

PERCEIVED TROUBLESHOOTING SKILLS POSSESSED BY CELL PHONE REPAIRERS FOR EFFECTIVE JOB PERFORMANCE IN NORTH EAST GEO-POLITICAL ZONE, NIGERIA

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ABSTRACT

The study was conducted to assess the self perceived troubleshooting skills possessed by cell phone repairers for effective job performance in North East Geo political Zone of Nigeria. Specifically, the study determined: the ability of cell phone repairers to identify appropriate cell phone parts, ability of cell phone repairers to use test instruments to identify defective cell phones components and the ability of cell phone repairers to define problem area of the malfunctioning cell phone for effective job performance. Three research questions guided the study. Opinion survey research design was adopted to carry out the study. The population of the study was four hundred and thirty three (433) cell phone repairers in North East Geo political Zone of Nigeria. A 47-item structured questionnaire developed with Likert modified 5-point rating scale was validated by specialists from Technology Education Department and Sonny Ericsson Centre, Modibbo Adama University of Technology, Yola. The instrument was tried out on 45 registered cell phone repairers who did not participate in the study and data collected from the trial test were used in computing the reliability of the instrument using Cronbach alpha (α) formula. The reliability index of the instrument was 0.88. Mean and standard deviation were computed for each of the items in the questionnaire which were used to answer the three research questions formulated to guide the study. The findings of the study include, among others that the extent to which cell phone repairers are able to identify appropriate cell phone parts are moderate. Based on the findings it was recommended, among others that cell phone repairers need training to improve on identification of cell phone parts.

Keywords: Troubleshooting Skills, Cell Phone Repairers, Job Performance.