WhatsApp and the 2019 Nigerian Library Association (NLA) election exercise

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Abstracts
This study explored the use of WhatsApp for the 2019 Nigerian Library Association (NLA) 2019 election exercise by library and information sciences (LIS) professionals. The population consisted of all the LIS practitioners with WhatsApp account. Data were collected through Google web form which was distributed to various individual and group WhatsApp platforms. A total of fifty one (51) LIS professionals responded from different libraries and institutions in Nigeria. The responses were automatically collated, analysed and saved into a Google sheet from which data were extracted and used for this survey. The study revealed that a majority of the respondents used NLA State chapter group WhatsApp to campaign for candidates, that WhatsApp platform enabled respondents to receive information about election timetable, arrival of ballot papers, voting, outcome of election, reactions of election outcome and among others; use of harsh language by some people for campaign, inability to keep track of campaign posts because of the frequency, negative reactions to posts by supporters of some candidates, inability of the administrator to call some offenders to order in group WhatsApp and among others were drawbacks to use of WhatsApp for the election exercise. It was recommended that the LIS practitioners should adhere strictly to group WhatsApp guidelines and avoid offensive language posts.

Keywords: Use of WhatsApp, Library and information science (LIS) professionals Nigerian Library Association (NLA), Election exercise, Nigeria.

Introduction
The Nigerian Library Association (NLA) is an umbrella body of all practitioners who are working in libraries and related organisations and institutions in Nigeria. It is a professional association/society/organization. The Collins English Dictionary (2019) defined professional association as “a body of persons engaged in the same profession, formed usually to control entry into the profession, maintain standards, and represent the profession in discussions with other bodies.” According to the National Academy of Sciences (2005, the mission of professional societies is primarily educational and informational; with influence that flows from continuing and highly visible functions such as publishing professional journals, developing professional excellence, raising public awareness, and making awards; that through their work, they help to define and set standards for their professional fields as well as promote high standards of quality through awards and other forms of recognition. Library associations play very important role in the promotion and advancement of librarianship (Bhatti & Chohan, 2012).

Library associations (whether at the local, national, or international level) enable members of the profession to work together toward common goals of improving the profession, libraries, and library services. Library associations play major roles which are very much interconnected – networking, leadership, a voice, education and professional development, standards and best practices, advocacy and partnership.

The Nigerian Library Association (NLA) started as a division of the West African Library Association (WALA). WALA was established in 1954 as an offshoot after a UNESCO seminar on the Development of
Public Libraries in Africa held in Ibadan in 1953. With the political independence from colonial rule of Anglophone West African countries in the late 1950s and early 1960s, WALA national Divisions transformed into National Library Associations of their respective countries, thus giving birth to the Nigerian Library Association (NLA) in 1962 (NLA, 2017). The objectives of the Nigerian Library Association include the following (NLA, 2017):

- To unite persons interested in Libraries, Librarianship and Information services;
- To safeguard and promote the professional interests of librarians;
- To promote the establishment and development of libraries and information centres;
- To watch legislation affecting libraries and assist in the promotion of such legislation as may be considered necessary for the establishment, regulation and management of libraries within Nigeria;
- To promote and encourage bibliographical study, research and library cooperation and;
- To do all lawful things as are incidental and conducive to the attainment of the above objectives.

In order for the Nigeria library Association to meet up with foreing listed objectives, thirteen special interest groups were formed. These thirteen special interest groups currently in existence were drawn from the various types of libraries such as:

- Academic and Research Libraries (ARL)
- Association of Government Libraries (AGOL)
- Association of News Media Librarians of Nigeria (ANLON)
- Association of Women Librarians in Nigeria (AWLIN)
- Cataloguing, Classification and Indexing (CAT & CLASS)
- Nigerian Association of Law Libraries (NALL)
- National Association of Library & Information Science Educators (NALISE)
- Public Libraries Section (PLS)
- Information Technology Section (ITS)
- Nigerian School Library Association (NSLA)
- Association of Libraries for Visually Handicapped (ALVH)
- Preservation and Conservation Section (PCS)
- Medical Libraries Section (MDLS) (NLA, 2017).

According to Wariara (2017), WhatsApp is a mobile phone messaging service that operates through the use of smart phones that was introduced in 2009. The application was begun by Brian Acton and Jan Koum and currently has more than 1 billion users in over 180 countries worldwide, which is a significant growth from the 200 million users that were recorded in 2013 (Statista, 2016; WhatsApp, 2016).

WhatsApp is an online discussion forum integrated in mobile devices that provide opportunities for participants to interact socially among themselves to facilitate ideas and solve difficult issues, it can also be measured as an option platform for distributing tasks, activities, ideas and announcements. It offers real-time communication in terms of mobile texting, sharing of graphical content and sharing of contacts. It also facilitates voice and video calls via an Internet connection.

Election has to do with the process of selecting a person for an office or of
accepting or rejecting a political proposition through voting (Eulau, Gibbins & Webb, 2019). Election exercise enables people to make choice of person that will represent them in a particular office. Election can be held by a nation, society, association, institution, organization, etc. In order to make informed decisions, voters need information (Brichacek, n. d.) which social media like WhatsApp can assist them to have. As noted Tarhan(2014), the social media presents a vast amount of channel for information seeking and serves as means to diffuse political campaign messages to people.

The primary goal of social media (Facebook, Twitter, WhatsApp, Instagram, YouTube, and so on) is to connect people through interactive computer-mediated platforms to enable sharing information. Social networks are, in the process, created, some temporary and others permanently, often for specific purposes (Akinnaso, 2019). Akinnoso also noted that in recent years, one of the major uses of social media is the mediation of the political/election process and discourse as all over the world, social media now provides platforms for politicians/contestants to disseminate information in their bid to win supporters.

The political influence of WhatsApp has rapidly expanded in line with its growing penetration which has made it to become part of the fabric of election campaigns and is now a key mechanism through which office seekers seek to communicate with their campaign teams and supporters (Cheeseman, 2019). Purkayastha and Chanda (2018) asserted that WhatsApp is increasingly being used as a great source for information sharing and receiving as it provides a good platform for interaction among people who belong to any setting in the society. Abaido and El-Messiry (2016) stated that WhatsApp can provide a channel through which participants can achieve faster and more seamless communication among themselves. Researchers such as Bere (2012); Plana, Gimeno, and Appel (2013); Church and Oliveira (2013); Yeboah and Ewur (2014); Soliman and Salem(2014); Devi and Tevera (2014); observed that WhatsApp is widely adopted by individuals as it allowed better accessibility and ease of communication offering real-time messaging, empowerment, senses of belongings and sociability, enjoyment, quick information-sharing and cost benefits. The underlying purpose of WhatsApp as a tool is to facilitate communication on time. Similarly, Quan-Hasse and Young (2010) asserted that WhatsApp is seen as one source of information channel that allows interactivity and two-way communication where the audience send and receive information.

Abaido and El-Messiry (2016) investigated the efficiency of WhatsApp as a means of disseminating educational information among students in United Arab Emirates. Their findings revealed that 42.31% of the students used WhatsApp throughout the whole day while 47.44% of students’ used WhatsApp to communicate with faculty members for receiving class information and this shows the usefulness of WhatsApp. Furthermore, their study discovered that 73.7% male respondents preferred integrating WhatsApp in learning process in comparison with 83.5% female.

Adika (2014) stated that in Kenya, 49% of mobile subscribers used WhatsApp. In the same vein, Church and de Oliveira (2013) asserted that its widespread use is attributed to the view that the application is appealing as it offers cheap and affordable means of sending information worldwide. Researchers such as Breuer (2012), Deckers and Lacy (2013), Dunu and Uzochukwu (2015) and Golden (2011) observed that
WhatsApp is widely used in the present age as a digital communication medium. O’Hara et al. (2014) investigated WhatsApp use among 20 individuals (between 17 and 49-year olds) in the United Kingdom. They found that WhatsApp messaging was primarily used to ‘dwell’ with significant others in the virtual space. They concluded that the effects of WhatsApp use of social relationships included a sense of belongingness, as well as a secured and committed bond. Bere (2012) also investigated the motivational factors that affected WhatsApp use among 118 undergraduates in South Africa. In his study, it was highlighted that a majority of undergraduates preferred ubiquitous learning via WhatsApp messaging, but this was particularly significant among younger and single (unmarried) undergraduates. Yeboah and Ewur (2014) conducted a study to find out the impacts of WhatsApp use on students’ performance in tertiary institutions in Ghana. They concluded that, while the positive impacts included ease of communications and effective information-sharing, the negative impacts were distracted from studies and completing assignments, damaging language spellings and grammars and lack of focus in lectures. Adomi and Uwakwe (2019) investigated work related WhatsApp groups as knowledge sharing platforms among librarians in selected federal universities in Nigeria. Their finding revealed that 52 (89.7%) of the respondents agreed that WhatsApp enables knowledge sharing within the work related group. Ahad and Lim (2014) investigated Convenience or Nuisance? The ‘WhatsApp’ Dilemma among undergraduates at Universiti Brunei Darussalam. Their findings revealed that a majority of the undergraduates (67.54%) do tend to disseminate information only if they believed it to be useful, relevant or true. Furthermore, their study revealed that 47.74% of the undergraduates also agreed that WhatsApp was somewhat disruptive to their study while 30.32% disagree and 21.94% were uncertain. Roslan (2014) warned that people should be more responsible and cautious in relation to the dissemination of information or media content via WhatsApp. However, Purkayastha and Chanda (2018) study on use of WhatsApp among LIS professionals in North-East, India. Their revealed that WhatsApp was used to share knowledge content, content with friends, chatting, sharing photos, videos.

According to Roslan (2014), “we thrive on information, be it small or big, important or non-important, but to ostracize someone over WhatsApp?” He also highlighted that although the significant benefit of WhatsApp included ease of communication; it could also destroy an individual’s or company’s reputation, and create a sense of panic and anxiety to the public. Accordingly, Ahad and Lim (2014) reported that In 2013, the Royal Brunei Police Force (RBPF) has warned that the spread of false information which could create chaos and anxiety to the public is an offence and offenders can be charged and penalized under the country’s law, Section 34 of the Public Order Act, Cap 148 where the penalty is a maximum of three years’ imprisonment or a fine of B$3000 (US$2500).

In order to pilot the affairs of the Nigeria Library Association effectively executive positions have to be occupied by officers from among the members. These positions are occupied/ filled by candidates who meet up with the required criteria through election. Eligible candidates are normally given the opportunity to campaign and be campaigned for before the election. Campaigns can be done through various
means/channels: personal contacts/face-to-face, voice/video calls, SMS/text messages, handbills, posters, telegram, social media platforms (like WhatsApp, Messenger, Facebook, Flikr, Tweeter etc) among others. Though various campaign channels exist and were used for the election campaign/exercise, the authors decided to investigate WhatsApp and the 2019 NLA election due to its popularity and prevalent use of the platform as medium of information sharing by different categories with a view to discovering the WhatsApp platform LIS professionals used for campaign during the 2019 NLA election exercise, the nature of their participation in the election, format of their campaign posts, type of language used, tone of messages used, e various categories of people that used WhatsApp for the campaign/exercise, what motivated LIS professionals have use of WhatsApp within the various forums in the 2019 NLA election.

vii. determine what motivated LIS professionals have use of WhatsApp within the various forums in the 2019 NLA election.

viii. investigate the level of satisfaction amongst librarians in the use of WhatsApp in the 2019 NLA election.

ix. explore drawbacks of the use of WhatsApp in the 2019 NLA election.

Methods
The study was an online survey intended to explored the use of WhatsApp for the 2019 Nigerian Library Association (NLA) 2019 election exercise by library and information sciences (LIS) professionals in Nigeria. The population consisted of all the LIS practitioners with WhatsApp account. Data were collected through Google web form which was distributed to various individual and LIS related group WhatsApp platforms. A total of fifty one (51) LIS professionals responded from different libraries and institutions in Nigeria. One of the advantages of online survey research is that it gives access to individuals in far-off places and the availability of a possessing collection of an automated data within a ‘twinkle of an eye’. According to Wright (2005) online survey propose many benefits than traditional surveys, the questionnaire consisted of closed-ended and open-ended items. The responses were authomatically collated, analysed and saved into a Google sheet from which data were extracted and used for this survey.

Purpose of the study
The purpose of the study was to investigate the use of WhatsApp in the 2019 NLA National election in Nigeria

Research objectives
The objectives of the study were to:

i. Find out the WhatsApp platform LIS professionals used for campaign during the 2019, NLA election exercise

ii. determine the nature of their participation in the election

iii. find the format of their campaign posts

iv. find out the type of language used

v. determine the tone of messages used

vi. find out the various categories of people that used WhatsApp for the campaign

vii. determine what motivated LIS professionals have use of WhatsApp within the various forums in the 2019 NLA election.

viii. investigate the level of satisfaction amongst librarians in the use of WhatsApp in the 2019 NLA election.

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Findings and discussion

The results of the survey are presented and discussed according to the tables and figures.

Table 1 shows that 12(23.5%) of respondents are from Federal university of Petroleum Resources, Effurun followed by 5(9.8%) of respondents are from Federal University of Technology, Minna and 3(5.8%) of respondents are from the National Library of Nigeria and Delsu library and the rest respondents are 1(1.96%) for the remaining institutions.

Figure 1 reveals that the female respondents 29(56.7%) were more than the males 22(43.1)

Table 2 shows that the highest number of respondents were Librarian I 13(25.5%), followed by Librarian II 6(11.8%), and Senior Librarian 4(7.8%).

As shown in Figure 2, NLA State Chapter Forum attracted the highest respondents of 21(41.2%) as WhatsApp platform used for the 2019 NLA National Election. This was probably due to the fact each State Chapter has its own group WhatsApp platforms through which its members share information. Currently there are 36 state chapters with the Federal Capital Territory, Abuja, making it 37. It is only natural that more members will use their state forum. NLA IT Forum ranked second with 14(27.5%) respondents. This was to be expected since this forum is owned by the Information Technology Section (ITS) of the NLA and staff ought to use IT (in this case WhatsApp) very frequently. It has accordingly been stated that IT professionals normally conduct research, plan, design, write, test, provide advice and improve IT systems, hardware, software and related concepts for specific applications as well as develop associated documentation and design, develop, control, maintain and support databases and other information systems in order to ensure excellent performance and data integrity and security (CEDEFOP, 2016).

The data in Figure 3 are on different ways the respondents used to participate in election campaigns using WhatsApp platforms. A majority of the respondents 21(41.2%) only just read campaign post without commenting. These were therefore passive. This was followed by 15(29.4%) of respondents who each sent campaign post and commented or reacted to campaign posts.

Respondents were asked to indicate their level of satisfaction with various formats of WhatsApp campaign posts used for the 2019 NLA National campaign. Figure 4 reveals that a total 33(65%) of respondents were satisfied with the text posts, followed by 14(27%) of the respondents who very satisfied with the texts, 3(5.8%) of respondents were dissatisfied and 1(1.9%) respondent was neutral about text posts.

On photo posts sent during 2019 NLA campaign, 27(52.9%) of respondents were satisfied, followed by 18(35.3%) of respondents who were very satisfied. It has earlier been observed by Adomi and Solomon-Uwakwe (2019) that librarians in Nigerian federal university libraries shared knowledge via work related group WhatsApp through various formats – videos, texts, audios, pdf, Word doc., animated GIFS, pictures/photos, spreadsheets and zip, in that order. However, the librarians' level of satisfaction with these formats was not investigated.

The researchers observed that the respondents shared campaign posts in Standard English, Pidgin English and Nigerian local/native languages. A questionnaire item was therefore, devoted to finding out level of respondents’ satisfaction with the various language posts. Figure 5
reveals that 31(60.7%) of the respondents were satisfied with the Standard English Language posts while 18(35%) were very satisfied.

With regard to Pidgin English language campaign posts, 21(41%) of the respondents were satisfied while 19(37.2%) of them were dissatisfied. The figure also reveals that 16(31.3%) of the respondents were satisfied with the native language while 14(27.4%) of the respondents were dissatisfied and 6(12%) of the respondents were very dissatisfied.

The result in Figure 5 indicates that the number of respondents who were satisfied with standard English campaign posts were highest with 31(60.7%) respondents, followed by 21(41%) of the respondents that were satisfied with Pidgin English posts and then native language posts with 16(31.3%) respondents. The reason is a multi-ethnic country where different ethnic groups speak different language. In order for the different ethnic groups being able to communicate among themselves, English Language has been adopted as lingua Franca. It is the language used for official communication in government and other formal settings. As a language used for formal communication, most educated Nigerians would prefer to use it for communication. As enlightened professionals, it is therefore not surprising that a majority of the respondents were satisfied with standard English Language campaign posts.

Pidgin English is a Nigerian pseudo-lingua Franca Creole language which had its root in Portuguese who came to Nigeria in the 15th Century for trade. It is a hybridated form of language with English, Portuguese, Jamaican Creole as well as Nigerian local languages semantic and syntactic colouration. Pidgin, also known as Boken or Brokun is spoken by most uneducated as well as educated Nigerian but mostly in informal settings. Since it is an unofficial language, it is not surprising that satisfaction with Pidgin language campaign posts ranked second with 21(41%) respondents.

The result in Figure 6 reveals that 31(60.7%) of the respondents were dissatisfied with harsh worded campaign posts as against 10(19.6%) respondents that were satisfied. Using of harsh worded campaign posts is unethical as information professionals. Roslan (2014) cautioned that people should be more responsible and cautious in relation to the dissemination of information or media content via WhatsApp. On politeness of campaign posts, findings revealed that 28(54.9%) of the respondents were satisfied, 20(39.2%) of the respondents were very satisfied, 1(1.9%) of the respondents was dissatisfied and 2(3.9%) of the respondents had a neutral opinion.

It should be noted that three categories of people were involved in campaign on WhatsApp during the 2019 NLA election process – the contestants, members of campaign teams formed by each contestants, and others (who may just be friends or colleagues of contestants). Figure 7 shows that respondents’ satisfaction with posts by contestant in the NLA election attracted the highest responses of 37(72.5%) followed by campaign posts by other members with 32(62.7%) responses, while satisfaction with posts by campaign team members attracted the lowest responses of 30(58.8%). It could be inferred from the result that the most respondents found the campaign posts shared by contestants to be more expressive, matured, appealing and balanced than the posts shared by the other two categories of persons.

Figure 8 indicates that satisfaction with WhatsApp posts on election time table ranked highest with 38(74.5%) of the respondents were satisfied with election
timetable, followed by 33(64.7%) of the respondents who were satisfied with posts by campaign team and 33(64.7%) of the respondents were satisfied on the posts by contestants, 30(58.8%) of the respondents were satisfied with posts on election outcomes, 29(56.8%) of the respondents were satisfied on posts on vote counting and the least were 28(54.9%) of librarians who were satisfied with the post of ballot paper’s distribution.

Figure 9 reveals that 34(66.6%) of the respondents were satisfied with the reactions of the contestants as well as reactions of others to the election outcome followed by 30 (58.8%) of the respondents that were satisfied with the outcome.

Figure 10 depicts the benefits the respondents derived from using WhatsApp during the NLA election. A majority of the respondents 25(49%) indicated that it enabled them to decide on the candidates to cast vote for. In the 2019 NLA election exercise, there were two contestants for the position of the President, three for Vice President, only one contestant for Treasurer, two for Financial Secretary while three contestants for Public Relation Officer position. The position of secretary was executed and so was not contested for. The election was intended to choose one candidate for each of the contested positions.

Table 3 reveals that the majority 16(31.4%) of the respondents agree that the use of harsh language by some people for

WhatsApp for the 2019 NLA National election followed by 13(25.5%) of the respondents who agreed that inability to keep track of campaign posts because of the frequency, 6(11.8%) of the respondents agree that negative reactions to post by supporters of some candidates which cause chaos such that supporters of different candidates were abusing one another which is unethical for our noble profession, 5(9.8%) of the respondents agree that inability of the administrator to call some offenders to order as well as use of unfriendly pictures / animated GIF for campaign while 3(5.9%) of the respondents agree that misinterpretation of campaign posts as well as use of unfriendly video for campaign.

Ahad and Lim (2014) reported that In 2013, the Royal Brunei Police Force (RBPF) has warned that the spread of false information which could create chaos and anxiety to the public is an offence and offenders can be charged and penalized under the country’s law, Section 34 of the Public Order Act, Cap 148 where the penalty is a maximum of three years’ imprisonment or a fine of B$3000 (US$2500).

In line with the above report, Adomi and Uwakwe (2019) in their study recommended that in order to ensure decorum members should make every effort to adhere to the guidelines. They further said that administrators should ensure that the rules are posted from time to time so as to acquaint members with guidelines to minimize the incidence of non-adherence to the guiding rules.
Table 1: Institution of respondents

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<tr>
<th>Institutions</th>
<th>Number</th>
<th>Percentage</th>
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Figure 1: Sex of respondents

Table 2: Designation/status of respondents

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<th>Number</th>
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<td>College Librarian</td>
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<td>1.9</td>
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<td>1.9</td>
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<td>Lecturer I</td>
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<td>Lecturer II</td>
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<td>1.9</td>
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<td>Chief Library Officer</td>
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<tr>
<td>Principal Library Officer</td>
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<tr>
<td>Senior Library Officer</td>
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<td>Acting Library Coordinator</td>
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</tbody>
</table>
Please indicate which of the following platform you used for campaign in the 2019 NLA National Election?

51 responses

- NLA IT FORUM: 41.2%
- CERTIFIED LIBRARIAN FORUM: 19.6%
- AL WIN FORUM: 27.5%
- NLA STATE CHAPTER FORUM: Other
- OTHER PROFESSIONAL FORUM: Other
- PRIVATE WHATSAPP FORUM: Other

Figure 2: WhatsApp platforms used for campaign

What was the nature of your participation in the 2019 NLA National Election?

51 responses

- I sent campaign post: 41.2%
- I commented/ reacted to campaign posts: 29.4%
- I just read campaign post without commenting: 29.4%

Figure 3: Nature of participation
Gloria Oyovwe-Tinuoye and Esharenana E. Adomi: WhatsApp and the 2019 Nigerian Library Association (NLA) election exercise

Figure 4: Satisfaction with format of campaign posts

Figure 5: Level of satisfaction with the type of language used
Gloria Oyovwe-Tinuoye and Esharenana E. Adomi: WhatsApp and the 2019 Nigerian Library Association (NLA) election exercise

**Figure 6: Tone of messages**

**Figure 7: Campaign by different categories of people**
Gloria Oyovwe-Tinuoye and Esharenana E. Adomi: WhatsApp and the 2019 Nigerian Library Association (NLA) election exercise

**Figure 8:** Level of satisfaction with election process

**Figure 9:** Respondents’ satisfaction with responses/reaction to election outcome/results
What do you consider as benefits of use of WhatsApp for the 2019 NLA National election? (Tick as appropriate)

51 responses

![Benefits of use of WhatsApp for the NLA election](image)

**Figure 10: Benefits of use of WhatsApp for the NLA election**

**Table 3: Drawbacks of use of WhatsApp for NLA election**

<table>
<thead>
<tr>
<th>Drawbacks of the use of WhatsApp</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use of harsh language by some people for campaign</td>
<td>16</td>
<td>31</td>
</tr>
<tr>
<td>Use of unfriendly pictures / animated GIF for campaigning</td>
<td>5</td>
<td>9.8</td>
</tr>
<tr>
<td>Use of unfriendly video for campaign</td>
<td>3</td>
<td>5.9</td>
</tr>
<tr>
<td>Misinterpretation of campaign posts</td>
<td>3</td>
<td>5.9</td>
</tr>
<tr>
<td>Negative reactions to post by supporters of some candidates</td>
<td>6</td>
<td>11.8</td>
</tr>
<tr>
<td>Inability to keep track of campaign posts</td>
<td>13</td>
<td>25.5</td>
</tr>
<tr>
<td>Inability of the administrator to call some offenders to order</td>
<td>5</td>
<td>9.8</td>
</tr>
</tbody>
</table>

**Conclusion**

Based on the findings of this study, it is concluded that the majority of LISP uses the State chapter WhatsApp platforms to share information to members so it was well utilized for 2019 NLA election. The findings reveals that WhatsApp benefits in 2019 NLA election are as follows; enable them to know the manifesto of the various candidates; afforded them the opportunity to campaign for the candidates; enable them to make a decision for the candidate; discussing and sharing information related about candidates for various executive posts, apart from their everyday communications with candidates, campaign team members and colleagues, election timetable, arrival of ballot papers, vote counting, outcome of the election.
election, reactions to the election results and among others. Inevitably, the LISP also faced critical issues arising from the use of WhatsApp for 2019 National election such as unfriendly pictures/animated GIF for campaigning, misinterpretation of campaign posts, inability of the administrator to call some offenders to order, negative reactions to post by supporters of some candidates which includes the harsh language by some people for campaign and inability to keep track of campaign posts because of the frequency.

The following recommendations are made in line with the findings of the study:

1. The LIS professionals should adhere to the guidelines on the WhatsApp platform.
2. Abusive information materials should be censor by the administrator.
3. Members should always visit the WhatsApp platform to keep abreast with posts.

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Gloria Oyovwe-Tinuoye and Esharenana E. Adomi: WhatsApp and the 2019 Nigerian Library Association (NLA) election exercise

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