

Full Length Research

Job Satisfaction and Performance of Librarians on Benue State University Library

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This was designed to investigate the job satisfaction and performance of librarians in Benue State University Makurdi library. Four objectives were set and three hypotheses formulated to guide the study. Population for the study comprised all 76 librarians in Benue State University and was used in the study as sample. Data was collected using a researcher constructed questionnaire. Mean and Chi-square statistics were used for data analysis. Findings of the study revealed that there are many factors that affecting job satisfaction among librarians in the Benue State University Makurdi library. Findings also show strategies that could be used to enhance job satisfaction. The study concluded that satisfaction of workers in an organization plays major role in enhancing the growth of such organization. It was recommended that Benue state University should send library staff for retraining courses that would boost their work morale and librarians should be giving opportunities to participate in workshops, seminars and trainings outside their domain to learn what others are doing that will enhance their job.

Key words: Job, Satisfaction, Performance and Librarians

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INTRODUCTION

According to most of the experts, the job satisfaction is one of the most challenging organizational concepts and the basis for most of the management policies to increase the productivity and efficiency of organization (Houman, 2002 & Igbashal, Beetseh and Kumba, 2016) and is among the issues which have been investigated in different organizations since the 1920s. It is essential to investigate this issue in libraries (as one of the most dynamic and active organizations of community), where are directly affected by the staff in implementation of

service programs. Due to the close relationship, which is supposed to be between the job satisfaction and quality of library service, the librarians have decided to review and determine the factors associated with job satisfaction.

Job satisfaction has been of interest to organizational researchers, because of its relationships with job performance and/or organizational commitment. More importantly, employed individuals spend most of the time doing their job works. As a result, the feelings of

individual about their jobs are likely to affect those impacting on their general lives.

Job Satisfaction is an occupational act which carried out by an individual in return for a reward. Satisfaction refers to the way one feels about events, rewards, people, relation and amount of mental gladness on the job. Job satisfaction is also an emotional response to a job situation which cannot be seen, it is only be inferred and simply how the people feel about their job and different aspects of it. The job satisfaction and job attitudes are the alternate terms and typically used interchangeably. Both refer to affective orientations on the part of individuals toward work roles which they are presently occupying. Positive attitudes toward the job are conceptually equivalent to job satisfaction and negative attitudes towards the job are equivalent to job dissatisfaction. Job satisfaction is governed, to a large extent, by perception and expectations of the working people. Any discrepancy between aspirations and perceptions account for dissatisfaction. Several authors have stressed the significance and importance of job as a source of satisfaction. Apart from wealth, work also provides many other things to a person such as sense of doing something worthwhile, having some aims in life and brings some status in the society.

However, librarians' attitude in terms of satisfaction towards work may have an effect on their performance. Given the conditions under which attitude and behavior are consistent, it would be expected that job satisfaction would be a way to speculate the level of performance. Job performance therefore, can be said to be an act of executing a command, duty, purpose, promise. It can also be seen an observable, or measurable behavior of a person in a particular situation, (Thompson, 1992). Every establishment aims at high productivity or performance without which the goal and objective of such establishment cannot be realized. It is evident that the efficiency of an organization such as the library depends immensely on the attitude of workers towards their job and their level of commitment to job performance. Generally, societal progress will not be fully attained unless productivity is high and workers are satisfied. According to Buchanan (2002), an individual performance is generally determined by factors such as motivation, the desire to do the job, the capability to do the job, and the work environment, the tools, material and information needed to do the job. If the problem is with the environment, the library management can adjust to promote higher performance. If a librarian lacks ability, the person can be trained, though the effect of such trainings seems unsatisfactory with some staff in terms of output.

Most libraries therefore spend huge sums of money for training librarians for better performance; considering the vital roles of University library and their librarians.

University libraries vary in shape, size, objectives and

goals, but the function are both academic and administrative, and are all designed towards the achievement of the educational objectives of the institution. It is a central service unit of operation established to provide materials and facilities for study, teaching and research carried out in the university. The vision, mission and strategies which are selected by universities as a guide for meeting these functions, form the foundation on which the roles of university library are based. Therefore, the library caters for the information needs of the university by providing reading materials for the various programmes of the university.

PURPOSE OF THE STUDY

The general purpose of this study is to investigate the job satisfaction and performance of librarians in Benue State University Makurdi library. This study will specifically investigate into:

1. Factors that constitute job satisfaction of librarians in university libraries in Benue State University Makurdi library.
2. How job satisfaction influences librarian's performance University Libraries in Benue State.
3. The extent librarians are satisfied with their job in university libraries in Benue State.
4. Strategies of enhancing job satisfaction and performance of librarians in University Libraries Benue State University.

HYPOTHESES

1. There is no significant factors that constitute job satisfaction of librarians in Benue state University libraries
2. The extent to which librarians are satisfied with their job in Benue state University libraries is very high
3. There is no significant strategies of enhancing job satisfaction and performance of librarians in Benue state University Libraries

METHODOLOGY

The area of study is Benue State. Benue state is in the mid-belt region of Nigeria with a population of about 4, 253, 641 (2006 Census). Tiv and Idoma languages are spoken predominantly. There are other ethnic groups, such as Igede, Etulo and Abakwa, Jukun, Hausa, Akweya and Nyifon among others with its capital at Makurdi. Benue State is a rich agricultural region; some of the crops grown in the state include potatoes, cassava, soya bean, guinea corn, flax, yams, sesame, rice, and groundnuts. The state has 23 Local Government Areas.

The population for this study is 76 library staff of Benue State University. There was no sampling for the study. The entire population of 76 librarians in Benue State University was used in the study as sample because the population size could be handled effectively by the researcher.

The instrument for the study was a structured questionnaire titled 'Job Satisfaction and Performance of Librarians Questionnaire (JSPLQ)'. The instrument was developed by the researcher using the literature reviewed and information from extension agents. The items of the questionnaire were validated by 3 experts; two from the Department of Library Studies, Benue state University Makurdi. Both content and face validation of the instrument were done. Cronbach Alpha (α) coefficient formula was used to determine the internal consistency of the questionnaire items and a coefficient of 0.90 was obtained.

The data for this study will be collected by the researcher. The researcher administered copies of the questionnaire to library staff and collected the completed copies at the spot.

The data collected was analysed using descriptive statistics, precisely mean to answer research questions. The bench mark for this items was 2.50. Any item with a mean value of 2.50 or above was regarded as needed while any item with a mean value of less than 2.50 was regarded as not needed. Inferential statistics (Chi-square) was used to test the null hypotheses at 0.05 level of significance.

RESULTS AND DISCUSSION

Result in Table 1 shows that all items had mean ratings above 2.50 which is the bench mark. This implies that there are factors that constitute job satisfaction of librarians in university libraries in Benue State University Makurdi library.

Result in Table 2 shows on how job satisfaction influences librarian's performance. Respondents rated 3 items with mean above 2.50. This is an indication that job satisfaction influences librarian's performance University Libraries in Benue State.

Result in Table 3 shows the extent to which librarians are satisfied with their job. All the 8 items had mean ratings below 2.50. This means that respondents agreed that the extent to which librarians are satisfied with their job in university libraries in Benue State is low.

Result in Table 4 shows that respondents rated 4 items with mean above 2.50. This is an indication that there are strategies of enhancing job satisfaction and performance of librarians in University Libraries Benue State University.

Result in Table 5 shows chi-square calculated value of 342.07 and chi-square tabulated value of 24.97 at 15

degree of freedom.

Result in Table 6 shows chi-square calculated value of 650.07 and chi-square tabulated value of 65.17 at 48 degree of freedom.

Result in Table 6 shows chi-square calculated value of 75.52 and chi-square tabulated value of 32.67 at 21 degree of freedom.

DISCUSSION OF FINDINGS

Result in table 1 shows factors that constitute job satisfaction of librarians in university libraries in Benue State University Makurdi library. Respondents agreed that recognition with mean value of 2.95, creativity in job (3.25), trust of the organization (3.21), responsibilities (2.85), safety and security appreciation (3.45) and appreciation (3.01) were factors that constitute job satisfaction of librarians in university libraries in Benue State University Makurdi library.

Test of hypothesis one revealed chi-square calculated value of 342.07 and chi-square tabulated value of 24.9. This finding agrees with the study conducted by Chinyer & Uloma (2015) on factors Influencing Job Satisfaction. The study revealed that wages and salaries play a significant role in influencing job satisfaction. This is basically because of a few basic reasons. Findings also show that work environmental factors such as supervision and working conditions and personal attributes of the individuals also play a very important role as to whether they are satisfied at the job or not. Pessimists and people with negative attitudes will complain about everything including the job.

Result in table 2 shows how job satisfaction influences librarian's performance University Libraries in Benue State. Respondents agreed that if people are satisfied with the work they are doing, it feels less like work, thus motivating a more positive attitude and higher levels of passion with a mean value of 2.92, individuals who are committed to their job will likely be more willing to work longer hours or take on additional responsibilities without an increase in pay (2.76) and satisfaction can be improved through effective management strategies (2.98). The findings affirm the study of Ikenwilo and Scoth (2012). The study found that the happier people are within their job, the more satisfied they are said to be. Job satisfaction is not the same as motivation, although it is clearly linked. Other influences on satisfaction include the management style and culture, employee involvement, empowerment and autonomous workgroups.

Result in table 3 shows the extent to which librarians are satisfied with their job in university libraries in Benue State. Respondents rated how proud they are not being University staff working at the library with mean value of 2.46, feel with their pay (2.07), rewarded and recognized for their performance (2.17), receive benefits such as pension and sickness (2.15), willing to exert high levels of

Table 1: Mean and standard deviation of respondents on the factors that constitute job satisfaction of librarians in university libraries in Benue State University Makurdi library

S/N	Item Statement	Mean	Std. Dev.	Remarks
1	Recognition	2.95	1.04	Agree
2	Creativity in job	3.25	0.92	Agree
3	Trust of the organization	3.21	1.00	Agree
4	Responsibilities	2.85	0.93	Agree
5	Safety and security	3.45	0.09	Agree
6	Appreciation	3.01	.094	Agree
Grand Mean				

Source: Field survey, 2016

Table 2: Mean and standard deviation of respondents on how job satisfaction influences librarian's performance University Libraries in Benue State

S/N	Item Statement	Mean	Std. Dev.	Remarks
1	If people are satisfied with the work they are doing, it feels less like work, thus motivating a more positive attitude and higher levels of passion.	2.92	0.80	Agree
2	Individuals who are committed to their job will likely be more willing to work longer hours or take on additional responsibilities without an increase in pay.	2.76	0.89	Agree
3	Satisfaction can be improved through effective management strategies	2.98	0.95	Agree
Grand Mean				

Source: Field survey, 2016

Table 3: Mean and standard deviation of respondents on the extent librarians are satisfied with their job in university libraries in Benue State

S/N	Item Statement	Mean	Std. Dev.	Remarks
1	How proud are you to be a University staff working at the library	2.46	0.93	Low
2	How satisfied do you feel with your pay	2.07	0.86	Low
3	Overall, how satisfied do you feel with the rewards and recognition you receive for your performance	2.17	1.13	Low
4	How satisfied do you feel with the benefits you receive other than pay (such as pension, sickness benefit, etc.)	2.15	0.26	Low
5	How are you willing to exert high levels of efforts on behalf of the library?	2.37	0.22	Low
6	How do you wish to continue to be loyal to the University as a library staff?	2.57	0.01	Low
7	How are you willing to display effort on behalf of the University	2.18	0.99	Low
Grand mean				

Source: Field survey, 2016

Table 4: Mean and standard deviation of respondents on strategies of enhancing job satisfaction and performance of librarians in University Libraries Benue State University

S/N	Item Statement	Mean	Std. Dev.	Remarks
1	Salary, wages and conditions of service	2.92	0.80	Agree
2	Staff Training	2.76	0.89	Agree
3	Information Availability and Communication	2.98	0.95	Agree
4	Reward and Recognition	2.86	1.15	Agree

Source: Field survey, 2016

Table 5: Chi-square result on factors that constitute job satisfaction of librarians

S/N	Variable	Mean	Std. Dev.	Df	X ² -cal	X ² -tab	Remarks
1	Factors	3.45	0.93	15	342.07	24.97	Rejected
2	Job satisfaction	3.09	0.94				

Source: Field survey, 2016

Table 6: Chi-square result on extent to which librarians are satisfied with their job

S/N	Variable	Mean	Std. Dev.	Df	X ² -cal	X ₂ -tab	Remarks
1	Extent	3.11	1.02	48	650.07	65.17	Rejected
2	Job satisfaction	2.82	0.88				

Source: Field survey, 2016

Table 7: Chi-square result on strategies of enhancing job satisfaction and performance of librarians

S/N	Variable	Mean	Std. Dev.	Df	X ² -cal	X ² -tab	Remarks
1	Strategies	2.58	0.99	21	75.52	32.67	Rejected
2	Job satisfaction	2.78	0.08				

Source: Field survey, 2016

effort on behalf of the library (2.37), continue to be loyal to the University as library staff (2.57) and willing to display efforts on behalf of the university (2.18). Test of hypothesis two also revealed that chi-square calculated value of 650.07 and chi-square tabulated value of 65.17 meaning that the extent to which librarians are satisfied with their job in Benue state University libraries is very low. The findings agree with a study carried out by Katamba and Abdulsalam (2014) on Assessment of the Levels of Job Motivation and Satisfaction as Predictors of Job Performance of Library Personnel in Nigerian Universities. This study investigated the levels of motivation, job satisfaction and job performance of library personnel in government and privately-owned universities in North-Central, Nigeria. Findings showed moderate level of motivation and job satisfaction respectively while there was high level of job performance of library personnel. The study recommended that the management of universities in the North-Central Nigeria

should take note of the following areas: adequate job design, description and employees' participation in decision making/leadership training, recognition and in-service training programme for library personnel. Other recommendation include: encouragement for library personnel to enhance job commitment and to be more predispose to critical thinking in order to be able to solve library related problems.

Result in table 4 shows that salary with a mean value of 2.92, staff training (2.76), information and communication (2.76) and reward/recognition (2.86) were strategies of enhancing job satisfaction and performance of librarians in University Libraries Benue State University. Test of hypothesis three shows a chi-square calculated value of 75.52 and chi-square tabulated value of 32.67. The findings affirm the study by Igbokwe (2011) in the Department of Library and Information Science Faculty of Education, University of Nigeria, Nsukka. The findings revealed that there was general job satisfaction exist

among the librarians in federal university libraries in South East Nigeria. This was as a result of the existence of constituents of job satisfaction such as opportunity for promotion, good working environment and salary.

CONCLUSION

This study has revealed a significant relationship between job satisfaction and the performance of librarians in Benue state University libraries. The study concludes that satisfaction of workers in an organization plays major role in enhancing the growth of such organization. There are also strategies that an organization could use to enhance satisfaction of her workers.

RECOMMENDATIONS

Based on the findings of this study, the following recommended are made:

1. The management of Benue state University should send library staff for retraining courses that would boost their work morale
2. Benue state University management should librarians should be giving opportunities to participate in workshops, seminars and trainings outside their domain to learn what others are doing that will enhance their job
3. Appraising the staff performance should also be used on librarians to reveal to them to know whether they perform well or bad and take responsibility for management induced inefficiency.

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