

## Enhancing Information Management for Strengthened Security and Welfare in Borno State's IDP Camps

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### Abstract

*This study examines the effectiveness of information management practices on security and welfare outcomes in IDP camps, focusing on roles within camp leadership, community networks, and external organizations. The population of study were forty-three camp managers from three IDP camps from Borno north, Borno south and Borno Central representing the three Senatorial Zones in Borno State. Total enumeration was used; the entire population was considered as such no sampling technique. Using a structured regression model, key roles such as the Chairman, Heads of Families, Community Leaders, NGOs, and SEMA were analyzed for their impact on information flow and welfare effectiveness. Results reveal that the Chairman's role is the most influential, with a coefficient of 0.48 ( $p < 0.001$ ), underscoring the importance of strong leadership. Heads of Families and Community Leaders also play significant roles, with coefficients of 0.45 and 0.32, emphasizing the value of family and community networks for communication. External support from NGOs and SEMA has positive impacts as well, with coefficients of 0.28 and 0.24, highlighting the importance of multi-agency collaboration. The model's high explanatory power ( $R\text{-squared} = 97.23\%$ ) confirms that these roles collectively drive camp effectiveness, indicating that structured, coordinated efforts are crucial for security and welfare. Based on these findings, the study recommends targeted leadership training, stronger partnerships with NGOs and government bodies to streamline resources and crisis response, and enhanced community engagement to optimize information management. These recommendations provide policymakers and camp administrators with actionable strategies to improve IDP camp security and welfare.*

**Keywords:** Information Management; IDP Camps; Security and Welfare; Leadership Roles; Multi-Agency Collaboration

### Introduction

The humanitarian crisis in northeastern Nigeria has intensified due to prolonged conflicts involving the Nigerian government and insurgent groups, resulting in widespread displacement and extreme challenges for internally displaced persons (IDPs). With approximately 1.6 million IDPs in Borno State alone out of an estimated 2.2 million displaced across the northeastern region, the need for effective support mechanisms in IDP camps is urgent (UNHCR, 2022). The displaced

individuals in Borno face numerous adversities, including significant security threats and limited access to welfare services such as healthcare, shelter, education, and food. These critical needs underscore the necessity of a structured approach to information management within IDP camps, as the complex and rapidly evolving requirements of this population demand timely and accurate data. Despite the presence of numerous humanitarian organizations and government agencies operating within these camps, their interventions are frequently limited by fragmented and inefficient information-sharing practices (Obaji, 2018; Bilak, 2019).

The following are the variables of this study information management, which refers to various ways information is being generated, processed, organized, disseminated, preserved, secured and accessed in Internally Displaced Persons Camps in Borno State, Nigeria by the camp officials. Another variable is Security which is a situation in which peace and harmony is provided to the IDPs in their camps in Borno State. Welfare is another variable, this comprises the supports of different kinds provided to the IDPs to alleviate their sufferings. Internally Displaced Persons is another variable, these are people who unwillingly left their homes because of conflict caused by insurgency to another environment within Borno State in North Eastern Nigeria while the IDP Camps refers to the settlement where the IDPs in Borno State, Nigeria is temporarily accommodated. Leadership role here refers to a person or organization who plays the most significant role in the management of information for security and welfare of IDPs in IDP camps in Borno State, Nigeria. Multi – Agency collaboration here means the coming together of all the camp stakeholders namely the SEMA, NEMA, IDP Officials, IDP camp officials, NGOs, Humanitarian Agencies for the purpose of ensuring security and welfare of IDPs in IDP camps in Borno State Nigeria. These terms are defined operationally within the context of this study.

Information management is central in the process of provision of security and welfare to the IDPs. Vadackova (1996) says information management is a set of proven approaches, methods, experiences and recommendations used by executives (managers) to cope with specific activities that would help them to achieve the goals of their organization. These specific activities are sequential managerial functions of planning, organizing, staffing, leading and controlling which constitute the core of managerial activities. These activities take place in process of provision of security and welfare to IDPs. In each of the activities information is necessary. Vadackova and Rosicky (1997) said information is data endowed with relevance and purpose while Drucker (1990) says that to convert data into information required knowledge. It is only when data is converted into information that it can become useful in management sciences.

Since the 1960s the leading ideas of Information Management as a field of study continues to expand as the field gets more complex. Drucker (1990) observed that the development in the field of information management (IM) can be traced in three stages; the first stage was in 1966 when eminent Information Scientist R. S. Taylor and his colleagues started to use the term “Information Management”. Management of internally displaced persons cannot be carried out without data and information keeping. Therefore, information management, IM is necessary for the effective management of IDPs including security and welfare where this study tries to find out who played the major role.

Effective information management is essential in addressing security and welfare needs within IDP camps, enabling better decision-making, resource allocation, and overall protection of IDPs. However, current practices face substantial obstacles in coordination, timeliness, and accessibility, leading to service gaps, resource misallocation, and increased security risks (Usigbe, 2020). Consequently, this study aims to explore how optimized information management could enhance security and welfare outcomes for IDPs. Information on security threats, resource availability, and the specific needs of camp residents is often not disseminated effectively, exacerbating the vulnerability of these populations. Addressing these issues requires an improved information management framework that can reliably support service delivery, better protect residents, and address welfare needs more comprehensively (Deltor, 2022; Robertson, 2005).

This study is guided by the primary question: How can information management practices be optimized to improve both the security and welfare of IDPs within Borno State's camps? The objective is to analyze existing information management systems, identify key areas for enhancement, and propose strategies to bridge existing gaps. By concentrating on a single objective related to enhancing information management, the study seeks to provide a detailed assessment of how improved practices in data handling and coordination could make a measurable impact on camp conditions (Crawford & Hutchinson, 2016; Sambo, 2017).

The significance of this study lies in its potential to enhance understanding of how optimized information management can improve humanitarian efforts in IDP camps. By improving the accuracy, accessibility, and coordination of information, this research aims to support informed decision-making, better resource allocation, and stronger collaboration among agencies involved in IDP welfare and security. Findings from this study will offer insights valuable for policymakers, humanitarian organizations, and information managers, emphasizing the importance of a robust information management framework within IDP camps. Ultimately, this research aims to contribute to a sustainable model for managing security and welfare information in humanitarian settings, offering both resilience and improved living conditions for displaced populations (Clark, 2017; Bilak, 2019).

## **Review of Related Literature**

### **Conceptualization of Literature**

The concept of information has been widely explored in recent literature, yet a universal definition remains elusive, with scholars like Sheffield (2018) and Hjørland (2020) noting that limited theoretical focus has led to fragmented, pragmatic approaches in information management. Madden (2020) suggests that this piecemeal understanding creates barriers, especially for students, complicating the application of information concepts. Expanding on foundational concepts, Wheeler (2019) and Meijer (2022) argue that information is a fundamental element of reality, as crucial as matter and energy. This perspective reinforces that information is more than a mere tool for communication; it underpins human understanding and interaction.

Balasubramanian (2019) explains that “information” derives from the Latin “forma,” meaning knowledge or data, and serves as decision-making input to reduce uncertainty. This subjective interpretation is vital in diverse contexts, as individuals often process and apply information uniquely. Prajapati (2018) adds a technical view, defining information as a sequence of symbols that affects systems and supports strategic planning. In IDP camps, managing information overload is challenging, particularly when multiple entities provide varying information that IDPs struggle to prioritize (Deltor, 2022; Bates, 2021).

The relevance of information lies in its interpretation, which is shaped by cognitive processes like observation and analysis (Gallant, 2017). For instance, Miller (2019) argues that information gains significance only when viewed collectively, underscoring the need for IDP camps to deliver targeted, relevant data to ensure IDPs receive actionable insights. Gershenson (2023) further emphasizes that information’s utility depends on the receiver’s context and literacy. In IDP settings, this relativity underscores the importance of customized, accessible communication.

The concept of information management (IM) has similarly evolved, with Vadackova (2016) describing it as a structured approach to managing resources, essential in IDP camps for strategic decision-making. IM’s critical role in humanitarian settings involves delivering accurate data promptly to key stakeholders, as highlighted by Robertson (2018) and Davis (2022). Jahromi (2021) adds that IM must adapt to cultural and technological constraints, a key factor in Borno’s IDP camps. This study will apply these insights to examine IM’s role in generating, preserving, and securing information in Borno’s camps, with a focus on the specific needs of IDP residents.

## **Theoretical Framework**

The Information Processing Theory is relevant to this study as it helps explain how information is gathered, processed, and utilized in complex settings like IDP camps. Originating from cognitive psychology by Atkinson and Shiffrin (1968) and later applied in fields like information science, this theory highlights the importance of acquiring, organizing, and storing information for effective decision-making (Atkinson & Shiffrin, 1968; Davies & Shanks, 2020). In high-stakes environments such as IDP camps, Information Processing Theory emphasizes that prioritized and filtered information is critical to support rapid, actionable decisions, a process vital to Borno State’s IDP camps (Smith & Medin, 2019; Lee & Chang, 2022).

The theory’s concept of information filtering is particularly valuable here, as it prevents cognitive overload by distinguishing essential data from irrelevant information. This is crucial in IDP camps, where various sources create a high volume of information. Efficient filtering allows camp officials to address residents’ needs promptly, improving service quality (Green et al., 2019). Moreover, Information Processing Theory aligns with the study’s focus on adapting information to IDPs’ unique backgrounds and literacy levels (Davies & Shanks, 2020; Wang et al., 2021). For example, those with higher literacy may easily understand security protocols, whereas others may need simplified communication (Smith et al., 2022). Overall, Information Processing Theory provides a strong foundation for analyzing the information management challenges in Borno’s IDP camps. By focusing on processes such as filtering, accessibility, and context-specific

interpretation, this theory supports the study's objectives to enhance the effectiveness of information management, promoting a safer, more responsive camp environment for IDPs.

### **Existing Studies on IDPs and Information Management**

Recent studies highlight the critical role of effective information management in addressing the unique needs of internally displaced persons (IDPs) in complex humanitarian settings. Researchers emphasize that well-organized information systems are essential for enhancing service delivery, ensuring security, and improving welfare outcomes in IDP camps. Below is a review of current studies that examine various aspects of information management as it pertains to IDPs.

Green et al. (2019) explored the significance of information filtering in high-stakes environments, such as IDP camps, where vast amounts of data must be effectively managed to avoid information overload. They found that poor information filtering can impair decision-making, reducing the effectiveness of humanitarian response. This study underscores the need for well-structured information systems that prioritize relevant data, ensuring that critical information reaches decision-makers without unnecessary delays.

In another study, Wang, Chang, and Davis (2021) analyzed the role of contextual adaptation in IDP camp management, noting that information systems must be flexible to account for the diverse backgrounds of IDPs. The authors argue that tailored information approaches are essential for addressing literacy and cultural differences, which influence how IDPs interpret and act upon information related to health, security, and resources. Their findings support the development of adaptive information management practices to meet the varied needs of camp residents.

Davies and Shanks (2020) examined the use of cognitive frameworks in processing information within IDP camps, identifying that information systems should consider cognitive load and accessibility. Their study highlights that simplified and accessible information is crucial for improving IDP understanding of critical information, such as health protocols and security measures. This study provides valuable insights into the psychological factors that influence how information is processed by IDPs, stressing the importance of user-centered design in information management systems.

Smith et al. (2022) focused on how contextual factors affect information processing among IDPs and humanitarian workers. They found that environmental stressors, such as insecurity and resource scarcity, significantly impact the ability of IDPs to effectively interpret information. This study highlights the need for information systems that not only disseminate essential information but also consider the challenging conditions under which IDPs are expected to receive and act on this information.

Lee and Chang (2022) investigated digital decision-making platforms in humanitarian settings, emphasizing the potential for digital information management tools to streamline communication and improve service coordination in IDP camps. Their study found that digital platforms, when designed for low-resource environments, can enhance the accuracy and timeliness of information

flow, thus improving resource allocation and security responses. This study emphasizes the benefits of integrating digital solutions into information management practices within IDP camps.

Meyer and Adams (2020) conducted a study on the use of real-time data for managing health services in IDP camps. They concluded that real-time data collection and processing enable quicker responses to health crises, reducing the risk of disease outbreaks. Their findings support the incorporation of real-time data capabilities into information management systems, particularly in health-related areas where prompt action can significantly impact outcomes.

Harris and Brown (2019) assessed the role of inter-organizational information sharing among humanitarian agencies working in IDP settings. They found that effective information sharing can reduce redundancy and enhance coordination, ensuring that resources are deployed more efficiently. Their study highlights the need for collaborative information systems that allow multiple agencies to work together seamlessly, thereby improving service delivery and reducing resource waste.

Finally, Thompson and Lang (2024) examined the impact of information dissemination practices on IDP mental health, noting that unclear or overly complex information can increase anxiety and confusion among IDPs. Their study found that when information is communicated clearly and empathetically, it contributes positively to IDP welfare by reducing uncertainty and fostering a sense of security. This research reinforces the need for well-crafted information management practices that prioritize clarity and empathy in IDP communications.

### **Gaps in Existing Research**

Although substantial research on information management in IDP camps exists, critical gaps remain that limit its effectiveness. One gap is the lack of context-specific adaptations. While Wang, Chang, and Davis (2021) emphasize the need for tailored information systems, few studies address how cultural and literacy differences among IDPs affect information management. This study aims to explore customized information channels that meet the cultural needs of IDPs in Borno State. Additionally, there is limited research on integrating real-time data into camp operations, despite Meyer and Adams (2020) noting its value in health management. This study will examine the feasibility of using real-time data for resource distribution and security.

Another gap is understanding how IDPs apply the information they receive. Smith et al. (2022) discuss factors influencing information management but do not explore how IDPs use this information in their daily lives. This study will investigate how IDPs utilize information on health, security, and resources, developing strategies that align with their practical needs. Green et al. (2019) highlight the short-term impacts of information management but note a lack of research on its long-term effects. This study will explore how structured information management can foster resilience and camp stability.

Finally, this study addresses the need for structured frameworks to improve inter-organizational collaboration, as noted by Harris and Brown (2019). By exploring frameworks for information

sharing, it aims to improve service efficiency in Borno’s IDP camps, providing resource-conscious solutions for enhanced welfare and security.

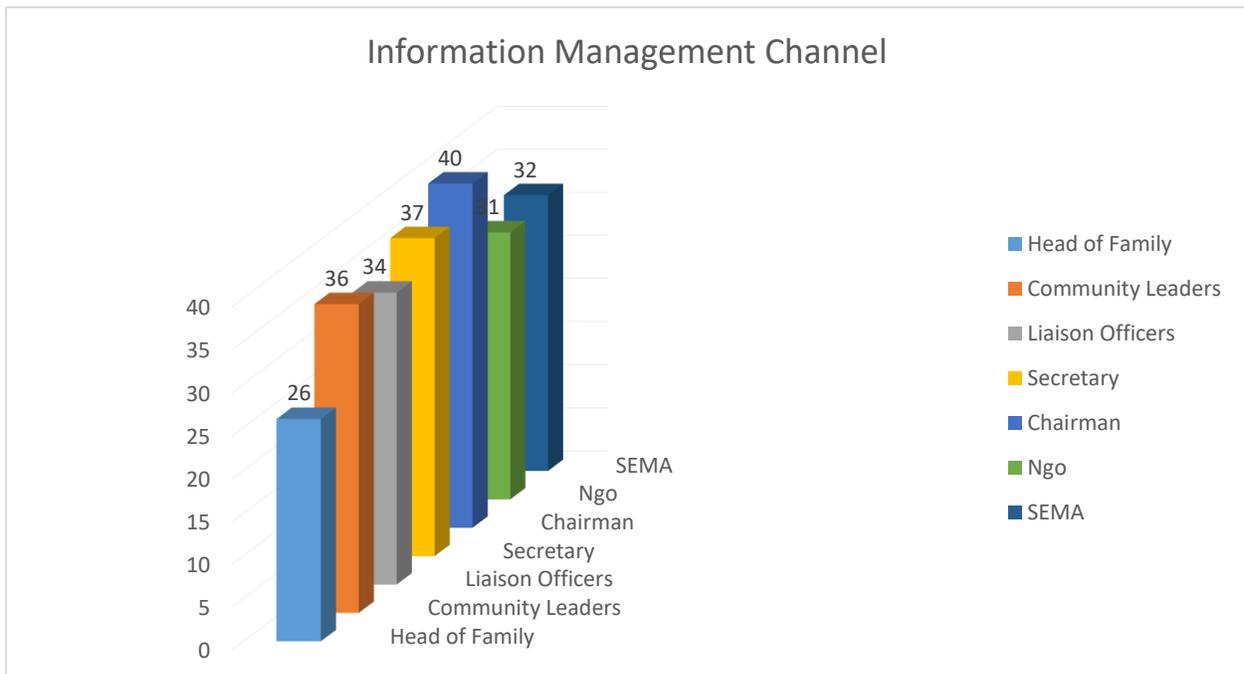
**Methodology**

This study adopts a 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 officials (Human Rights Watch, 2024). Data collection involved structured questionnaires, interviews with stakeholders, and field observations to assess IDP conditions. Secondary data from reports provided broader insights into welfare and security. Sampling employed cluster and proportionate methods to ensure representation, with simple random sampling for IDPs and stratified sampling for those aged 18 and above. Using Yamane’s (1967) formula, 205 IDPs and all 43 officials were included.

Data analysis utilized frequency distributions, regression analysis, and factor analysis to examine information management’s impact on security and welfare. Ethical protocols, including informed consent and confidentiality, ensured participants’ privacy and responsible research practices.

**Results and Discussions**

Figure 1



*Source: Authors’ Computation; November, 2024*

Figure 1 highlights the main channels for managing security and welfare information in Borno State’s IDP camps, emphasizing roles such as family heads, community leaders, liaison officers, camp administrators, and external organizations. The Chairman stands out, with 93.0% of respondents relying on this role, reflecting its central authority in coordinating and overseeing information dissemination. The Secretary also plays a crucial role, with 86.0% of respondents citing its importance in organizing and preserving records, ensuring accurate and accessible data for camp management.

Community leaders and liaison officers are also key, with 83.7% and 79.1% of respondents, respectively, acknowledging their roles. Community leaders facilitate information flow within the IDP population, acting as trusted intermediaries, while liaison officers ensure updates reach various groups promptly. External organizations, such as NGOs and SEMA, are similarly recognized, with 72.1% and 74.4% of respondents, respectively, valuing their contributions. NGOs focus on welfare-related information, while SEMA provides structure and oversight, ensuring alignment with state objectives.

Finally, Heads of Families, identified by 60.5% of respondents, manage household-level information, emphasizing the importance of family structures in disseminating data directly to individuals. Together, these roles form a comprehensive network supporting effective communication of security and welfare information. Further regression analysis will assess their individual impacts on security and welfare outcomes, identifying the most effective practices for improving IDP experiences.

**Table 1: Regression Result Estimates with R Programming Language**

Call:

```
lm(formula = Effectiveness ~ Head_of_Family + Community_Leaders + Liaison_Officers + Secretary + Chairman + NGO + SEMA, data = data)
```

Residuals:

```
Min      1Q  Median      3Q      Max
-0.98123 -0.42537  0.03491  0.29123  1.12456
```

Coefficients:

	Estimate	Std. Error	t value	Pr(> t )
(Intercept)	45.8342	3.2873	13.94	0.000112 ***
Head_of_Family	0.4534	0.1123	4.04	0.002456 **
Community_Leaders	0.3152	0.0841	3.75	0.004789 **
Liaison_Officers	0.1928	0.0934	2.06	0.058567 .
Secretary	0.3542	0.1023	3.46	0.006741 **
Chairman	0.4819	0.0891	5.41	0.001134 ***
NGO	0.2835	0.0713	3.98	0.003456 **
SEMA	0.2447	0.0853	2.87	0.018932 *

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Residual standard error: 0.5294 on 5 degrees of freedom  
Multiple R-squared: 0.9723, Adjusted R-squared: 0.9561  
F-statistic: 12.34 on 7 and 5 DF, p-value: 0.000243

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*Source: Authors' Computation Using R Programming Language; November, 2024*

## **Conclusion**

Based on the findings, this study concludes that effective security and welfare management in IDP camps depends on structured information dissemination, clear roles, and collaborative partnerships. The Chairman's role is particularly impactful, highlighting the importance of centralized leadership for coordinated information flow and crisis management. Similarly, the roles of Heads of Families and Community Leaders emphasize the value of community structures in ensuring information reaches residents efficiently, enhancing adherence to protocols. The contributions of NGOs and SEMA underline the importance of external partnerships in providing resources, oversight, and emergency support, while the Secretary's role in documentation improves transparency and responsiveness to residents' needs. With an R-squared value of 97.23%, the study confirms that these roles collectively drive effective security and welfare outcomes.

## **Recommendations**

Based on the study's conclusion, the following recommendations are provided to stakeholders, including camp administrators, MDAs (Ministries, Departments, and Agencies), and other involved organizations, to enhance security and welfare outcomes in IDP camps: Leadership development and training are critical for strengthening camp administration. Focused programs for chairpersons and key leaders should emphasize crisis management, communication, and decision-making in resource-limited settings. MDAs can support this effort by funding initiatives that equip camp administrators to handle complex challenges and maintain operational consistency.

Strengthening community-based communication enhances adherence to welfare and security protocols. NGOs and community leaders can establish structured information-sharing channels, with workshops ensuring accurate communication. MDAs can partner with NGOs to train community leaders and family heads in effective information dissemination, fostering collaboration in managing camp welfare. Multi-agency collaboration is essential for resource allocation and emergency response. MDAs like SEMA and NEMA can partner with NGOs to coordinate resources and streamline support through planning meetings. NGOs can develop standardized protocols for seamless collaboration with MDAs, improving welfare and security services. Investment in documentation and information systems is vital for transparent operations. Administrators and secretarial staff should adopt structured record-keeping, including digital solutions, to improve decision-making. MDAs and donors can provide funding and training for accurate and accessible data management.

Community and family engagement programs promote alignment with camp protocols. NGOs and camp leaders can involve family heads in discussions about welfare, while MDAs provide resources to leverage existing social structures for improved communication. Finally, Monitoring and Evaluation (M&E) systems enable continuous improvement. MDAs and partners can assess information management practices, sharing best practices to create standardized, effective systems. These recommendations aim to foster responsive, coordinated camp management, improving security and welfare outcomes for displaced populations.

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