



INFORMATION SOURCE AND MANAGEMENT SKILLS FOR SECURITY AND WELFARE OF CAMP MANAGERS IN INTERNALLY DISPLACED PERSONS CAMPS IN BORNO STATE, NIGERIA

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Abstract

This study assessed the information sources available for security and welfare management in IDP camps in Borno State, Nigeria. It aimed to identify the sources used by camp officials in managing security and welfare information. Employing a quantitative research approach with a descriptive survey design, data were collected from a total population of forty-three camp officials across the three senatorial zones of Borno State. Three IDP camps were selected using cluster sampling based on security, accessibility, and population size, while total enumeration, a form of non-parametric, was used to select respondents. Data were collected via questionnaires and analysed using frequency counts and percentages. The results showed that camp officials got most of their information from people, such as friends, Bulama, camp chairpersons, IDPs, and coworkers. The study revealed that primary sources constituted the main channels of information for camp officials. Further, the educational qualification of camp managers indicate that 26 respondents (60.5%) holding HND or first-degree certificates, While the information management skills of the camp managers was high. Consequently, it is recommended that stakeholders, including NEMA, SEMA, and local government authorities, enhance access to secondary and tertiary sources, such as books, newspapers, and journals, by establishing information centres staffed with trained librarians or information professionals to provide expert information services. Additionally, the state government should authorise the deployment of mobile library services to supplement access to secondary and tertiary information resources.

Key Words: Information Sources, Security, Welfare, Information Management, IDPs

Introduction

An Information source means any resource or entity that can provide the IDPs with information for security and welfare in Borno State IDP camps. Information management is necessary for the success of humanity. It is a process by which relevant information is promptly provided to decision-makers (Davis, 1997). Preliminary investigation revealed that the IDP's are craving for better living conditions. Having abandoned their original means of livelihood and the comfort of their ancestral homes, they need to acquire new skills to enable them to fend for themselves and their families. They need reliable information on safety, shelter, food, water, healthcare and livelihood opportunities. they desire education for their children who have no access to school, they need to know more about the host community, how safe and secure the new environment is, the availability of a market where they can make purchases, available sources of water, and hospital among other needs. Debarre (2019) attested to these when she wrote on the unaddressed plight of the IDPs in their camps to include poor sanitary condition, lack of accommodation, poor health and education facilities, hunger and lack of drinkable water. In order to achieve these, the IDPs need the right information at the right time that could assist them to take major decisions considering the security and welfare situations in the IDP camps.



Security challenges in IDP camps seemed to be particularly alarming. Reports of violence, exploitation, and human rights abuses highlight the precariousness of IDPs, especially women and children (Kamta, 2020; Kemei, 2023). The absence of robust information management systems might limit the ability of camp officials and security agencies to respond proactively to threats or prevent conflicts. Without reliable information channels, these camps might be vulnerable to insecurity, perpetuating fear and instability. Existing literature largely focused on the symptoms of insecurity rather than the role of information management in mitigating these risks

Vodacekova and Rosicky (1997), said that information is data endowed with relevance and purpose while Drucker (1990), says that converting data into information requires knowledge. It is only when data is converted into information that it can become useful in management science. Drucker (1990), observes that the development in the field of information Management (IM) can be traced in three stages; the first stage was in 1966 when an eminent information scientist R. S. Taylor and his colleague started to use the term ‘‘Information Management’’. Management of the IDPs cannot be carried out without data and information keeping. Therefore, Information management (IM) is necessary for the effective and efficient management of security and welfare of the IDPs. Getting the right information to the IDPs in their camps could be a problem for the camp officials because of inadequate required sources of information that concerns the IDPs. Hence, management of security and welfare information among the IDPs comes with some crucial challenges.

In another development, it was observed by the researcher that the Federal and State governments and the NGOs in a bid to improve the living condition of the IDPs in their camps provide them with relief materials (Ohida, Dabin, KAJiboye, Abubakar, Garba & Yusuf, 2023). However, these laudable efforts have often not sustainable because of poor logistics and improper information management in the IDPs (Agunyai & Phago, 2024).

Information is a critical resource for effective decision-making, and its value depends on access to timely, relevant, and high-quality sources. While information represents processed data, information sources refer to the various origins from which such data can be obtained, including books, websites, and other media (Wikipedia). Information may originate from diverse platforms such as social media, blogs, personal experiences, academic publications, and expert opinions, with the choice of source largely determined by the nature of the task or problem (Pinc, 2023). Consequently, the ability to identify and utilize appropriate sources is essential. The credibility of information sources is equally important, as emphasized by Betts (2015), who outlined key evaluation criteria such as authorship, objectivity, currency, and verifiability. Information sources are broadly categorized into primary, secondary, and tertiary forms. Primary sources provide original, firsthand accounts and remain largely uninterpreted (Karibou Connections), while secondary sources analyze and interpret primary data (McQuade Library). Tertiary sources, such as indexes and databases, facilitate access to both primary and secondary materials (Woodley, 2017). Advances in technology have further expanded information dissemination channels, including digital platforms and communication tools, thereby enhancing access to critical information (FEMA).

Internally displaced persons (IDPs) are defined as “persons or groups of persons who have been forced or obliged to flee or leave their homes or places of habitual residence, particularly as a result of armed conflict, generalised violence, human rights violations, or natural or human-made disasters, without crossing an internationally recognised state border” (Guiding Principles on



Internal Displacement, 1998). Within this context, IDP camp officials comprise government personnel at local, state, and federal levels; security agencies; and humanitarian actors—including international, national, and local non-governmental organisations—responsible for providing security and welfare services to displaced populations. IDP camps, in turn, refer to designated settlements where displaced persons are temporarily accommodated, such as Fulatari in Monguno, GSS Gwoza in Gwoza, and Muna El-Badawe in Jere local government areas of Borno State, Nigeria.

This study focuses on Borno State due to its central role in the insurgency that has significantly affected North-East Nigeria since 2009, leading to widespread displacement of populations (HRW, 2024). The selection of the three IDP camps was based on their population size and accessibility, ensuring adequate representation across the three senatorial zones. The study addresses a critical gap in existing literature by examining the information sources available to camp officials for managing security and welfare within IDP settings. Specifically, it seeks to determine the sources of information accessible to IDP camp managers in supporting effective security and welfare management in Borno State.

Empirical studies indicate that accessibility, reliability, and user preferences significantly influence the selection of information sources. For instance, human sources are often valued for their reliability, while digital sources are preferred for their accessibility and efficiency (Bronstein, 2010). Similarly, electronic resources tend to dominate due to familiarity and convenience, although traditional sources remain relevant in scholarly contexts (Xie & Joo, 2009). Academic journals also continue to serve as key information sources, reflecting interdisciplinary influences (Dhawan, 2020). Despite these insights, limited attention has been given to the specific information sources available for managing security and welfare in IDP camps, particularly in Borno State.

Camp managers and information officers are expected to maintain accurate population records, track needs and services, and ensure the efficient flow of information among humanitarian actors. A study on the management of internally displaced persons (IDP) camps in Benue State, Northwest Nigeria (Tarnungo, Etege, & Abukwara, 2024) indicates that limited information management capacity, such as weak documentation systems, insufficient digital literacy, and poor communication channels, can hinder the equitable distribution of resources and the socioeconomic development of IDPs. Therefore, enhancing capacities in record-keeping, information sharing, and the use of digital tools is crucial for improving coordination, strengthening service delivery, and supporting sustainable development outcomes within IDP camps.

Given the complex and diverse nature of IDP environments, effective information management requires context-sensitive approaches that account for cultural, educational, and technological factors. This study therefore addresses this gap by examining the information sources available to IDP camp officials in Borno State, with the aim of improving information dissemination and enhancing security and welfare outcomes for displaced populations.

Statement of the Problems

Internally Displaced Persons (IDP) camps in Borno State face persistent security and welfare challenges, often exacerbated by inadequate access to reliable and diverse information sources. Camp officials rely heavily on informal and primary sources, which may limit effective decision-



making and timely responses to critical issues. The absence of structured information systems and limited use of secondary and tertiary sources hinder efficient information management. This situation creates gaps in service delivery, necessitating an assessment of available information sources to improve security and welfare outcomes.

Objectives of the Study

The objectives of this study were to:

- i. Ascertain the Education Qualification of Camp Managers
- ii. Identify the Sources of Information for security and welfare of IDPs in IDP Camps
- iii. Examine the level of camp managers' information management skills in Borno State

Research Questions

The study was guided by the following research questions:

- i. What are the education qualification of camp managers?
- ii. What are the sources of Information for security and welfare of IDPs in IDP Camps in Borno State?
- iii. What are the level of camp managers' information management skills?

Significance of Study

The study aims to enhance security and welfare conditions for internally displaced persons (IDPs) in Borno State by providing camp officials with improved information management strategies. Its findings will support State and Federal Governments in formulating effective policies for IDP camp management, benefiting humanitarian agencies by identifying suitable information sources. Additionally, security agencies will use insights from the study to improve existing security measures. It will also serve as a reference for researchers and foster public understanding of IDP camp management issues, contributing to the literature on information sources in the context of security and welfare.

Methodology

This study adopts a descriptive survey research design, a quantitative approach suitable for analyzing dispersed populations, as highlighted by McCombs et al. (2019). It targets IDP camps in Borno State's three senatorial districts - Central, North, and South - focusing on Jere, Gwoza, and Mungonu LGAs based on insurgency severity and accessibility. These camps, supervised by government and NGOs, host approximately 89,000 IDPs and 43 camp officials (Human Rights Watch, 2024).

Data collection involved structured questionnaires, interviews with stakeholders, and field observations to assess IDP camp conditions. Secondary data from reports provided broader insights into welfare and security. Sampling employed cluster and total enumeration. All the 43 officials were included because they possess the characteristic under study.

Data analysis utilized frequency distributions, tables, percentages to answer the research question on sources of information available to information managers on security and welfare of IDPs in Borno State, Nigeria. Ethical protocols, including informed consent and confidentiality, ensured participants' privacy and responsible research practices.



Data Presentation

Demography Data of Camp Officials

Table 1: Distribution of Camp Managers by zone Table 1.1: Number of Zonal Camp Managers

Camp Zone	Frequency	Percent
Borno Central Zone	20	46
Borno South Zone	9	21
Borno North Zone	14	33

Result from Table 1.1 revealed the number of camp officials as sampled from each camp of the three senatorial zones; 9(21%) in Borno South Senatorial District, 20(46%) were in Borno Central Senatorial District and 14(33%) were in Borno North Senatorial District respectively. This is illustrated graphically in Figure 1.1 below.

Table 2: Gender of Camp Officials

Gender	Frequency	Percent
Male	20	47
Female	23	53

Gender distribution in Table 2.1 indicates a slight predominance of female IDP camp officials, with 23 (53%) females compared to 20 (47%) males. This near-equal representation highlights a relatively inclusive approach to gender in camp management roles. The slightly greater representation of females is likely due to the welfare-orientated responsibilities associated with these roles, such as caregiving, health support, and social services, which are often culturally and institutionally associated with women. Additionally, many humanitarian and non-governmental organisations actively promote gender inclusion and women's participation in community-based roles, particularly in conflict and displacement settings. The presence of more female officials may also enhance communication and trust with vulnerable groups, especially women and children, who constitute a significant proportion of the IDP population.

Educational Qualification of IDPs Camp Managers

Table 3: Education Qualification of Camp Managers

Education Qualification	Frequency	Percent
Nil	2	4.7
Primary Certificate	3	7.0
Secondary Certificate	4	9.3
Diploma/NCE Certificate	6	14
HND/First Degree Certificate	26	60.5
Masters Certificate & Above	2	4.7

The result from Table 3.1 indicates that the majority of IDP camp managers possess relatively high educational qualifications, with 26 respondents (60.5%) holding HND or first-degree certificates. This suggests a strong presence of formally trained personnel capable of handling administrative and information management responsibilities within the camps. A smaller proportion hold diploma/NCE qualifications (14%), while those with secondary (9.3%), primary (7.0%), or no formal education (4.7%) constitute a minority. About 4.7% possess postgraduate qualifications, indicating limited advanced professional expertise.



Sources of Information for security and welfare of IDPs in IDP Camps in Borno State, Nigeria.



Table 4: Sources of Information in the IDPs Camp for Security and Welfare

Sources of Information		Yes		No	
		Fx	%	Fx	%
1	Individual interaction	31	72.1	12	27.9
2	Colleagues in the camp	29	67.4	14	32.6
3	Visitors from outside camp	19	44.2	24	55.8
4	Social media	15	34.9	28	65.1
5	Federal Government (NEMA)	19	44.2	24	55.8
6	State Government (SEMA)	17	39.5	26	60.5
7	Local Government	23	53.5	20	46.5
8	International Non-Governmental	28	65.1	15	34.9
9	Radio	22	51.2	21	48.8
10	Television	7	16.3	36	83.7
11	Others (Religious leaders, Community leaders, Notice board and flyers)	10			

Source; Field Survey, September, 2023

The table 4 reveals that informal and interpersonal sources dominated information in IDP camps for security and welfare management. Individual interaction is the most utilized source (72.1%), indicating heavy reliance on face-to-face communication, likely due to immediacy, trust, and limited infrastructure. Colleagues within the camp (67.4%) and international NGOs (65.1%) also serve as key channels, reflecting internal collaboration and external humanitarian support. Moderate use is observed for local government (53.5%) and radio (51.2%), suggesting some dependence on formal structures and traditional media. However, federal (NEMA) and state (SEMA) sources are less utilized (44.2% and 39.5%), possibly due to bureaucratic delays or weak communication links. Digital and mass media sources are underutilized, with social media (34.9%) and especially television (16.3%) showing low engagement, likely due to poor access to electricity, internet, or devices. Visitors from outside the camp (44.2%) also play a limited role. The categories under the others include religious leaders, community leaders, notice board and flyers which rated 16.3% at the frequency of 7, while majority 36 (83.7%) said no to other sources. This may be related to the sensitivity of the information which determined its sources. This pattern suggests that information flow in IDP camps is largely informal, localized, and experience-based, with limited integration of digital platforms and formal government communication channels. Other specified sources of information available in the IDPs for security and welfare identified by the IDPs are presented in Table 5.

Table 5: Level of Camp Managers Information Management Skills in the IDPs Camp

S/No	My ability to	VLL	LL	ML	HL	VHL
1	Identify relevant information needed for security and welfare management is..	1 (2.3%)	2 (4.7%)	6 (14.0%)	18 (41.9%)	16 (37.2%)



2	Access and retrieve information from various sources (e.g., colleagues, agencies, media) is ...	2 (4.7%)	3 (7.0%)	5 (11.6%)	19 (44.2%)	14 (32.6%)
3	Organize and store information for easy retrieval and use is	1 (2.3%)	2 (4.7%)	8 (18.6%)	18 (41.9%)	14 (32.6%)
4	Evaluate the accuracy and reliability of information received is	1 (2.3%)	3 (7.0%)	6 (14.0%)	18 (41.9%)	15 (34.9%)
5	Effectively disseminate information to IDPs and relevant stakeholders is	2 (4.7%)	3 (7.0%)	9 (20.8%)	16 (37.2%)	13 (30.2%)
6	Manage sensitive and classified information is ...	3 (7.0%)	5 (11.6%)	10 (23.3%)	14 (32.6%)	11 (25.6%)
Summary		1 (3.9%)	3 (7.0%)	7 (17.0%)	17 (39.9%)	14 (32.2%)

The findings reveal that a significant portion of respondents rated their information management abilities as high or very high, indicating strong competence. Specifically, 41.9% rated their ability to identify relevant information as high, with 37.2% at very high. Accessing and retrieving information was similarly rated, with 44.2% and 32.6% at high and very high, respectively. For organising and storing information, 41.9% rated it high and 32.6% very high, indicating effective management skills. Evaluation of information accuracy also received positive ratings (41.9% high, 34.9% very high). However, communication of information to IDPs and stakeholders showed room for improvement, with 37.2% and 30.2% at high and very high levels. Lower ratings were noted in managing sensitive information (32.6% high, 25.6% very high), suggesting a need for further training in this area. With the summary of 39.9% and the very high 32.2% category, this indicated that the camp managers are competent in information management.

Discussion

The result in table 1 was a confirmation that the three senatorial zones were considered for the study Borno central, Borno North and Borno South also showed the distribution of the total population of the 43 camp officials from the three IDP camps of Muna – Elbadawee Borno Central (20) Fulatari Borno North (14) and GSS Gwoza Borno South (9). The result from table 2 above present the gender of the camp officials, male 20(47%), female 23(53) the researcher wanted to know if the IDP camp work is for a specific gender and if that could also influence the choice of security and welfare information available in IDP camps in Borno State. This is in line with Dhawan (2020), who analyzed citations in library and information science doctoral dissertations. The study revealed interesting trends, such as the higher citation rate of journal articles compared to books, and a noticeable disparity between male and female authors.

The result from table 3 above revealed that education qualifications of the camp officials varies, this variation can actually affect the information sources available for security and welfare



information management by the camp officials in the IDP camps in Borno State. This because the knowledge of information sources of the masters holder is different from the HND/First Degree, secondary and the primary education certificates. Xie and Joo (2009) explored the factors influencing the selection of information sources; finding revealed that electronic resources dominated the selection of information sources due to their accessibility and familiarity. Their study highlighted multidimensional factors, including task type, user characteristics, and source attributes, that co-determined resource selection. The findings suggest that while electronic resources are popular for general tasks, print and human resources remain essential for scholarly work.

The result in table 4 above revealed that individual interaction (friends and colleagues of camp officials) in the camp, local government officials, International Non-Governmental Organizations officials, radio, community leaders, religious leaders, notice board and flyers were sources of information listed by the camp official as sources of information available in the IDP camps for security and welfare. This results disagreed with Pinc (2023) who said that information can come from virtually anywhere – social media, blogs, personal experiences, books, journal/magazine articles, expert opinions, newspapers, websites, twitter, u-tube etc. Pinc (2023) maintains that the type of information you need will change depending on the question you are trying to answer. Different assignments require information from variety of sources; therefore, you need to understand where to go to find the types of information you are looking for.

Further, Camp Managers Information Management Skills in the IDPs Camp proved to be high according to results in table five. This agrees with the expectations camp information management outlined by Tarnungo, Etege and Abukwara (2024). The findings underscored Betts (2015) advice that every information source should be evaluated; giving the following criteria as standards for evaluation of sources of information: Authorship, Motive/Intention, Objectivity, Currency, Verifiable Facts and References, Expert Review and Stability. In summary Betts (2015) said that one should use his/ her skepticism to evaluate

everything that he read in all information formats, and use only the information that he ultimately decides as credible to inform his research. All producers of information have a bias, or a perspective with which they view the world; therefore, it is your job as a researcher to determine that bias and the accuracy of the information contained in the work. Always evaluate all information and apply your own critical thinking to select the information and verify all information with multiple sources.

The implication here is that the information sources used in the IDP camps were mostly primary information sources, the camp officials depend mostly on interaction with friends, camp chairman, bulama, religious leader and community leaders, within the camp, rumor, NGOs, SEMA, volunteers, and the vocal person who act as liaison person between the Governments, humanitarian agencies and the IDPs. The use of secondary and tertiary information sources was completely absent. Uses of textbooks and other secondary and tertiary information sources were not available in the IDP camps this could have been the reason for the poor security and insufficient welfare situation in these camps. The researcher is of the opinion that if the secondary and tertiary information sources were available and accessible in the IDP camps the over dependent on SEMA, NEMA, Humanitarian Agencies for security and welfare information could have been minimized as most of the IDP camp officials could have consulted some other materials to discover the best tips on security and welfare provision in the camps and even outside the camp. Failure for a standard organized library or even the mobile library in the IDP camps shows that management



of security and welfare information is faulty.

Conclusion

Based on the finding of study it was concluded that the information sources were mainly through interactions, individually and with colleagues, Local Government representatives, Social media, Federal Government (NEMA), State Government (SEMA), and the International Non-Governmental organizations. All these constitute the primary sources of information. The secondary and tertiary information sources were not utilized and there was a complete lack of information centers such as library or provision of mobile library facilities in the IDP camps in Borno State Nigeria.

Recommendations

Based on the finding of this study the following recommendations were made:

Effort should be made by the camp stakeholders (the NEMA, SEMA, Local Government and other Humanitarian Agencies) to encourage the use of secondary and tertiary information sources by deliberately establish special information centers and equip such with various books and other information sources mainly published in vernacular where various welfare and security tips will be discussed. This will not only help the camp managers alone but the IDPs also. Trained librarians and information scientists should be employed to assist both the camp officials and IDPs to access the various information sources of their interest. SEMA should encourage the public libraries to visit the IDP camps with mobile libraries weekly so that the camp officials can actually get other sources of information apart from their colleagues.

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