

EFFECT OF CONDITON OF SERVICE ON JOB SATISFACTION OF LIBRARIANS IN NIGERIAN'S FEDERAL UNIVERSITY LIBRARIES

*AKANBI MOHAMMED LAWAL

International Islamic University, Department of Library and Information Science, Gombak, Malaysia.
lawal.akanbi@yahoo.com

**HASSAN BIN BASRI

International Islamic University, Department of Library and Information Science, Gombak, Malaysia.
drbasri56@gmail.com

Abstract - Job satisfaction is the combination of the emotional and behavioral attitude of individual towards the job he performs. It is a well known fact that a happy worker would be productive worker and a job satisfied worker would be a happy worker. The study examines job satisfaction of librarians in federal university libraries in Nigeria with a view to determining their level of satisfaction through their attitudes to condition of service. Survey methodology was employed as a research technique for this study. The population of the study comprises all the librarians in Federal University Libraries in Nigeria with at least a Bachelor of Library and Information Science (BLIS) degree. Stratified sampling was adopted as a sampling technique for the study. The findings of the study reveal that, University Librarians in Federal university libraries in Nigeria are satisfied with condition of service as manifested through promotion, pay, contingent reward and benefit.

Keywords: condition of service; job satisfaction; librarian; federal university.

I. INTRODUCTION

A. Background of the Study

Job satisfaction is the emotional and behavioural attitude of a worker towards the work he performs. Many psychologists and behaviorists as well as librarians have written extensively and came up with results that the workers must be motivated as to increase their performance for the realization of organizational goals and objectives (Gliem & Gliem, 2001). Condition of service is sort of legal agreement between the employer and employee. That is, what the employer is ready to offer an employee and what the employee expects from the employer as to motivate him to put in his best. Among these expectations are benefit, contingent reward, promotion and pay.

It is a well known fact that a happy worker would be a productive worker and a job satisfied would be a happy worker (Edem & Lawal, 1999). This is more so, because, job satisfaction affects the quality of the service rendered by the worker. It is however obvious that successful management of any type of organization depends largely upon high morale and satisfaction of the personnel in the organization. This reveals that a high level job satisfaction is an important drive to the organization output.

Since the time economic recession began in the early 1980's and its adverse effects on every job sector not sparing library profession, the acquisition of library materials, staff and budgets for libraries have been in disarray. The hostile socio-economic environment in Nigeria according to (Edem & Lawal, 1999) makes one to wonder if librarians are well satisfied with their job. The result of socio-economic imbalance was the absence of essential ingredients for satisfaction at work. For instance, there were no enough funds to purchase books and other library materials as well as paying the staff's salary and other remunerations such as excess work load, over time and to take care of other conditions of service. This has led to librarians to complain of lack of satisfaction with their jobs, as a result of which they developed poor attitude towards their work, thereby resulting into poor output. The spillover effect of this job dissatisfaction is the delayed or non-achievement of the organizational goals of their respective libraries.

The study intends to investigate the effect of condition of service on job satisfaction of librarians in Federal University Libraries in Nigerian. This study will also assist to find out the level of job satisfaction of professional librarians in Nigerian Federal University libraries and contribute to maximize their job satisfaction. This will bring about enhanced productivity among the librarians. The enhanced productivity will in turn lead to the growth and achievement of the organizational goals of Nigerian Federal Universities.

B. Research Questions

What is the effect of benefit on job satisfaction of librarians in federal university libraries in Nigeria?

What is effect of contingent reward on job satisfaction of Librarians in Federal University Libraries in Nigeria?

What is the effect of pay on job satisfaction of Librarians in Federal University Libraries in Nigeria?

What is effect of promotion on job satisfaction of Librarians in federal university libraries in Nigeria?

C. Literature Review

Dogan (2009) in (price 2009) defined job satisfaction as the affective orientation that an employee has towards his or her work or an effective reaction to a job that results from the comparison or perceived outcomes with those that are designed. Locke (1976) as reported by (Gliem & Gliem 2001) identified the following conditions associated with job satisfaction: Mentally challenging, work with which one can successfully cope, personal interest in the work itself, work that is not too physically tiring, rewards for performance, good looking conditions, high self-esteem and attainment of interesting work, pay, promotion and help in minimizing role conflict and ambiguity.

In addition, Pors (2003) explored the concept of job satisfaction in it relation to stress, freedom, job contents and job conditions to determine the performance of library managers. Theory of Hofstede about cultural differences was evoked as a tentative explanation of national differences. He rejected the generic theory about the job satisfaction.

Ford (1992) in his investigation of Mid-Plains Community College stated that employees who included classified staff reported being the least satisfied with rewards, which included salary and benefits. But a survey by the University of Delawane (1996) gave a report that 48% of the salaried staff were very satisfied with their salary and 93% agreed that University benefits were excellent. Overall, 71% of the salaried staff indicated they were satisfied with their jobs. In reality, higher pay and benefit were not the only components of job satisfaction.

Sierpe (2000) examined job satisfaction of librarians working in English language universities in Quebec. He employed survey research methodology with adoption of (JSS) job satisfaction survey questionnaire develops by Spector (1985) as a research instrument. His study shows that all the librarians working in these institutions are generally satisfied but have dissatisfaction with promotion, opportunity, and salary communication and procedures. His result suggests that certain job facets may have a larger effect on service quality of one librarian than the others.

In a similar way, Flaspohler (2009) found out the needs for the librarians to enjoy sabbatical leave. Analyses were based on qualitative and qualitative data gathered using an online questionnaire. He found that academic librarians ought to increase the rigor of, improve communication about and take greater accountability in such away that their professional contributions would not affect their institutional value when

they leave. He suggested that those librarians who manage to get out need to articulate the value of their experiences with more clarity and precision to their administrators and colleagues.

II. METHOD

A. Population

The population of the study is the entire librarians in Nigerian Federal University libraries. There are 27 Federal Universities in Nigeria. These institutions were spread to cut across the length and breathe of the country.

B. Sample Procedure

Stratified random sampling technique was adopted where by the population was stratified into six geo-political zones i.e. North West, North East, and North Central. Others include South West, South East and South South. One university from each zone was chosen for sampling to represent the entire population in which it was drawn from.

C. Sample size

The librarians from each of the university library in each of the geo political zones of the Federal University Libraries were considered as sample size. This is assumed to be adequate for this study for the aforementioned strategy that was used in choosing the sample.

D. Instrument

The job Satisfaction Survey (JSS) instrument developed by Paul Spector (1985) used in this study was adopted and slightly modified by the researcher to suit his study. The reliability test for the items constituted this instrument was tested and its Cronbach Alpha was (.568) after the deletion of noises found in it.

E. Analyses and Results

First of all, the researcher runs descriptive statistics to know the percentage of the demographic data of the respondents, the mean, standard deviation, and the normality test.

F. Descriptive Statistics

Based on descriptive statistics Table (1.1), the mean age of the respondents is ($M = 2.5$) and standard deviation is ($SD = .948$) very close to one on the positive side of the spectrum. Looking at the mean and the standard deviation, it tells that, the data is widely spread over. This can be supported by the skewness and the kurtosis in determining the normality test of the data.

TABLE 1.1

	Age of respondents	Gender
Mean	2.50	1.42
Std. Deviation	.948	.347

G. Normality Test

Based on Table (1.2), the value of skewness and kurtosis, is between positive one and negative one, it never reaches the cut off value that is (3). This reveals that, the data are normally distributed. The majority of the respondents are MLS holders; this also shows that, the majority of the Librarians in Nigerian Federal universities are educated, learned people and academic.

TABLE 1.2

	benefit	contingent	pay	promot
Skewness	-.788	-.354	-.291	-.544
Kurtosis	1.194	-.775	-.772	-.104

H. Regression

The effect of condition of service was tested on job satisfaction of librarians in Nigerian University Libraries. In order to see this effect, the regression was run to show that effect. Based on regression Table (1.1), there is a correlation between the two underlying variables; benefits derived from services and job satisfaction, as the significant level is lesser than cut off Alpha level (.05). This indicates that, there is a statistical relationship between condition of service and job satisfaction of Nigerian Librarians in Federal universities.

Accordingly, the regression analysis shows that, the condition of services positively affects the Nigerian Librarians' job satisfaction with ($R^2 = .653$), that is, those Librarians enjoyed their job for the benefit they gained from doing it.

Furthermore, the contingent reward which is one of the indicators of condition of service was run against job satisfaction, the result based on Table (2.1) shows the effect of condition of service on Librarians' job satisfaction. The same result is applicable to other independent variables of condition of service and job satisfaction of Librarians in Nigeria, although, the R^2 s differ from one result to another, as it can be seen in Tables (2.1, 2.2, 2.3 and 2.4).

TABLE 2.1
CORRELATIONS

	Job Sat	Conting
Job Sat Pearson Correla	1	.648(**)
Sig. (2-tailed)		.000
N	60	60
Conting Pearson Correla	.684(**)	1
Sig. (2-tailed)	.000	
N	60	60

** Correlation is significant at the 0.01 level (2-tailed).

TABLE 2.2
CORRELATIONS

	Job sat	Benefit
Job Sat Pearson Correla	1	.723(**)
Sig. (2-tailed)		.000
N	60	60
Benefit Pearson correla	.723(**)	1
Sig. (2-tailed)	.000	
N	60	60

** Correlation is significant at the 0.01 level (2-tailed).

TABLE 2.3
CORRELATIONS

	Job Sat	Pay
Job Sat Pearson Correla	1	.409(**)
Sig. (2-tailed)		.001
N	60	60
Pay Pearson Correlation	.409(**)	1
Sig. (2-tailed)	.001	
N	60	60

** Correlation is significant at the 0.01 level (2-tailed).

TABLE 2.4
CORRELATIONS

	Job Sat	Promot
Job Sat Pearson Correl	1	.555(**)
Sig. (2-tailed)		.000
N	60	60
Promot Pearson Correla	.555(**)	1
Sig. (2-tailed)	.000	
N	60	60

** Correlation is significant at the 0.01 level (2-tailed).

III. RESULTS

The result of this study shows that condition of services positively affect job satisfaction of the Librarians in Nigerian Federal Universities Libraries. This was deduced from the analysis output, based on that, this result can only be generalized to the population of Nigerian Federal Universities libraries, as the reality discloses that, most of the State and Private Universities Libraries in Nigeria are not having these opportunities. So, the researcher suggests the future study be conducted in this aspect for this benefit.

IV. IMPLICATION OF STUDY

From the data analyses and results, it is deduced from the study that, most of the Federal Universities libraries in Nigeria are well taken care of by the Federal government. However, it is not sure yet, if the same attention is paid on the State and Private Universities libraries in Nigeria, due to inadequate research done in that field, only the reality tells the semi-true story about the issue of those State and Private libraries, since any study has not been done yet to look to the issue. On this track, the researcher suggests further study be done to explore those areas.

REFERENCES

- [1]Dogan Halusi (2009) "A comparative study for employee job satisfaction in Aydin Municipality and Nazilli Municipality" *Ege Akademik Bakis/Ege Academic Review*. Page 423 to 433
- [2]Edem U.S. & Lawal (1999) "Job Satisfaction and publication output among librarians in Nigerian universities" *Library Management* Vol.20 No.1, pp. 39-46
- [3]Flaspohler M. R. (2009) "Librarian Sabbatical Leaves: Do we Need to Get Out More?" *The Journal of Academic Librarianship*. Vol. 35, no. 2 pp. 152=161
- [4]Ghem and Gliem (2001)"Job Satisfaction of Civil Service and Administrative and Professional Staff in the College of good. Agricultural and Environmental Science, *28th Annual National Agricultural Research Conference*, page 334
- [5]Pors, O.N. (2003) "Job satisfaction among library managers: a cross-cultural study of stress, freedom and job condition" *New Library World*. Vol. 104 no 111/112 pp464 -473 vol.103 no. 6 pp.199-209
- [6]Sierpe E. (2000) "Job Satisfaction Among Librarians in English Language Universities in Quebec" *Library and Information Science Research*. Vol. 21, no. 4 pp. 279 = 499