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TIA Newsletter

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TANZANIA INSTITUTE OF ACCOUNTANCY



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MESSAGE FROM THE CEO



I humbly welcome you all to join us in reading the 11th TIA Newsletter. It is my sincere hope that you will find this Newsletter informative and beneficial. We are delighted that you are considering the Tanzania Institute of Accountancy as a suitable Higher Learning Institution to further your career. Having you at TIA is really a great honour to us.

TIA growth is not only in terms of the number of students registered but also the establishment of new Master Degree programs in the academic year 2021/2022 in Accountancy, Procurement & Logistics Management, Marketing and Public Relations, Project Management, and Human Resource Manage-

ment. We anticipate expanding more than this if we continue adhering to the best practices, approved quality assurance guidelines and standards as well as other central instruments that govern the provision of University education in the Country.

With a team of dedicated and experienced staff, TIA ensures that the goal of improving educational value to our students is achieved. TIA staff are always ensuring that the welfare and academic objective of our student community are adequately addressed.

Finally, I would like to extend my deepest appreciation to stakeholders and all TIA staff for their remarkable effort toward ensuring the vision and mission of the TIA are achieved.

On behalf of TIA, I invite you to explore our Newsletter and learn more about all we have to offer. I am sure you will see why we love what we do.

Thank You!

MATRON

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Editorial

Dear readers,

The TIA editorial board congratulates all staff appointed in various posts for the period of three months ago at the Institute, we promise to support them and work together to ensure that the TIA vision and mission are achieved. We also would like to inform our readers that the Newsletter volume 4 number 11 is ready. It focuses on institutional as well as scholarly issues.

The editorial team would like to remind all TIA staff to continue write articles on different matters related to the institute and other matters such as feature stories, scholarly articles and submit them for publication to the head of the library at TIA headquarter.

Thank you

Haji Juma

FOCUS ON INSTITUTIONAL ISSUES**TIA PARTICIPATES IN 16TH UNIVERSITY EXHIBITIONS**

By Caroline Mulungu

The Tanzania Institute of Accountancy (TIA) successfully participated in the 16th University Exhibition held at Mnazi Mmoja Stadium in Dar es Salaam, which officially started on 26th to 31st July, 2021 and was officially launched by the Minister of Education for Zanzibar government, Hon. Simai Mohamed Said (MP).

The coordinators of the University exhibitions are the Ministry of Education, Science and Technology through the Tanzania Colleges and Universities Commission (TCU) who have been coordinating the exhibition in collaboration with various stakeholders from within and outside Tanzania including Public and Private Institutions

TIA is one of the Public Institutions that actively participated in the exhibition with its theme "CONTINUING TO GROW AND MAINTAIN A MIDDLE ECONOMY THROUGH HIGHER EDUCATION, SCIENCE AND TECHNOLOGY."

Through this exhibition TIA has been able to "collaborate" with eight (08) Colleges that will help our lecturers and students to get "Exposure" in matters of Education.

The TCU exhibition has been a unique opportunity for TIA to promote itself among various stakeholders especially prospective students, various participants from different parts of the country who at different

times visited the TIA pavilion and had the opportunity to be given detailed information on the Institute's core activities and information on qualifications to join the Institute, admission systems, etc., The promotion was also done through leaflets and media advertisements, and other methods used to advertise the Institute for the duration of the exhibition.

Through the TCU exhibition, many stakeholders came to know the main responsibilities of TIA, which are Training, Consultancy and Research in the field of business. TIA has continued to use the TCU exhibition as a basis for moving services to our stakeholders and learning from other Institutions from various local and foreign universities.

The Institute Chief Executive Officer Dr. Momole Kasambala said that through the University exhibitions we have not only been able to admit 248 students but also the exhibition has also enabled us to collaborate with external colleges. Through the exhibition the Institute had the opportunity to meet and exchange ideas, knowledge and experience on how to improve the various services offered by Higher Education Institutions and to be able to collaborate with external colleges in academic agreements that will enable staff, students to study in such colleges.

The colleges that TIA established partnerships are listed below: -

1. MOUNT KENYA UNIVERSITY - KENYA
2. SUMY STATE UNIVERSITY - UKRAINE
3. PANDIT DEENDAYAL ENERGY UNIVERSITY -INDIA
4. LOVELY PROFESSIONAL UNIVERSITY -INDIA
5. SHARDA UNIVERSITY -INDIA
6. KARAZIN KHARKIV NATIONAL UNIVERSITY-INDIA
7. MAHARISHI MARKANDESHWAR UNIVERSITY -INDIA
8. CHANDIGARH UNIVERSITY -INDIA



The Chief Executive Officer (Left) signing a memorandum of understanding with one of the representatives from Pandit Deendayal Energy University



Also the Chief Executive Officer (Left) showing a signed memorandum of understanding with one of the representatives from Maharishi Markandeshwar University

44TH INTERNATIONAL TRADE EXHIBITION

By Caroline Mulungu

The International Trade Fair (SABASABA) organized by the Tanzania Trade Development Authority (TanTrade) held from 28th June to 13th July 2021 at the grounds of Mwalimu J. K. Nyerere Dar es Salaam.

The exhibition was officially launched by Dr. Philip I. Mpango the Vice President of the United Republic of Tanzania representing the President of the United Republic of Tanzania Hon. Samia Suluhu Hassan. TIA is one of the public Institutions that participated actively in this trade fair, with the theme: "INDUSTRIAL ECONOMY AND SUSTAINABLE BUSINESS"

In this exhibition, TIA has been able to successfully meet various stakeholders which are Financial Institutions, Educational Institutions, Public and Private Organizations. This exhibition has been and will continue to be a unique opportunity for institutions to advertise themselves among various stakeholders such as, parents and prospective students at different times. TIA also uses this Sabasaba exhibition in advertising itself to its stakeholders especially the in-house staff on new Postgraduate Courses. Many citizens who visited the TIA pavilion commended the Institute's efforts in providing quality education from

the level of Pre-Certificate, Diploma, Master's Degree along with consulting and research services especially for Entrepreneurs, Farmers and Workers who visited the Institute's pavilion and received financial discipline which has been an attraction in the exhibition.

TIA was visited by the Permanent Secretary, Ministry of Finance and Planning Hon. Emmanuel Tutuba, who was pleased with TIA's contribution to the development of the Industrial Economy. TIA also focuses more on providing scientific advice to farmers by pointing out the best ways to grow.



Hon. Hassan Zungu (right) Ilala MP visited the Institute's pavilion at the 2021 Sabasaba exhibition being briefed by some of the TIA representatives at the exhibition

VISIT OF THE CHIEF EXECUTIVE OFFICER OF TANZANIA INSTITUTE OF ACCOUNTANCY AT KIGOMA, SINGIDA AND MWANZA CAMPUSES

By Caroline Mulungu

KIGOMA CAMPUS

The Institute Chief Executive Officer Dr. Momole Kasambala paid an official visit to the Kigoma Campus, from 1st to 3rd July 2021. During the visit the CEO urged the Kigoma Campus Staff, especially the Campus Manager to ensure that TIA Kigoma is focused on ensuring the Staff and Students work on the goal of moving in their permanent buildings. Dr Honest Kimario who was the Campus Manager said that the preparations for the Master Plan are underway. In addition, Dr. Kasambala congratulated Dr. Kimario and all Staff for outstanding performance in Campus Management activities.



Dr. Momole Kasambala (Center) during a visit to TIA Kigoma Kamala Stadium, Kigoma Rural Council in June, 2021.

SINGIDA CAMPUS

The Institute Chief Executive Officer, Dr. Momole Kasambala visited the Singida Campus as a continuation of her visits to inspect the learning and study infrastructure and construction of the Singida Campus in terms of infrastructure which is a library and renovation of study buildings. Dr. Momole used this visit to speak with Staff and Students to resolve the challenges they face, in her speech, the CEO congratulated Dr. James Mrema for his professionalism in particular in collaborating with various stakeholders in Singida region to ensure students have the opportunity to learn various things from Financial Institutions such as the CRDB Bank, Swissport, Government Institutions such as Ports and Taneps. This enables students to learn many things about promotion of finance, procurement and supply for the development of the Nation.



Dr. Momole Kasambala (Left) listening to a librarian Mr. Beno Nkane how the Library works and its capacity to serve about 180 students by July 2021.



Scholars and Lecturers of Singida Campus when they visited the Dar es Salaam Tanzania Ports Authority July 2021.

MWANZA CAMPUS

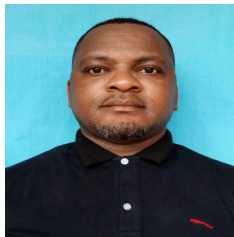
Finally, the Chief Executive Officer of the Tanzania Institute of Accountancy Dr. Momole Kasambala paid a visit to the Mwanza Campus from 4th to 6th August, 2021 accompanied by the Deputy Rector (Finance, Planning, and Administration) Dr. Hassanali Isaya and Acting Planning and Budget Manager Mr. Oyombe Simba led by their host who is the Campus Manager Dr. Honest Kimario along with other staff.

The Chief Executive Officer met with various Regional leaders from the regional level to Suburb level to get feedback on the project for the construction of a dormitory for women with special needs as the requirement to obtain funding from the World Bank through HEET (Higher Education project for Economic Transformation) amounting to 6.5 Billion Shillings. In the visit, Mwanza Regional Administrative Secretary Mr. Ngusa Samike, and Misungwi District Commissioner Hon. Veronica Kessy thanked and congratulated the Institute for such excellent participation.

Similarly, the Chief Executive Officer held a meeting with all staff on the Mwanza Campus as well as the Leadership of the Student Government (TIASO) and shared the strategies that the Institute has put in place to address the various challenges that have been emerging.



Dr. Momole Kasambala (Right) during a visit to the Mwanza Regional Administrative Secretary's Office

FOCUS ON SCHOLARLY ARTICLES**THE ROLE OF JUDICIARY IN ENFORCEMENT OF CONSTITUTIONAL HUMAN RIGHTS
IN EAST AFRICA**

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Abstract

This article intends to initiate a study into the nature of constitutions of East Africa. By East Africa the author means to the geographical region consisting of Kenya, Tanzania and Uganda. These three countries share a common language, Swahili and also English, a shared history under the same colonial power.

Great Britain, and a similar diverse society, all three are multi-ethnic, multi-religious and multicultural.

Introduction

The colonial experience left a profound mark on the hearts and minds of African peoples as well as a legal and administrative legacy in African states. Since the colonial experience African people and states have journeyed in an aim to find their own unique system of governance. In this wish to shed their colonial past, some African states have remained on the path of democracy, good governance and constitutionalism but many others have strayed wide from this path to *coup d'états*, civil wars, dictatorships and political instability. In fact, very few African states have not in some way been touched by political upheaval or internal violence.

The blame for this political and social unrest on the African continent is often placed on the constitutions

of the individual states which have not fulfilled their purpose in restricting the abuse of power and protecting the rights of citizens. This being the case, it follows that constitution-making in Africa has so far been a weak and inadequate occurrence which has failed to live up to the people's expectation of constitutionalism and rule of law. With this in mind, this article intends to initiate a study into the nature of constitutions of East Africa. By East Africa the author means to the geographical region consisting of Kenya, Tanzania and Uganda. These three countries share a common language, Swahili and also English, a shared history under the same colonial power, Great Britain, and a similar diverse society, all three are multi-ethnic, multi-religious and multicultural.

All three of these countries had "Westminster export model" independence constitutions imposed on them by the departing colonial power, Great Britain, but soon each moved from the Queen as head of state constitution with a Prime Minister and a Cabinet to the republican form of government. For these reasons, and others, the author has found it beneficial to examine the constitutions of Kenya, Tanzania and Uganda.

Role of Judiciary and Enforcement of Constitutional Human Rights

Judges play a fundamental role in the building of a society based on respect for human rights and good governance when they take the responsibility of constitutional interpretation seriously. This is especially important in African states where the weaknesses of the legal systems, legal institutions and legal personalities have already been noted previously.

The situation in Kenya, Tanzania and Uganda regarding constitutional amendments and constitutionalism has not been either a quiet or a peaceful matter. There have been a number of cases in recent years which have stirred up public emotions and public debate. In Tanzania there is the example of the cases regarding independent candidates, one among many where the basic structure of the constitution has been invoked and denied. In Uganda, there is a history of constitutional amendments being challenged in the courts causing a great deal of strain between the Executive and the Judiciary. Kenya has just enacted a new constitution in 2010 and so there have been no amendments so far but there has been a troubled history and it remains to be seen whether this constitution will resolve all the contentious issues.

Conclusion

It is hoped that this study has been an outlet for new ideas and insights into the issue of constitutional amendments which at the moment have a huge impact on the lives of the peoples here in East Africa. Arbitrary constitutional amendments have time and again violated the rights and freedom of Africa's citizens while entrenching those in power. This has illuminated the theory of constitutionalism and produce valid guidelines for the future so that citizens' funda-

mental rights are upheld and protected by the government and judiciary never forgets role of enforcing constitutional human rights.

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ANTI-PLAGIARISM DETECTION SOFTWARE: THE BENEFITS, REASONS, AND PREVENTION OF PLAGIARISM



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Abstract

The vision of the Tanzania Institute of Accountancy is to be the Institute of Excellence in the provision of Quality Business Education, Research, and Consultancy services in Africa. This ambition cannot be achieved if the Institute will not maintain the provision of standard research works among the students and staff. For the reason that the Institute has decided to introduce a preparation for writing anti-plagiarism policy followed by acquiring anti-plagiarism detection software to ensure that all research works produced in the Institute are submitted free from plagiarism. In this article the author focuses on three main areas that include the benefits of the use of anti-plagiarism detection software, reasons influencing plagiarism, and finally analyses the strategies for preventing plagiarism.

Key Words: Plagiarism, Anti-Plagiarism Detection software, Institute, and higher learning institutions.

Introduction

Plagiarism is one of the serious problems in higher learning institutions that affect the originality of academic writing badly. The term plagiarism can be defined as an act of taking or using another individual's work without acknowledging the author. This act has been influenced by many factors such as when people copy text from different

sources of information such as the internet, books, journals, dissertations, magazines, etc. without acknowledging the author with proper citation. To prevent such illegal tradition many plagiarism detection software and tools have been developed to curb the problem. This software helps to identify the similarities of the words for the published literature and other types of information online. The Tanzania Institute of Accountancy (TIA) as one of the higher learning institutions in its community may engage with an act of plagiarism either intentionally or unintentionally. In recognition of that, the Institute has introduced the process for preparing anti-plagiarism policy followed by the use of anti-plagiarism detection software.

The Benefits may arise with the use of Anti-plagiarism Detection Software:

First of all, anti-plagiarism detection software may assist (TIA) community to have the skills of **quoting other people's ideas, paraphrasing sentences, and citing the sources of information properly**. Similarly, the software could encourage the students and staff to improve **the quality of their academic writing and research skills** since they are obliged to meet a plagiarism rate accepted by the Institute. Also, the software could motivate the students and staff to be more **creative and confident** in formulating their ideas, instead of stealing others people's ideas. Not only that, the software is very useful when **providing links to the source text** that is plagiarized.

Likewise, when checking your work the software provides you with the **percentage of plagiarism** to identify the authenticity of your work and if it needs editing. Finally, **the software avoids students to plagiarise at the early stage** since they are conscious of getting caught by supervisors or lecturers for plagiarism.

Reasons Influencing Plagiarism

In an academic environment like (TIA) plagiarism may occur due to the following reasons:

The **development of technology** is one of the major reasons for stakeholders to commit an illegal act of plagiarism when everyone is free to copy the text over the internet without limitation. One may also, engage with plagiarism due to **laziness** or **poor time management**. For example, students when given an assignment will not do it until they have run out of time so the only solution remains to copy other people's work to meet a deadline. In a similar vein, many **students are just afraid to fail** hence they don't want to let down their lecturers to show they are weak since they want to get high pass marks. Thus, instead of writing their own works, they decide to copy the works of others to maintain their status. Furthermore, **pressure from family** and **supervisors** makes the students try any possible ways to achieve their goals. Plagiarism allows them to complete all their works on time. Some students plagiarise due to **lack of citing knowledge** when citing sources. For example, a student can use more than one different style to cite the source in the same work. **Lack of research skills** among the students for searching the library catalogue, search databases for journal articles, and use ref-

erence sources is also another reason for plagiarism. Likewise, **confusion between plagiarism and paraphrasing** leads to the inability to distinguish between plagiarized text and paraphrased text, and incorrectly citing sources, is often the source of unintended plagiarism. Some students lack **time management and organisational skills** to complete their works. They can become overwhelmed by the massive job and believe they have no option but to plagiarize.

Strategies for Preventing Plagiarism

The Institute and its community have to adopt the following strategies to overcome the problem:

Firstly, it is necessary to equip students and staff with the necessary knowledge about plagiarism and how to avoid it through conducting awareness programmes. Another crucial strategy is for the head of departments to insist on reading and understanding the existing anti-plagiarism policy among the students and staff. Use of anti-plagiarism detection software in checking the rate of plagiarism before you submit your work is inevitable. This will help to compare your work to a huge database of publications and websites, and highlights passages that are the same as other texts. Also, the Institute should emphasize the teaching of research methods and related rules and regulations to students and staff on what plagiarism is and what it is not. Similarly, the Institute should improve the academic writing skills especially for students, which will allow them, transform their critical thinking skills. Moreover, for students or staff, if you would like to share a piece of information from a source, you should **paraphrase** the original text (using your own words to explain a statement from a source) **or quote** (copying a text word-for-word and enclosed with quotation marks).

In addition, when quoting or paraphrasing, don't forget to **cite the source** for the in-text citation that recognises the original author by writing the date of publication and a page number. As well, when you are writing an assignment, research paper, dissertation, project paper, etc.; don't forget to **keep track of your sources** of information either from books, journal articles, websites, newspapers, etc. Lastly, each **in-text citation should appear in a** reference list with full details at the end of the work to help readers to locate the source of information easily.

Conclusion

It is recommended that the Institute should maintain academic integrity among the students and staff in their writings. Thus, in maintaining integrity, the Institute need to speed up the process for the application of anti-plagiarism policy and anti-plagiarism detection software as soon as possible. By doing so, it will help the (TIA) community to be independent in writing original works which leads to improving the quality of scholarly works produced in the Institute.

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LIBRARY AS A PARTNER FOR YOUR ACADEMIC SUCCESS

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Introduction

Libraries are continue to be the best sources of information as they foster reading and literacy which are critical factors in economic and social participation by removing barriers to education and employment. In recent time due to technological changes it has brought struggles wondering whether libraries are still important for academic excellence. Hence, it is important to look at the importance of a library how could be a partner for your academic success.

How does the library become a partner for your academic success?

The library create a habit and tradition of reading to those who tend to be more engaged with learning as a whole especially if they engage with library resources, interact with library staff, and spend time using libraries.

Libraries can engage users with learning in many ways. For example, enough independent study areas can ensure that there are sufficient resources available to users including appropriate learning spaces and satisfactory numbers of computers with wireless access areas.

Libraries allow external learning access to take place due to the existence of the virtual world where learning takes place e.g., distance and online students, and for more flexible kinds of learning.

The library's workforce can provide support to students through formal training with appropriate guidance which provides a smooth road for their

academic success. For example, some of the libraries in the higher learning institutions offer information literacy programme to all newly enrolled students for every new academic year which help them for their academic success.

Libraries through their workforce also offer the best ways to access and use quality information and resources in the library which can enhance students' studies and research skills and give enough details on how to use the latest technology equipment to boost their learning.

Similarly, some libraries offer online services such as online forums which make it easier for its users who lack the time to access the libraries physically. Through such a platform, they can ask librarian-related questions, and tips on researching, reference, and using library resources.

The library encourages curiosity, problem-solving, and innovation as they claim to have books and materials of your interesting subjects. When you are looking for a solution, or need to develop something, you are encouraged to consult your library. Library is therefore, becomes the go-to place whenever you want to be successful especially in your academic career.

Libraries especially academic one's stock high-quality reference materials for academic purposes from different parts of the world i.e. numerous books, articles, journals, and magazines, among others. One should know that their qualities cannot be ascertained. Hence, its obvious majority of libraries never stocks any material.

Without vetting which guarantees the availability of the best quality reference materials

Library gives a feeling of formal learning and such perception is important if a student is to achieve academic goals and through it led to producing literate persons as no place is more suitable than a library when you need to study.

A library is a place where scholars can use to write different works especially research reports and dissertations since as it allows them to concentrate and produce well-thought ideas which boost the quality of the paper.

Library materials are not restricted to a single subject i.e., reference materials available vary from vast sources to ensure academic goals are achieved. This allows users to explore more ideas using credible materials stocked in the library hence boost their confidence and enables them to be innovative in their learning process.

A library cannot be replaced, not even by technology. Thesis rushes to provide libraries with the opportunity to offer high-quality academic materials that will make writing easy and fast. Users will get quality writing services on different topics to boost their academic performances.

Conclusion

All in all, libraries are essential partners for all users which includes students, teachers, and researchers as they provide print and digital materials that meet diverse needs. A library is reliable and beneficial information provider which facilitates successful learning

to its users.

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THE CURRENT ROLES OF PUBLIC LIBRARY IN SUPPORTING YOUNG PEOPLE IN THE SOCIETY.



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Abstract

For the purpose of this paper, I will discuss young people with the range of age from 10-20, however, the United Nations have described young people as those ranging from 15-24. In this paper will look at the current role that a public library has to support the young people, through service in accessing information. Also, I will discuss the challenges that face public library in providing information to young people. I will then provide recommendation for a public library in supporting youth people in the society.

INTRODUCTION

A Public library has been defined by IFLA (2001) “as an organization established, supported and funded by the community, either through local, regional or national government or through some other form of community organization”. This type of library provides equal opportunity of services to all member of the society. All services are provided equally to people regardless of the race, political affiliation, religion, gender, education and disability.

Current Roles of Public library in supporting youth people in the society

Provision of literacy education by public library to

young people. The role of the public library is to make sure that young people are getting basic education which will assist them in daily life. To teach them the different way in which they can find and access information. Different studies have mentioned the literacy education service as among the services that are provided by public library. Rankin (2016, p.9) said that “literacy is acknowledged as a major global issue” and is the key learning tool. The National Library of South Africa is among the public libraries that provide this kind of service to the users. Therefore, this literacy practice should be relevant to the social and cultural experience of young people.

Provision of access to books and other library materials to young people . It is the function of the public library to provide easy access of books and other library materials to young people.

For example, the Qatar National Library is providing the access to novels, graphic novel and non-fiction books to young people to meet their information needs. It is the right for everyone to have access and use of information regardless of the age, capital or other reason. Access to information should be reliable to every person.

Offer good space for studying to these young people. To assist young people public libraries are providing space for them to read, to do their homework and to play. Different studies mention this role of public library. Rankin (2016) elaborates that “public libraries are providing access and reading of materials to all levels and they are assisting them to meet their interest”.

Free access to library materials. In making sure that young people are getting information that they need in the library, public library provides free access in using the books, choosing what kind of materials user need and also provide staff support to their users. As Rankin (2016) elaborate public libraries gives users opportunity to have free access to books and materials. For example, the Qatar National Library provides access of lending up to five books to the member of library for one month and the user will be able to renew the materials. Therefore, public libraries create this free access and use of materials to the user to assist the user to find information in low cost.

Outreach services to the community especially for young people and their parents. Among the traditional services that are offered by the public library is outreach programs. This service provides literacy education on how young people could access and use information which is provided by the public library. For example, New Yorkshire library provide “book bingo” program during the outreach service. Also, the National Library of South Africa provides Information Literacy program to both parent and youth through outreach service. This service is valuable to the community because it assists even those young people with disabilities to different service that are provided by the public library. Many studies have highlighted the importance of outreach service to the

society. Prendergast (2016, p.77) "mentioned that librarians believed that effective community outreach is an important strategy to meet the needs of family and children with disability". Therefore, it is the role of librarians to include both parents and young people when they providing outreach service to the community.

Challenges facing the public library on supporting young people.

Lack of training is the challenge to many public librarians. Majority of them lack knowledge of serving and dealing with this group of young people in the library. Many studies highlighted this problem to many public librarians. Prendergast (2016) shows that "most of the librarians interviewed said they had not taken any children and young people course in library school", but they have been providing service to this group of young people. It is very difficult to provide the needs and service to this group if the staff don't know how to serve them. Lack of youth inclusion in library planning. Most public libraries are not including young people when they are planning for the service they want to provide. It is not good to plan on behalf of this group because the need of information for this group is changing the day today. The youth themselves are the ones who know their needs and service that they need from the public library. As stated by Walter (2003) “more children and teens said that library is not cool, the library staff are not helpful or friendly and service hours are inconvenient”

This shows that the youth are not happy with service that is provided to them. Therefore, it is better if they can be included to the planning of the library service that will be provided to them so that they can express their needs. Walter (2003) mentioned again the needs of this young group to public library by saying "they want more welcoming space, more help with their homework, and better books and magazine".

Budget is the challenge which makes public libraries underperform. However, different services must be provided to these young people to meet their information needs. Service like reading program, book competition, storytelling, and outreach service will be performed well if there is enough fund to support staff to do so. Therefore, it the role of government to support these public libraries with enough fund so that they can have good service provision.

The need to include young people with disabilities. In providing service to young people in the library there is a need of including also those with disabilities because it is their right to gate information and to have easy access to information that they want. Therefore, it is librarian role to make sure that this group of young people have access to information and they have equal opportunity on sharing that kind of information and accessibility to it. It is necessary to include them or to get their views when planning for kind of service and ways on which service will be provided to them both in the library and outside the library.

Lack of the ability to communicate their information needs is another issue that face young people. Young people find difficult it to ask information about sex, HIV/AIDS and others. Some of them are shy and other have fear of expressing themselves to other people.

However, this led to difficulties on information provision to the young people.

Recommended services to be provided by the public library to support young people

Planning. There is a need for including young people in the process of planning different services that will be provided to them by the public library. Information needs for these young people should be revealed by themselves. Public libraries when they are planning for the different activities they want to do for this group they need to include the young people. For example, service like homework assistance, digital media lab and book competition is beneficial to this group. As suggested by Kelly and Joseph (2010), "the goal of planning is to create a plan for youth library services that is based on consultation with young people, research, best practice, broad trends and local community needs". Therefore, when planning for which kind of service to provide to them it is good to conduct research to know which kind of service to plan and which kind of technology to use to support the service to this young people's materials. This group of young people need information materials in a different format (print, multimedia, and online) which are relevant to the needs of young people. Therefore, it the role of public library to provide materials and services needed by young people. Walter (2003) mentioned that youth need access to technology, books and magazine, and help to their assignment. For example, Qatar National Library provide assistance to homework to the young people.

It is necessary to have good materials in the library which meet the need of young people because it will promote the use of the library to them. This could be possible if there is a good collection policy in the public library which will be the guide for purchasing library materials because it will make the librarian consider issues like relevancy and responsiveness of materials when they buy it.

Spaces. It is necessary to provide a friendly and flexible space for these young people in the library. The public library needs to create space in the library which will be for young people only. For example, Helensvale library create space for digital media lab service to young people. This will assist young people to have different practices and will allow creativeness to them. However, furniture and fitting should be accessible to this group and should consider those youth with disabilities. Helensvale library is example of the library that consider young people of disabilities by providing them with access and parking. As Kelly and Joseph (2010), said the public library should develop space within the library with the goal of "create youth-friendly, flexible, multipurpose space where young people feel welcomed and connected to their library service." The space that will be provided by the library will assist young people to be innovative and creative.

Training to staff. Public libraries should provide training to their staffs especially those who are providing information and service to young people. Experience shows that the majority of librarians who are providing information to young people in public library need training, professional development, and workshops on different issues that arise in the field. Moreover, training to library staff is necessary because it will help them to be innovative and creative.

This will assist the library staff to provide good service to young people.

Technology. This is among the biggest need for young people concerning the technological changes of today. There is a need for the public library to have a friendly policy on using games, computer, and other facilities. For example, the Qatar National Library provides access to the game facilities to the youth with limitation of one hour with supervision and they have a policy which directs the user to those facilities. This makes young people feel the need of going to the library because they can have access to current games that they need. Also, there is a need for developing web pages which will meet the need of the youth people. Kelly and Joseph (2010) mention that is "important to develop targeted youth web pages including curriculum-related content, general information and youth-specific interests and issues".

Services and programs. There is a need for the public library to look at different programs which will be relevant to young people. As said before, the need for this group is changing day to day, therefore, it is suggested that the library also should research to know the different needs of this group. For example, Helensvale library provides games and digital media lab services to young people. However, this is different to other public library especially in Africa where service like that is not provided to youth people in library. Walter (2003) suggests "after school assistance homework program" should be conducted by the public library.

Prendergast (2016) suggests the "storytelling program" as the necessary program for these young people. Rankin (2016) suggests "story creating and book reading" clubs to the young people. Primary information about their health, drugs and HIV/AIDS also is relevant and needed by this group. Thus, it is the role of a public library to collaborate with organizations which deal with young people to create different service and programs for young people.

Providing information literacy to parents and caregivers/takers. There is a need for teaching the parents and caregivers different ways of searching and accessing information so that they can assist young people in finding reliable and relevant information that they need. Walter (2003) mentions the "need for the public library to increase and enhance training in information literacy skills to all ages". Therefore, if parents and caregivers are made able on how to search information, it will be easy for them to assist young people in searching what they need.

Need to conduct Market research. To ensure good service provision to young people Public libraries need to conduct a research. Knowing the need of these young people will assist Public libraries to offer good service to the young people. The information needs of young people have been changing day to day, therefore to provide them with relevant and reliable information is better to know what kind of information and service that they need. Walter (2003) mentions that "librarians continue to offer reference service to children, in spite of lack of research underpinnings". Therefore, there is a need of researching to know exactly what kind of service and information is needed. It is the function of the public library to provide that access to information and services to the young people, whereby Public libraries are doing a great job in making sure that they

meet information needs and services for these young people, but there are challenges which hinder the good provision of information and services to young people. The challenges include issues like training, fund, and planning. Many studies suggest that there is a need for the public library to conduct market research to know which kind of service and information is needed by young people. There is also a need of including young people when planning for services to provide to them. This will assist the public libraries not only to have good services to young people but also, they will meet the information need of this group because their information needs keeps on changing.

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