

BUILDING CELL PHONE MAINTENANCE CAPACITY OF GRADUATES FOR JOB SECURITY AND RETENTION FOR PEACEFUL EXISTENCE OF NIGERIAN COMMUNITIES

Jimoh Bakare Ph.D

Department of industrial technical education
Faculty Of Vocational And Technical Education
University Of Nigeria, Nsukka

Jimoh.bakare@unn.edu.ng

DOI: 10.13140/RG.2.2.13367.34720

Abstract

The study built the cell phone maintenance capacity of graduates for job security, creation and retention for peaceful existence of Nigerian communities. The study adopted descriptive survey research design. Three research questions guided the study while the hypotheses were tested at 0.05 level of significance. The population for the study was 123 subjects. A structured questionnaire was used as instrument for data collection. Five experts validated the instrument. The internal consistency of the questionnaire items was determined by using Cronbach alpha reliability method and 0.89 reliability coefficient was obtained. The findings revealed 57 maintenance attributes, 23 affective competencies for building the cell phone maintenance capacity of graduates for job security, creation and retention for peaceful existence of Nigerian communities and 15 strategies for acquiring material resources for setting up and running cell phone enterprise in Nigerian communities. Recommendations include that all the competencies determined in this study should be used to build the capacities of Nigerian graduates for job creation, security and retention. It was also recommended that all the competencies determined should be integrated to the relevant programmes in Nigerian tertiary institutions

Keywords: building; capacity; peace; job security; retention; cell phone; job creation; peaceful existence

Introduction

Nigerian graduates are part of youths. Ninety percent of Nigerian graduates are youths who their ages range between 15 and 24 years. This age range may go up to 30 years in other developing countries. The National Youth Development Policy (2001) defined youths as people aged 18-35. The youth population according to the 2006 census is almost a hundred million. This means that they constitute more than two thirds of the country's population of 140 million. They are very vulnerable to all manners of crimes. These graduates are young,

energetic and have flexible minds and tendency to commit different degrees of criminalities and therefore make the Nigerian communities unsafe for living. Many youths are at their liberty to embark on social vices most especially when they are not involved in a meaningful activity like cell phone maintenance. Cell phone is an electronic gadget capable of calling out and receiving calls and short messages. Bakare (2014) defined cell phone as a portable telephone that uses wireless cellular technology to send and receive phone signals. Donner and Steenson (2008) explained that a cell phone makes use of different mobile communication methods, such as short message service (SMS), Wireless Application Protocol (WAP), Wireless Local Area Network (WLAN), WIFI, GPRS, Bluetooth, Infrared, Infra red Data Association (IrDA) and I-Phone. Cell phones have a number of features in common, but manufacturers also try to differentiate their own products by implementing additional functions to make them more attractive to consumers. Modern phones such as smart, android and hi phones for example perform more functions than ordinary or low end phone, but they are all prone to different kinds of faults. According to Boniface (2011), cell phones and their components are prone to faults like hardware faults, software faults and setting faults in which maintenance skills could be used to rectify them. Maintenance of these cell phones could serve as sources of income and likelihood for graduates; and communities where they reside will be peaceful and free from all kinds of vices if they are involved in the maintenance of cell phones.

Graduates and youths are the backbone of the development of the country. Indeed if Nigeria is to be sustained as a viable entity, there must be a very good plan to tap the energy and resourcefulness of the graduate or youth population to fast track economic development; according to Ogbuanya & Bakare (2014) energy of youths can be tapped through cell phone maintenance. Before their potential can be tapped or directed to cell phone maintenance, there capacities must be built and for effective building of their capacities in cell phone maintenance, some maintenance attributes, affective competencies and strategies for acquiring material resources for setting up and running a cell phone enterprise must be determined.

Maintenance is a step taken to revive a dying object or facility. Maintenance according to Olaitan in Ihediwah (2007), is a set of measure or steps taken to ensure that a given piece of equipment or infrastructure is kept in good operational order until it attain its maximum possible life span. Maintenance

therefore is the activity carried out to restore back malfunctioned or faulty mobile phones. Someone must possess some attributes before embarking on cell phone maintenance to avoid further damages and injuries. These attributes may include sound competencies, attitudes and good affective attitudes. According to Olaitan and Ali (1997), competence is the successful performance of a task through the use of knowledge, skills, attitudes and judgement. In reference to this study, maintenance attributes are the knowledge, skills and attitudes required by graduates for maintenance of different forms of cell phones in order to earn living and live peacefully in their communities. Having adequate maintenance attributes will effectively help in maintaining all kinds of modern phones to satisfaction.

Possession of affective competencies or behaviours can help someone grow or expand cell phone maintenance enterprise quickly. Affective behaviour is a response that is primarily aimed at producing a desired result such as attempting to understand the needs of another party and attempting to satisfy those needs (Dowhan, 2013; Szwacka-Mokrzycka, 2015). Affective behaviours according to Snyder (2003) therefore include desirable human actions that involve selection and retention of workforce ethics and customer analytic. These behaviours if properly acquired and applied can also guarantee job or business security and retention of graduates in cell phone maintenance. Unemployed graduates have no means of survival except by depending on their parents. This indicates that they need to be employed to reduce poverty and their involvement in social vices and to improve peaceful environment. Building their capacities in cell phone maintenance could provide them good employment opportunity. After the capacities of graduates have been built with determined attributes and affective behaviours, there is still need to devise strategies for acquiring material resources for setting up and running a cell phone enterprise. Strategy is a plan for achieving a purpose. Strategy is a general plan to achieve one or more long-term or overall goals under conditions of uncertainty (Simeone, 2020). In this study, running a cell phone enterprise required both human and material resources. Material resources such as soldering iron, work station, good locations, laptops, hand tools, some parts of cell phones are required by graduates for setting up cell phone maintenance enterprise.

There is a big market for people involving themselves in cell phone maintenance; millions of Nigerians use cell phones for many reasons and they are found relevant in all aspects of human endeavours including criminality. If capacities of

Nigerian graduates are built in cell phones maintenance, there will be job security; the market and job retention is also sure. There will be no time when cell phones will not need the attention of efficient technicians for maintenance because they are electronics that wear and tear. Cell phones help in selling and buying of goods and services with ease but has created some management problems to the users in the areas of maintenance, repair and servicing (James, 2011). Most of the users could not easily locate efficient technicians who can repair and service faulty cell phones thereby making users whose cell phones are bad to abandon them for the purchase of new ones; if the faults could be repaired or cell phones could be maintained, it will reduce continuous spending of money and electronic wastage which can cause health problems such as cancer to people especially where they are disposed carelessly (Bakare, 2014). Job security and retention is sure for graduates in cell phone maintenance. This in turn will bring about peaceful environment and communities. The purpose of the study was to build the cell phone maintenance capacity of graduates for job security, creation and retention for peaceful existence of Nigerian communities. Specifically the study determined the:

1. maintenance attributes for building cell phone maintenance capacity of graduates for job security, creation and retention for peaceful existence of Nigerian communities
2. affective competencies for building cell phone maintenance capacity of graduates for job security, creation and retention for peaceful existence of Nigerian communities
3. strategies for acquiring material resources for setting up and running a cell phone enterprise in Nigerian communities.

Research questions

The following research questions guided the study:

1. What are the maintenance attributes for building cell phone maintenance capacity of graduates for job security, creation and retention for peaceful existence of Nigerian communities?
2. What are the affective competencies for building cell phone maintenance capacity of graduates for job security, creation and retention for peaceful existence of Nigerian communities?
3. What are the strategies for acquiring material resources for setting up and running cell phone enterprise in Nigerian communities?

Hypotheses

The following null hypotheses were tested at 0.05 level of significance:

1. There is no significant difference in the mean responses of respondents on the maintenance attributes for building cell phone maintenance capacity of graduates for job security, creation and retention for peaceful existence of Nigerian communities
2. There is no significant difference in the mean responses of respondents on the affective competencies for building cell phone maintenance capacity of graduates for job security, creation and retention for peaceful existence of Nigerian communities
3. There is no significant difference in the mean responses of respondents on the strategies for acquiring material resources for setting up and running cell phone enterprise in Nigerian communities

Method

Descriptive research design according to Martyn (2008), is a scientific method which involves observing and describing the behavior of a subject without influencing it in any way. In other hand, Olaitan, Asogwa, and Abu (2013) described a function of industry as a model that provides the limitations that help to provide shortfall of a programme in meeting the requirement of the same programme through emergency of new technology into the industry. Both descriptive research design and function of industry were therefore suitable for this study since they tend to obtain data and skills for effective maintenance of cell phones from electrical and electronic experts and mobile phone technicians. The study was conducted in Enugu State of Nigeria. The population for the study was all the 18 lecturers of electrical/electronic technology in two government established universities and 56 mobile phone technicians purposively and conveniently selected using purposive sampling and convenience sampling techniques.

A structured questionnaire made up of 95 items was developed for collecting data in accordance with the three research questions and hypotheses. The instrument was in three sections A-C. A was centered on maintenance attributes for cell phone maintenance capacity of graduates for job security, creation and retention for peaceful existence of Nigerian communities. B was for collecting data on affective competencies for cell phone maintenance capacity of graduates for job security, creation and retention for peaceful existence of Nigerian

communities. C was for collecting data on strategies for acquiring material resources for setting up and running cell phone enterprise in Nigerian communities. Each questionnaire item was assigned a four point response scale of strongly required, required, slightly required and not required with values of 4, 3, 2 and 1. Two Lecturers in the Department of industrial technical education and one Lecturer in the Department of Electronics Engineering all in the University of Nigeria, Nsukka validated the instrument for the study. Cronbach alpha method was used to determine the internal consistency of the questionnaire items; an overall coefficient of value of 0.86 was obtained. The 74 copies of the questionnaire were administered on respondents with the help of three research assistants and only sixty nine copies of the questionnaire were retrieved representing 93.24 percent return.

The data collected from the study were analyzed using factor analysis and mean for answering the research questions while t-test was used for testing the null hypotheses at probability level of 0.05 and 60 degree of freedom. On answering the research questions one and two, an item with a factor loading of 0.5 or above was regarded as agreed while any item with the factor loading below 0.50 was regarded as not agreed. In order to answer research question three, any item with mean value of 3.50 or above was regarded as agreed while item with mean value below 3.50 was regarded as disagreed.

Results

The results for the study in Tables 1-3 were obtained from the research questions answered through data collected and analyzed.

Table 1: Summary of factor loading at 0.50 and t-test on maintenance attributes for building cell phone maintenance capacity of graduates for job security, creation and retention for peaceful existence of Nigerian communities

S/N	Maintenance attributes	Factor loading at 0.50	P-values	Remark, Ho
A	Ability/quality to:			
1	Read meaning to symptoms to major and minor faults	0.76	0.08	<i>Required, NS</i>
2	Relate each symptoms to faults in the cell phone	0.65	0.09	<i>Required, NS</i>
3	Make safety materials to protect	0.67	0.12	<i>Required, NS</i>

one's self and cell phones under maintenance

B Troubleshooting faulty cell phones by:

4	Take down the history of the faults from the cell phone user	0.65	0.18	Required, NS
5	Identifying the facilities for trouble shooting faulty cell phone	0.67	0.51	Required, NS
6	Testing the faulty cell phone in the present of the owner	0.65	0.34	Required, NS
7	Recognizing the symptoms of all the possible faults	0.58	0.09	Required, NS
8	Listing all the possible causes of the problems	0.66	0.62	Required, NS
9	Checking the list of possible causes against the list of the symptoms	0.61	0.50	Required, NS
10	Ranking the remaining causes in order of likelihood	0.64	0.61	Required, NS
11	Revealing the result of the trouble shooting to the owner of the cell phone	0.66	0.21	Required, NS
12	Using tested okay unit to replace bad unit of the same capacity if fault is obvious	0.68	0.09	Required, NS
13	Testing the unit or component one by one using appropriate tools or equipment	0.54	0.41	Required, NS
14	Recording down the outcome of the trouble shooting	0.68	0.22	Required, NS
15	Tackling the likeliest causes in the order of the complexity, cost and /or time required to check them	0.56	0.21	Required, NS

C Repairing cell phones by:

16	Dismantling the cell phones	0.58	0.11	Required, NS
17	Separating the key pad from the mechanism	0.54	0.46	Required, NS

18	Identifying faulty area or components in a cell phone	0.51	0.27	<i>Required, NS</i>
19	Testing the components with appropriate testing instruments	0.88	0.12	<i>Required, NS</i>
20	Removing the component(s) from the mother board using appropriate tools	0.79	0.08	<i>Required, NS</i>
21	Verifying the condition of the components before fixing it back to the mother board	0.75	0.18	<i>Required, NS</i>
22	Fixing back the components into mother board correctly	0.62	0.21	<i>Required, NS</i>
23	Applying soldering iron for only 3 seconds if needed	0.71	0.34	<i>Required, NS</i>
24	Applying sufficient flux to point(s) being soldered	0.86	0.11	<i>Required, NS</i>
25	Fixing the electronic panel correctly into the main body	0.91	0.21	<i>Required, NS</i>
26	Screwing the panel gently without breaking	0.89	0.34	<i>Required, NS</i>
27	Inserting the SIM card to rest on it sit	0.92	0.23	<i>Required, NS</i>
28	Coupling back the phone	0.91	0.16	<i>Required, NS</i>
	D Configuring the phone by:		0.19	
29	Select appropriate menu	0.90	0.28	<i>Required, NS</i>
30	Generate settings and select configure setting	0.89	0.38	<i>Required, NS</i>
31	Identify personal configuration and select add new in web	0.86	0.11	<i>Required, NS</i>
32	Select home page and rewrite username and password two times	0.79	0.21	<i>Required, NS</i>
	Select back up and choose options			
33	Activate as web and browsing to show bookmark	0.88	0.12	<i>Required, NS</i>
	E Flashing cell phone by:			
34	Connecting the laptop to the internet	0.86	0.16	<i>Required, NS</i>

35	Keying in the website of the service provider and download correct software from the website of the service provider	0.91	0.19	Required, NS
36	Unzipping the downloaded flashing software and register with the CDMA or GSM carrier in the cell phone	0.89	0.21	Required, NS
37	Connecting cell phone to the computer with the help of appropriate USB cable	0.92	0.23	Required, NS
38	Installing the downloaded software in your phone and complete the installation within 15-20 minutes	0.80	0.27	Required, NS
F	Unlocking cell phone by:			
39	Identifying materials for unlocking cell phones and Contact service provider for unlocking code	0.78	0.09	Required, NS
40	Browsing and download correct software for unlocking	0.79	0.19	Required, NS
41	Generate unlock codes correctly and Find the serial number of the cell phone	0.88	0.13	Required, NS
42	Generating *#06# into cell phone and use the downloaded software to enter into the Manufacturer website and slide the card out	0.87	0.26	Required, NS
43	Entering only one code to unlock the phone	0.77	0.21	Required, NS
44	Entering code 7 (Multi lock) if the phone is not unlocked by typing the first code (MCC+MNC)	0.77	0.55	Required, NS
45	Using computer to identify the secret code in case of any difficulties in unlocking	0.87	0.27	Required, NS
G	Servicing malfunctioned cell			

<i>phones</i>				
46	Carry out minor repair on a cell phone with ringing and vibration problems	0.87	0.18	<i>Required, NS</i>
47	Service cell phone with ear and mouth piece problems	0.84	0.26	<i>Required, NS</i>
48	Heat the cell phones with vibration problem	0.85	0.12	<i>Required, NS</i>
49	Make minor repair to a cell phone with charging problem		0.27	<i>Required, NS</i>
50	Heat service dead cell phone	0.89	0.11	<i>Required, NS</i>
51	Dry clean a cell phone with screen and keypad problems	0.89	0.26	<i>Required, NS</i>
52	Clean the ports of a cell phone with SIM card and SIM card port problems	0.80	0.20	<i>Required, NS</i>
53	Service a cell phone hanging during snapping/video recording	0.85	0.37	<i>Required, NS</i>
54	Adjust cell phone restarting when memory card is inserted	0.78	0.13	<i>Required, NS</i>
55	Service cell phone with network, hand free mode and charging problems	0.79	0.18	<i>Required, NS</i>
56	Service cell phone hanging due to overloading of application software	0.88	0.10	<i>Required, NS</i>
57	Dry clean wet cell phone with appropriate materials	0.87	0.12	<i>Required, NS</i>

Data in Table 1 reveal that 57 maintenance attributes had their factor loadings ranged from 0.51 to 0.96 and were above the factor loading of 0.50 at 10% overlapping variance with three components. This indicated that all the 57 were required for building for building cell phone maintenance capacity of graduates for job security, creation and retention for peaceful existence of Nigerian communities. This finding agreed with Giachino and Gallington (1977) that if content has no components of non – loading items, it is assumed that the factorial validity of the content is high. The Table 1 also indicates that each item had its p-value above 0.05. This showed that there was no significant difference in the

mean responses of the lecturers and mobile phone technicians on the maintenance attributes for cell phone maintenance capacity of graduates for job security, creation and retention for peaceful existence of Nigerian communities. Therefore, the hypothesis of no significant difference was upheld for the 57 items.

Table 2: Summary of factor loading at 0.50 and t-test affective competencies for cell phone maintenance capacity of graduates for job security, creation and retention for peaceful existence of Nigerian communities

S/N	Affective competencies	Factor loading at 0.50	p-values	Remark; Ho
1	Give customers warming welcome greetings as they enter the workshop	0.70	0.58	<i>Required, NS</i>
2	Let the welcoming greetings be genuine and polite	0.62	0.68	<i>Required, NS</i>
3	Move in with opening questions such ashow are you today Madam?, hope your trip was not stressful?	0.79	0.51	<i>Required, NS</i>
4	Offer decent seats to customers to sit comfortably	0.82	0.34	<i>Required, NS</i>
5	Ask customers to explain their experiences with the faulty cell phones	0.75	0.09	<i>Required, NS</i>
6	Listen attentively to customers without interruption	0.81	0.62	<i>Required, NS</i>
7	Use polite languages when interacting with customers (e.g. please, thank you etc)	0.72	0.10	<i>Required, NS</i>
8	Observe and open the faulty cell phones in the presence of the customers	0.61	0.61	<i>Required, NS</i>
9	Ask and write down the history of the faulty phone correctly	0.69	0.21	<i>Required, NS</i>
10	Communicate exactly the fault of the phones to the customers without adding faults that do not	0.60	0.09	<i>Required, NS</i>

	exist			
11	List the cost items clearly and explain the function of each item	0.67	0.41	<i>Required, NS</i>
12	Give the customer the total cost of maintaining phone and allow negotiation	0.73	0.22	<i>Required, NS</i>
13	Give room for a win-win negotiation	0.79	0.21	<i>Required, NS</i>
14	If the fault cannot be fixed immediately, tell the customer when he/she can pick up the phone	0.71	0.10	<i>Required, NS</i>
15	In case if the enterprise lacks capacity to fix the fault, tell the customer and directed him/her to a more competent technician	0.67	0.12	<i>Required, NS</i>
16	Response politely to customers even when they ask provoking questions	0.78	0.46	<i>Required, NS</i>
17	Follow through on promise with regards to delivery time	0.69	0.41	<i>Required, NS</i>
18	Give customers tips for maintaining their phones to avoid reoccurrence of the fault	0.68	0.82	<i>Required, NS</i>
19	Explain the need to maintain the phones	0.66	0.12	<i>Required, NS</i>
20	Issue all necessary receipts	0.79	0.08	<i>Required, NS</i>
21	Request customers contact details to follow up with the cell phone performance	0.75	0.78	<i>Required, NS</i>
22	Escort customers to the door, if situation permits	0.62	0.21	<i>Required, NS</i>
23	Thanks customers for their patronage	0.71	0.34	<i>Required, NS</i>

Data in Table 2 reveal that 23 affective competencies had their factor loadings ranged from 0.60 to 0.82 and were above the factor loading of 0.50 at 10% overlapping variance with three components. This indicated that all the 23 affective competencies were required for building for building cell phone maintenance capacity of graduates for job security, creation and retention for peaceful

existence of Nigerian communities. This finding agreed with Giachino and Gallington (1977) that if content has no components of non – loading items, it is assumed that the factorial validity of the content is high. Table 2 also indicates that each item had its p-value above 0.05. This showed that there was no significant difference in the mean responses of the lecturers and mobile phone technicians on the affective competencies for building cell phone maintenance capacity of graduates for job security, creation and retention for peaceful existence of Nigerian communities. Therefore, the hypothesis of no significant difference was upheld for the 23 items.

Table 3: Mean Responses and t-test of Lecturers and Mobile Phone Technicians on the strategies for acquiring material resources for setting up and running cell phone enterprise in Nigerian communities

S/N	Strategies	Mean	S.D	P- values	Remark; Ho
1	Approach philanthropists for material and financial helps to set up cell phone repair shops	3.59	0.77	0.08	<i>Required, NS</i>
2	Borrow (soft loans) from finance house using certificate as collateral	3.68	0.87	0.68	<i>Required, NS</i>
3	Ask relations (parents, uncle, sisters, aunty, etc) to help in term of providing resource materials for establishing cell phone maintenance	3.75	0.71	0.51	<i>Required, NS</i>
4	Make use of personal save to buy basic cell phone maintenance tools and materials	3.60	0.89	0.34	<i>Required, NS</i>
5	Approach cooperative society for soft loans	3.58	0.75	0.09	<i>Required, NS</i>
6	Ask good friends to borrow for you using his profile	3.60	0.84	0.62	<i>Required, NS</i>
7	Sell some of belongings to purchase basic materials for setting up cell phone	3.72	0.75	0.50	<i>Required, NS</i>

	maintenance				
8	Prepare business plan to approach local government authority and politicians for financial help	3.58	0.82	0.61	<i>Required, NS</i>
9	Embark on improvisation of some materials in order to start up cell phone maintenance	3.59	0.89	0.21	<i>Required, NS</i>
10	Embark of local sale of products to raise money for cell phone maintenance	3.72	0.68	0.09	<i>Required, NS</i>
11	Download some relevant cell phone maintenance materials from the internet	3.63	0.67	0.41	<i>Required, NS</i>
12	Borrow some basic cell phone maintenance hand tools and material from a good and already established cell phone technician	3.73	0.73	0.22	<i>Required, NS</i>
13	Enrol as an apprentice under a master for a shortest time to acquire basic resource materials	3.79	0.89	0.21	<i>Required, NS</i>
14	Do some labour works to raise money to purchase basic maintenance tools and equipment	3.68	0.71	0.10	<i>Required, NS</i>
15		3.81	0.67	0.11	<i>Required, NS</i>

Data in Table 3 reveal that all the 15 items on the strategies for acquiring material resources had their mean values ranged from 3.58 to 3.81 which are above the cut-off point of 3.50 indicating that all the 15 strategies were required for acquiring material resources for setting up and running cell phone enterprise in Nigerian communities. Table 2 also indicates that each item had its p-value above 0.05. This showed that there was no significant difference in the mean responses of the lecturers and mobile phone technicians on the 15 strategies were required for acquiring material resources for setting up and running cell phone enterprise in Nigerian communities. Therefore, the hypothesis of no significant difference was upheld for the 15 items.

Discussion of Result

The findings of the study reveal 57 maintenance attributes, 23 affective competencies for building the cell phone maintenance capacity of graduates for job security, creation and retention for peaceful existence of Nigerian communities and 15 strategies for acquiring material resources for setting up and running cell phone enterprise in Nigerian communities. Good personal attributes and competencies pave way for business men and women in their various businesses or enterprises. Cell phone maintenance and sale is one of the lucrative businesses young people like graduates can venture into in order to make a living. Involvement of unemployed graduates in cell phone maintenance enterprise could guarantee or assure job security and retention for peaceful existence of Nigerian communities. That is involvement of youths in a meaningful business like cell phone maintenance enterprise will deprive them of unauthorised gang or society to distrust the peaceful existence of Nigerian environments.

The findings of the study on affective competencies for building the cell phone maintenance capacity of graduates for job security, creation and retention for peaceful existence of Nigerian communities also agreed with the findings of Ogbuanya, Bakare and Adelaja (2011) in a study carried out on mechatronics skills required for integration into electrical/electronic engineering technology programme in polytechnics for sustainable employment of graduates in contemporary Nigeria, where it was found out that all the mechatronic skills identified were needed by graduates of electrical and electronics technology for sustainable employment in contemporary Nigeria. The findings of this study on affective competencies were in agreement with the findings of Bakare and Kanu (2018) that phone sellers or repairers with affective behaviours should be able take time to explain to customers about phones and their features, give customers tips for maintaining their phones to avoid reoccurrence of the fault, and request customers contact details to follow up with the cell phone performance. Some of the affective practices that a repairer can use to win the minds of their customers include avoidance of selling fake cell phones or component parts to customers as original and avoidance of selling refurbished cell phones or parts to customers as new. Affective behaviour is a response that is primarily aimed at producing a desired result such as attempting to understand the needs of another party and attempting to satisfy those needs

(Dowhan, 2013; Szwacka-Mokrzycka, 2015). Affective behaviours include desirable human actions that involve selection and retention of workforce ethics and customer analytic (Snyder, 2003). However, many of the technicians, due to limited training on the affective component of their business, do not understand the value of healthy customer relationships and therefore, are unable to sustain long-term profitable customer relationships. Consequently, many businesses experience difficulties and, in some cases, failure. Preliminary survey of customers revealed that the technicians sometimes use abusive words on customers, pilfer customers' phones, and are dishonest especially with respect to their ability to fix a fault (Campbell & Choudhury, 2012). In order to make cell phone maintenance enterprise simple and rewarding for graduates their affective competencies must be effectively built. The findings of the authors in their various studies helped validate the findings of this study on low end mobile phone maintenance competencies required for youth empowerment at skill acquisition centres in Enugu State.

Conclusion

Youths who are described as graduates in this study take almost 80% of Nigerian population and most of them are jobless after graduation from schools and colleges. Observation and literature show that most of the criminalities such as theft, armed robbery, rape, banditry, cyber crime, and other social vices are committed by young people in which graduates are part of. Based on these observations the researcher felt that building the maintenance capacity of graduates will go a long way in solving the identified societal problems spreading like a wild fire in Nigerian society. Three research questions were developed and answered, the study therefore determined maintenance attributes, affective competencies could be used for building the cell phone maintenance capacity of graduates for job security, creation and retention for peaceful existence of Nigerian communities and strategies for acquiring material resources for setting up and running cell phone enterprise in Nigerian communities.

Low end mobile phone is an electronic device used for communication and it is useful in almost every activity of human beings. Majority of Nigerian population; both rich and poor possesses low end phones and its maintenance is seen as recent and lucrative trade where the potentials of youths can be tapped for employment and economic development. This study was now conducted because the researchers felt that there is need to expand the scope of training

given to the youths at various skills acquisition centres. Low end mobile phone maintenance competencies for repairing and servicing of all kinds of mobile phones were therefore determined to train youths at various skill acquisition centers.

Recommendations

The following recommendations were made:

1. All the maintenance attributes and affective competencies determined in this study should be used to build the capacities of Nigerian graduates for job creation, security and retention
2. Qualified and competent trainers should be employed for using the identified competencies to empower graduates at various skills acquisition centres

References

- Bakare J. & Kanu, C. C. (2018). Affective behaviors required by technicians for success in cell phone maintenance enterprises in Lagos State, Nigeria. *Vocational and technical education journal*, 1(1), 1-9
- Bakare, J. (2014). Development and validation of cell phone maintenance training modules for national diploma students. *An Unpublished Ph.D Project Submitted to the Department of Vocational Teacher Education, University of Nigeria, Nsukka.*
- Boniface, D. M. (2011). *Hands on with iOS 4.3"*. Retrieved from http://www.macworld.com/article/158483/2011/03/firstlook_43.html.
- Campbell, A. & Choudhury, T. (2012). Smart phones: From smart phone to cognitive phones. *Pervasive computing*, pp.7-11
- Donner, J. & Steenson, M. W. (2008). *Beyond the Personal and Private: Modes of Mobile Phone Sharing in Urban India. In The Reconstruction of Space and Time: Mobile Communication Practices.* Piscatawy, NJ: Transaction Publishers.
- Dowhan, D. (2013). Hitting Your Target. *Marketing Insights*, 35(2), 32-38. Retrieved from <http://web.b.ebscohost.com/ehost/pdfviewer/pdfviewer?sid=f98b06cd-8924-4f6d-89f8-245bde9615f8%40sessionmgr198&vid=2&hid=124>

- Giachino, J.W. & Gallington, R.C. (1977). *Course construction in industrial arts, vocational and technical education*. Chicago: America technical society
- Ihediwah, O. E. (2007). Measures for Effective Maintenance of Introductory Technology Equipment in Junior Secondary Schools in Abia State. *An Unpublished M.Ed Project Submitted to the Department of Vocational Teacher Education, University of Nigeria, Nsukka*
- James, L. W. (2011). CNET. *Nearly 1 in 5 smartphone owners use check-in services*. Retrieved May 13, 2011.
- Martyn, S. (2008). *Descriptive Research Design*. Retrieved Jun 24, 2020 from Explorable.com: <https://explorable.com/descriptive-research-design>
- National youths development policy (2001). *Youth policy and resources related to rural youths programmes*. Rome: FAO.
- Ogbuanya, T. C. & Bakare, J. (2015). Dynamic Pedagogy for Effective Training of Youths in Cell Phone Maintenance. *International Journal of Education and Practice*, 6 (17), 71-78
- Ogbuanya, T.C. Bakare, J.A. & Adelaja, S.R. (2010). Mechatronics skills required for integration into electrical/electronic engineering technology programme in polytechnics for sustainable employment of graduates in contemporary Nigeria. A *conference Paper* presented at the Annual Conference of Nigerian Vocational Association (NVA), University of Nigeria, Nsukka on 28th – 30th July, 2010.
- Olaitan, S. O., Asogwa, V. C. & Abu, M. (2013). Technology competencies required by secondary school graduates in maintenance, servicing and repairing of electronic machines for agribusiness occupations to minimize wastage. *Journal of Development and Agricultural Economics* 5, (1), 1-6.
- Olaitan, S.O. and Ali, A. (1997). *The making of curriculum (Theory, process, product and evaluation)*. Onitsha: Cape Publishers Int. Ltd.
- Simeone, L. (2020). "Characterizing Strategic Design Processes in Relation to Definitions of Strategy from Military, Business and Management Studies". *The Design Journal*. pp. 515–534.

Snyder, N. (2003). *Affective behaviours and businesses*.
http://www.consumerpsychologist.com/intro_Consumer_Behavior.html, on March 13, 2017

Szwacka-Mokrzycka, J. (2015). Trends in Consumer Behaviour Changes. Overview of Concepts. *Acta Scientiarum Polonorum. Oeconomia*, 14(3), 149-156. Retrieved from
<http://web.b.ebscohost.com/ViewFullText/pdfviewer?sid=l6d233el-3cfe-4427-a05-l-0f7bdfb28f0e%40sessionmgrl12&vid=l&hid=129>