22, 23, 24, 25, 26, 27, 28, 29 and 30 have their various mean values above the criterion mean value of 2.50 and were agreed to by the respondents as ways students' registration methods can be managed by JAMB to achieve set goals. JAMB should be able to orient candidates on the various ways of registrations before the UTME Examinations, prospective candidates of JAMB should be properly guided on the processes of registrations to avoid flaws, JAMB and other stakeholders should ensure e-pin of candidates are gotten from the banks only because it is better, reliable and dependable when issued by banks, biometric machines of JAMB should be properly checked to avoid problems with detection of candidates' finger prints during verification, JAMB must ensure that it embraces totally researches into advanced methods and uses of software engineering to eliminate hacking into its website, JAMB must ensure that more certified centres are provided to eliminate overcrowding of candidates during registration and exam times, JAMB must educate prospective applicants on the need to protect their password details and pin codes from fraudulent CBT Centre and directors, JAMB should ensure that exam Centre owners must connect the right cables with required quality to the computers used for registration by deploying cable experts to centres to do

quality control tests on internet cables and JAMB should give candidates second chance of verification if finger prints are not detected at first instance.

Research Question Two: How can internet failure be managed by JAMB to achieve set goals?

Table 2: Weighted mean and standard deviation scores on ways internet failure can be managed by JAMB

		Teachers		Decision	Principals		Decision	JAMB officials		Decision
D	**Management internet failure to achieve set goals**	Mean	Sd		Mean	Sd		Mean	sd	
31.	JAMB examination centres should be located at high network coverage areas to avoid network failures.	3.1286	.56956	Agreed	2.6667	.85280	Agreed	2.8000	.44721	Agreed
32.	JAMB should employ the services of network service providers in her exams to provide centres with quality network for the examination.	2.9543	.67977	Agreed	2.5556	1.13929	Agreed	3.2000	.44721	Agreed
33.	JAMB should ensure there is enough subscription for all candidates in the examination to avoid internet failure.	2.5000	.62425	Agreed	2.5111	.66134	Agreed	3.0000	.70711	Agreed

34.	JAMB should ensure regular power supply to avoid restarting routers which may cause interference with internet connection thereby disrupting the exam.	2.6229	.64104	Agreed	2.4000	.86340	Agreed	3.0000	.00000	Agreed
35.	JAMB should constantly maintain the use of internet cables instead of Wi-Fi because they are faster, reliable and dependable.	2.5343	.65992	Agreed	2.5556	.81340	Agreed	3.2000	.44721	Agreed
36.	JAMB should make use of more than one network company for subscription, to give room for a switch-over when the other fails.	2.7086	.66487	Agreed	2.8222	.68387	Agreed	3.0000	.00000	Agreed
37.	JAMB should install internet boosters to all her examination centres to forestall internet failure which may halt the examination.	2.8257	.57744	Agreed	2.6889	.79264	Agreed	3.0000	.70711	Agreed
38.	JAMB should ensure all facilities for	2.8286	.74886	Agreed	2.5667	.94388	Agreed	3.2000	.83666	Agreed

	internet are provided in all her exam centres before examination begins.									
39.	4G LTE should be used at all centres for faster internet speed and response.	3.3400	.47439	Agreed	2.6000	.57997	Agreed	2.8000	.44721	Agreed
40.	Google chrome browser should be used to open the examination page as it is faster than other browsers.	3.0057	.63784	Agreed	2.7111	.54864	Agreed	3.6000	.54772	Agreed

Table 2 revealed that items with serial numbers 31, 32, 33, 34, 35, 36, 37, 38, 39 and 40 have their various mean values above the criterion mean value of 2.50 and were therefore agreed to by the respondents as ways internet failure can be managed by JAMB to achieve set goals. The various ways internet failure can be managed are that: JAMB examination centres should be located at high network coverage areas to avoid network failures, JAMB should employ the services of network service providers in her exams to provide centres with quality network for the examination, JAMB should ensure there is enough subscription for all candidates in the examination to avoid internet failure, JAMB should ensure regular power supply to avoid restarting routers which may cause interference with internet connection thereby disrupting the exam, JAMB should constantly maintain the use of internet cables instead of Wi-Fi because they are faster, reliable and dependable, JAMB should make use of more than one network company for subscription, to give room for a switch-over when the other fails, JAMB should install internet boosters to all her examination centres to forestall internet failure which may halt the examination, JAMB should ensure all facilities for

internet are provided in all her exam centres before examination begins, 4G LTE should be used at all centres for faster internet speed and response and Google chrome browser should be used to open the examination page as it is faster than other browsers.

Hypothesis One

There is no significant difference between the mean ratings of teachers, principals and JAMB Officials, on ways students' registration methods will be managed by JAMB to achieve set goals

Table 4: One Way-ANOVA of the mean ratings of teachers, principals and JAMB officials on the ways students' registration methods will be managed by JAMB

	Sum of Squares	Df	Mean Square	F	Sig.	Decision
Between Groups	147.606	2	73.803	9.593	.000	Hypothesis rejected
Within Groups	3054.354	397	7.694			
Total	3201.960	399				

Table 4 revealed that the sum of squares for between groups and within groups are 147.606 and 3054.354 while mean square for between and within groups are 73.803 and 7.694 respectively. With degrees of freedom of 2 and 397, the calculated F value of 9.593 is significant at 0.000 when subjected to 0.05 alpha level of significance. Therefore, the null hypothesis is rejected. By implication, there is a significant difference between the mean ratings of teachers, principals and JAMB Officials, on ways students' registration methods will be managed by JAMB to achieve set goals.

Table 5: Post Hoc Mean Comparison

(I) respondents	(J) respondents	Mean Difference (I-J)	Sig.
Teachers	Principals	-1.06857*	.015
	jamb officials	-4.66857*	.000
Principals	Teachers	1.06857*	.015
	jamb officials	-3.60000*	.006
jamb officials	Teachers	4.66857*	.000
	Principals	3.60000*	.006

Table 5 revealed that the mean comparison between teachers and principals, teachers and JAMB officials, principals and JAMB officials differ significantly on ways examination malpractice will be managed by JAMB to achieve set goals.

Hypothesis Two

There is no significant difference between the mean ratings of teachers, principals, and JAMB officials, on ways internet failure during JAMB examinations will be managed to achieve set goals.

Table 6: One Way-ANOVA analysis of mean ratings of teachers, principals and JAMB officials on the ways internet failure during JAMB examinations will be managed by JAMB

	Sum of Squares	Df	Mean Square	F	Sig.	Decision
Between Groups	215.798	2	107.899	9.784	.000	Hypothesis rejected
Within Groups	4377.952	397	11.028			
Total	4593.750	399				

Table 6 revealed that the sum of squares for between groups and within groups are 215.798 and 4377.952 while mean square for between and within groups are 107.899 and 11.028 respectively. With degrees of freedom of 2 and 397, the calculated F value of 9.784 is significant at 0.000 when subjected to 0.05 alpha level of significance. Therefore, the null hypothesis is rejected. By implication, there is a significant difference between the mean ratings of teachers, principals and JAMB officials, on ways internet failure during JAMB examinations will be managed to achieve set goals.

Table 7: Post Mean Comparison

(I) respondents	(J) respondents	Mean Difference (I-J)	Sig.
Teachers	Principals	2.07079*	.000
	jamb officials	3.24857*	.030
Principals	Teachers	-2.07079*	.000
	jamb officials	1.17778	.452
jamb officials	Teachers	-3.24857*	.030

	Principals	-1.17778	.452

Table 7 revealed that the mean comparison between teachers and principals, teachers and JAMB officials differ significantly on ways internet failure during JAMB examinations will be managed to achieve set goals.

Ways JAMB can orient candidates on the various ways of registration

JAMB should be able to orient candidates on the various ways of registrations before the UTME Examinations, prospective candidates of JAMB should be properly guided on the processes of registrations to overcrowding of candidates during registration and exam times, JAMB must educate prospective applicants on the need to protect their password details and pin codes from fraudulent CBT Centre and directors, JAMB should ensure that exam Centre owners must connect the right cables with required quality to the computers used for registration by deploying cable experts to centres to do quality control tests on internet cables and JAMB should give candidates second chance of verification if finger prints are not detected at first instance. The JAMB should discourage the issue of allowing unrecognized and special centres to register the students. Most of the special centres unrecognized by JAMB end up avoid flaws, JAMB and other stakeholders should ensure e-pin of candidates are gotten from the banks only because it is better, reliable and dependable when issued by banks, biometric machines of JAMB should be properly checked to avoid problems with detection of candidates' finger prints during verification, JAMB must ensure that it embraces total researches into advanced methods and uses of software engineering to eliminate hacking into its website, JAMB must ensure that more certified centres are provided to eliminate registering the candidates making mistakes in their names, sex, age, place of origin and marital status as always reported by problem candidates. This is why Onyekwere (2010) reported that there is need for proper orientation of intending students on the registration processes for proper documentation.

The JAMB officials should also bring out dummy copies of the application and registration forms to the intending students in order to make the candidates abreast with the various requirements and filling formats required of them. There is a significant difference between the mean ratings of teachers, principals and JAMB officials, on ways students' registration methods will be managed by JAMB to

achieve set goals. In corroboration of the study, Nwogu (2014) who found that the security personnel and customer care departments in the banks where forms are obtained can help the candidates to effectively fill their registration forms. The difference that existed between among the teachers, principals and JAMB officials could be stemming from the fact that they occupy different positions and may have had different opinions on how the registration in JAMB can be done.

Ways Jamb can manage internet failure

The various ways internet failure can be managed are that: JAMB examination centres should be located at high network coverage areas to avoid network failures, JAMB should employ the services of network service providers in her exams to provide centres with quality network for the examination, JAMB should ensure there is enough subscription for all candidates in the examination to avoid internet failure, JAMB should ensure regular power supply to avoid restarting routers which may cause interference with internet connection thereby disrupting the exam, JAMB should constantly maintain the use of internet cables instead of Wi-Fi because they are faster, reliable and dependable, JAMB should make use of more than one network company for subscription, to give room for a switch-over when the other fails, JAMB should install internet boosters to all her examination centres to forestall internet failure which may halt the examination, JAMB should ensure all facilities for internet are provided in all her exam centres before examination begins, 4G LTE should be used at all centres for faster internet speed and response and Google chrome browser should be used to open the examination page as it is faster than other browsers.

The role of internet failure in the submission of completed forms of students is also a matter of concern. Many a times will candidates who successfully filled their forms find it difficult to submit it online because of network failure. Candidates stay hours in the purchase point because of network issues and such situation makes the whole process rigorous and difficult. Adeyemi (2013) has reported that the various service providers used by JAMB should provide mast close to the venue of registration and examinations in order to provide internet with strong bandwidths. In a similar development. Ugochukwu (2017) advised the use of 4GLTE for fast access to network and the process of required information in every establishment that uses Information Communication Technology. There is a significant difference between the mean

ratings of teachers, principals and JAMB Officials, on ways internet failure during JAMB examinations will be managed to achieve set goals. The significant difference in the opinions of teachers, principals and JAMB officials could be as a result of the difficulties recorded in network management across the nations irrespective of the frantic efforts to ameliorate these problems.

Conclusion

Based on the findings of this study, it was concluded that JAMB has not been able to provide sufficient orientation for the students on the registration processes. JAMB has also not been able to provide strong bandwidth internet services that can withstand fluctuations in internet connectivity before, during and after JAMB examinations.

Recommendations

Based on the conclusion of this study, the following recommendations were made:

1. JAMB should endeavour to employ and train personel that will be in strategic positions secured by them across the nation in order to meet inundating students' rigorous registration methods.
2. JAMB should make provision of more than one internet connectivities in order to tackle the problem of internet failure during JAMB examinations.

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