



Influence of Work Burnout on Job Commitment of Library Personnel in Public University Libraries in South-West, Nigeria

Abstract

Library personnel are crucial to university libraries, and their job commitment is essential for enhanced service delivery in public universities. This study explores how work burnout affects job commitment of librarians in public university libraries in South-West Nigeria. It focuses at determining the levels of work burnout and job commitment among these personnel. A descriptive survey design of the correlational type was employed, involving 352 library personnel from 16 public university libraries in South-west Nigeria. Data were collected using questionnaires and analyzed using descriptive statistics. The findings indicate that most respondents are male, aged 31-40 years. The results show a moderate level of both work burnout and job commitment among the library personnel in public university libraries, South-West Nigeria. A significant relationship exists between work burnout and job commitment ($r = .398, p < 0.05$), indicating that work burnout significantly impacts job commitment. Challenges such as technical issues, power failures, inadequate training, lack of recognition and poor remuneration contribute to the low job commitment. The study concludes that addressing work burnout is essential, fostering a committed workforce, which is vital for the growth and development of universities. Recommendations include improving remuneration packages, providing training and retraining for library personnel, and deploying the latest ICT facilities to enhance productivity in public university libraries in South-west Nigeria.

Key words: Work burnout, Job commitment, Library personnel, Public University, Nigeria.

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1.1 Introduction

University libraries are at the forefront in the provision of relevant information resource materials to the academic community which comprises of the students, lecturers, staff, researchers and the entire personnel in the academic environment, aiming at supporting teaching, learning and research (Neetha, 2020). The university library is saddled with the responsibility of selecting, acquiring,

processing, storing and disseminating needed information, to meet the mandates of the university (Chukwuji&Umeji, 2020). Universities libraries exist with the aim of advancing the frontiers of knowledge and propel development in the society. They help to enlarge human choices, skills and capabilities, by developing human resources through making available material resources in all formats.

The university library is the nerve centre or the hub around which scholarship revolves. It is an indispensable instrument for intellectual development. A well-stocked university library is a warehouse of information, knowledge and record of human experience to which users may turn to for further research and development. But a well-stocked library without committed library personnel will not effectively serve the purpose of its establishment. The library stands in the same relationship to the society as the memory of an individual is to the humans by making available and accessible to its users information required for teaching and independent study using all relevant technologies.

Work burnout is a common phenomenon among librarians, especially in the university system (Akinola & Mayowa-Adebara, 2020). Library personnel work burnout affects their health; library development and information transfer because everything revolves around the personnel that provide the services (Omotunde, Ajie&Aderiye, 2023; Akinola & Mayowa-Adebara 2020). In recent years, the burnout syndrome has been one of the most widely discussed mental health problems in modern societies. As technology advances, the ripple effect of socio-economic condition of individuals exacerbates and thereby resulting in accumulated stress, then burnout.

Burnout, defined as chronic workplace stress that has not been successfully managed, has reached epidemic proportions in many countries (Calitz, 2022). The condition has a profound impact on the health and well-being of individuals suffering from it as well as on their families, the workplace, and the economy. Burnout in the workplace is a psychological syndrome of chronic emotional and interpersonal stressors experienced by individuals at work and their subsequent responses to the tasks, the organisation, co-workers, clients, and themselves (Demerouti & Adaloudis, 2019). For decades, researchers

have examined burnout among various populations, including social workers, educators, medical and mental health workers, police officers, childcare workers, lawyers, and customer service representatives (Anadkat & Joshi, 2023) and there is a confirmation among them of work burnout. Library personnel especially those in the university system deal with individual users on personal basis where they interview the users, analyze and provide answers to their information enquiries.

Library personnel refer to those group of individuals that are trained and saddled with the responsibilities of providing services which are crucial to satisfying the information needs of the library users and ensuring the proper functioning of their parent institutions. In line with this, Gaur and Jindal (2023) buttress that human resources [library personnel] are considered the most valuable assets for every organisation and managing them efficiently and effectively leads to the growth and success of the parent body. One of the most critical problems that library personnel face is workburnout. With the nosedived economy in Nigeria, many librarians like other social workers face burnout threats daily. Library personnel provide numerous services to the users, addressing their diverse information needs, characteristics, and interests.

Committed employees take pride in their work, believe in their quest to achieve goals and values for themselves and the organisation and therefore display high levels of performance and productivity. Commitment of library personnel refers to the extent to which they relate with the goals and aspirations of their respective libraries and their desire to work for the realization of the goals and the readiness to be with their respective libraries (Ogunbanjo, 2021). Librarian that is satisfied with his work has the tendencies of performing his duties well and will be committed to his work which has direct or indirect positive effect on the organisation they serve. That can be achieved through motivation provided to the personnel.

So, the librarians' commitment to work is highly required because that is the driving force of every organisation (Ajibare, Fagbemiro & Adewolojo, 2023).

Therefore, this study examines the relative merits of the librarians' job commitment and how burnout can affect their performance in public universities, South-West, Nigeria.

1.2 Statement of the Problem

Studies have discovered that unconducive work environment, denial of promotion and other entitlements, harsh organisational policies, lack of support for professional development and insensitivity of the library management to employees' well-being were some of the identified challenges hampering the commitment of librarians (Adegbaye, Babalola & Alegbele, 2023; Adegbaye, 2022, Amune, 2015). This is reflected in the constant strike actions embarked upon by employees in Nigeria. Library personnel have to deal with heavy workload of large collections, organizing several programmes and attending to diverse users' needs on a daily basis. Not only that, they have to also deal with limited resources, lack of funds which increases pressure from users and management who always think "librarians are doing nothing". Library personnel also battle role ambiguity which most times their roles are usurped by the management in terms of decision making. It is on this basis that this study stands to investigate the influence of job work burnout on job commitment of library personnel, South-West, Nigeria.

1.3 Objective of the Study

The objectives of the study are to:

- i. ascertain the level of work burnout of library personnel in public university libraries, South-west, Nigeria
- ii. examine the level of job commitment of library personnel in public university libraries

1.4 Research Questions

- i. What is the level of work burnout of library personnel in public universities South-West, Nigeria?
- ii. What is the level of job commitment of library personnel in public university libraries South-west, Nigeria?

1.5 Hypotheses

Ho1: There is no significant relationship between work burnout and job commitment of librarians and library officers.

Ho2: Work burnout will not significantly influence job commitment of librarians and library officers.

2.1 Literature Review

Poorly managed and organized work settings can have negative effects on employees that, rather than enhancing their dignity, wear them out and deplete their psychological reserves which could be referred to as burnout (Edu-Valsania, Laguia, & Moriano, 2022). The concept of job burnout emerged over the years, but not until the mid-1980s did several articles appear discussing the concepts of burnout and stress as it relates to the library profession (Sheriann, 2014). Yildirimer (2023) stressed that burnout and emotional stress have been shown to be correlated with challenges in effectively accomplishing professional duties and effectively handling work-related obligations, including the specific challenge of working remotely.

Burnout is associated not only with work environment, but also with the employee him/herself. It is important that job and personal characteristics should be studied within the organizational environment at the same time (Stelmokiene, Geneviciute-Janone & Gustainiene, 2022), because the person and job are two sides of a coin in terms of their function in the organization. Kumareswarn (2023) buttressed that the term "burnout"

originated in the mid-1980s to characterize the lack of motivation and loss of emotional connection seen by people providing care for others in the health care and human services industries. This has indeed expanded to other professions including librarianship.

Woods, et al. (2020) reported that in the spring of 2018, they administered the highly validated and reliable Copenhagen Burnout Inventory (CBI) to 1628 academic librarians employed in the United States; the result revealed work-related burnout among female participants who were 35-44 years of age reported to have the highest levels of work-related burnout. While in another study by Batanda (2024) and Adegbaye, Agboola and Buraimo (2021) revealed high level of work burnout among librarians' especially medical librarians.

To get the best from employees in the workplace, there is need to ensure that they are physically and emotionally stable. Worries of any kind can negatively affect the job performance of personnel. Tran (2022) revealed that the relationship that people have with their work and the difficulties that can arise when that relationship goes awry, have been long recognized as a significant phenomenon of the modern age. What is noteworthy is that the importance of burnout as a social problem was identified by both practitioners and social commentators long before it became a focus of systematic study by researchers.

Research findings demonstrate high prevalence of burnout, especially in the so-called helping professions (Stelmokiene, Geneviciute-Janone&Gustainiene, 2022). Burnout is a prolonged response to chronic emotional and interpersonal stressors on the job, and is defined by the three dimensions of exhaustion, cynicism, and inefficacy (Maslach & Michael, 2016). The three key dimensions of this response are an overwhelming exhaustion, feelings of cynicism and detachment from the job, and a

sense of ineffectiveness and lack of accomplishment.

Burnout as a development process in which an employee would be frustrated and emotionally changeable to indirectly result in interpersonal conflict when encountering work stress and then protect himself/ herself with emotional shrink. The symptoms of burnout syndrome can significantly impact day-to-day functioning, resulting in social distancing, emotional exhaustion, decreased output, and a diminished sense of accomplishment in both personal and professional spheres (Yildirimer, 2024). Bankole (2023) revealed hindrances to commitment of library personnel to their job to include: lack of recognition, insensitivity to library staff welfare, inability to acquire “state of the art” working equipment, poor funding of the library, among others.

Job commitment of library personnel implies the ability to stay and perform assigned job effectively, maintaining full loyalty, involvement and identification, despite the shortcomings of his job such as challenges of achievement, recognition, advancement, social relationship, working condition and welfare benefits which consequently may affect his job satisfaction level.

Studies however indicated a decline in the commitment of librarians in public universities (Adegbaye, Babalola & Alegbele, 2023). When used in reference to organizations, commitment is seen as the determination to see a goal or agenda through to completion (Ifeka & Atamu, 2023). Devotion to duty and adherence to the organizations established norms and regulations are necessary components of commitment, as is the willingness and effort to ensure the success of the organization.

A psychological state or attitude known as commitment is defined as an individual's devotion, allegiance, and participation in a specific activity or relationship. It entails feeling accountable and

obligated to carry out tasks or preserve a close relationship with someone or something.

3.1 Methodology

Descriptive survey design of correlational type was adopted for the study and the population comprises three hundred and fifty-two (352) library personnel from sixteen (16) public university libraries (federal and state) in South-West, Nigeria. The total enumeration technique was adopted while questionnaire was used for data collection. The analysis of data was done using descriptive statistics for the research questions, while Pearson Product Moment Correlation (PPMC) and multiple regression analysis were for the research hypotheses.

4.1 Results

General information about the population size for the study consists of 352 library personnel in 16 academic libraries in South-west, Nigeria. Out of 352 copies of the questionnaire administered, 257 copies were returned and found valid for analysis, giving a response rate of (73%).

Table 1: What is the level of work burnout of library personnel in public university libraries, South-west, Nigeria?

Hint: SA = Strongly Agree, A = Agree, D = Disagree, SD = Strongly Disagree, \bar{X} = Mean, STD = Standard Deviation.

S/N	Items on the level of work burnout	SA	A	D	SD	\bar{X}	STD
1	I feel back pain because of sitting continuously in the same posture for long durations	58	96	81	22	2.26	.905
2	As a result of entire day's work, I am really feeling tired to work for the organisation	93	116	40	8	1.86	.790
3	The pressures in the working situations throughout the course of the day result in headache	102	118	34	3	1.76	.721
4	I feel angry on those who are working with me	114	131	9	3	1.61	.615
5	I feel emotionally exhausted every day at work	105	116	29	7	1.76	.758
6	I experience sleep disturbances because of high job pressure	96	120	32	9	1.82	.780
7	I am less enthusiastic about my current job.	112	122	21	2	1.66	.660
8	I feel very little loyalty to this organisation.	110	114	29	4	1.72	.724
9	I exceed the number of leaves allowed.	91	129	34	3	1.80	.704
10	I am not provided with a favourable physical environment to perform my job as a librarian (E.g. noise, room temperature, seating arrangement)	69	88	41	59	2.35	1.108
11	My salary and benefits are inadequate to meet the basic needs of myself and my family.	59	80	61	57	2.45	1.075
12	I receive conflicting/contradictory information or instructions about the work I should do.	100	102	20	35	1.96	1.007
13	I am not satisfied with the level of support provided by my subordinates working in my library.	115	121	20	1	1.64	.641
14	I face technical problems that prevent me from proceeding with my work (e.g. computer breakdown, power failure, lack of needed supplies, etc.)	62	90	38	67	2.43	1.120
15	I am not satisfied with the level of support provided by my colleagues.	77	95	46	39	2.18	1.028
	Grand Mean					29.26	12.64

Table 1 shows the mean scores and standard deviation of work burnout of the respondents. Norm test was carried out to analyse the level of work burnout of library personnel in public university libraries. The analysis revealed that the highest possible mean score was 60 and the score range indicated that 0 - 20 represents low level of work burnout, 21 - 40 connotes moderate level of work burnout while 41 - 60 signifies high level of work burnout by the respondents in the selected university libraries. It could therefore be observed that the weighted mean score for work burnout which is 29.26 falls within the range of moderate level of work burnout by the respondents. Further analysis revealed that most of the respondents face technical problems that prevent them from proceeding with their work (e.g. computer breakdown, power failure, lack of needed supplies, etc.) while some claimed that their salaries and benefits are inadequate to meet their basic needs and that of their family. This can be noticed in the mean score and standard deviation = 2.43, STD = 1.120) and \bar{x} = 2.45, STD = 1.075) in items 14 and 11 respectively.

Table 2: What is the level of job commitment of library personnel in public university libraries, South-west, Nigeria?

S/N	Items on the level of job commitment	SA	A	D	SD	\bar{x}	STD
1	Work should be considered central to life.	76	111	56	14	2.03	.856
2	The most important things that happen in life involve work.	79	84	50	44	2.23	1.067
3	I feel emotionally attached to my work	66	83	37	71	2.44	1.148
4	I do not feel like quitting my work	63	83	62	49	2.38	1.054
5	My employer invests a lot resources for my development	43	68	63	83	2.72	1.089
6	An individual's life goals should be work oriented.	62	79	54	62	2.45	1.103
7	Life is only worth living when people get absorbed in work.	70	77	45	65	2.41	1.139
8	The major satisfaction in my life comes from my job.	79	85	53	40	2.21	1.047
9	I live for my job.	102	93	21	41	2.00	1.059
10	I do my work whole-heartedly	50	65	72	70	2.63	1.082
11	Working in my current profession is important to me.	5	21	102	109	3.38	.072
12	Working hard leads to doing my job well	79	62	62	54	3.07	.834
13	Working hard leads to high productivity	11	48	111	87	3.10	.812
14	I accept duties assigned to me	10	46	101	100	3.14	.844
15	I am willing to do more than my job description requires	63	75	71	48	2.40	1.053
16	Generally speaking, I am very satisfied with this job	32	42	88	95	2.96	1.017
17	In my work, I like to feel that I am making some contribution, not only for myself, but for my employer as well	67	64	67	59	2.46	1.111
	Grand Mean \bar{x}					44.01	16.39

Table 2 shows the mean scores and standard deviation of job commitment of the respondents. Norm test was carried out to analyse the level of job commitment of library personnel in public university libraries, South-West, Nigeria. The analysis revealed that the highest possible mean score was 78 and the score range indicated that 0 - 26 represents low level of job commitment, 27 - 52 connotes moderate level of job commitment while 53 - 78 signifies high level of job commitment by the respondents in the selected university libraries. It could therefore be observed that the weighted mean score for job commitment which is 44.01 falls within the range of moderate level of job commitment by the respondents. In addition to this, most of the respondents stated that working in their current profession is important to them while other accept the duties assigned to them. This can be noticed in the mean score and standard deviation = 3.38, STD = .072) and \bar{x} = 3.14, STD = .844) in items 11 and 14 respectively.

Table 3: Correlation analysis showing the relationship between work burnout and job commitment of librarians and library officers in public university libraries

Variables	N	Mean	St.Dev	Df	R	Sig P
Job commitment	257	44.01	16.39	256	.398	.005
Work burnout		29.26	12.64			

Table 4 showed that there is significant relationship between work burnout and job commitment ($r = .398$ $p < 0.05$). Thus, the null hypothesis that there is no significant relationship between work burnout and job commitment of librarians and library personnel is rejected.

4.1 Discussions of Findings

The study examined the level of work burnout and job commitment of library personnel in public universities South-west, Nigeria. The result of this findings revealed that there is a moderate level of work burnout among library personnel in public universities, South-west, Nigeria with weighted mean score of 29.26. This is in line with the findings of Omotunde, Ajie and Aderiye (2023) who investigated job burnout among library personnel in Ekiti state, Nigeria. On the contrary, Akinola and Mayowa-Adebara (2020) in their study of job burnout among librarians in university libraries in Nigeria found low level of burnout.

On the job commitment of library personnel in public university libraries, south-west Nigeria, the findings of this study showed the weighted mean of the analysis revealed that, library personnel experience

moderate level of job commitment. This result is in consonance with earlier study by Omotunde, Ajie and Aderiye (2023); Olaajo, Oyeboade and Gbotosho (2017) and Olatunji and Adeboye (2016) whose findings revealed that respondents have moderate work commitment in their various libraries. Ajibade, Fagbemi and Adewolojo (2023) in study revealed that the hindrances to job commitment of library personnel's have to do with poor reward system and lack of support from the organisation. However, Adegbaye, Agboola and Buraimo (2023) in their study found high level commitment among library personnel.

Conclusion

The study looked at how work burnout affected library staff members' dedication to their jobs at public universities in southwest Nigeria. The results showed that respondents' levels of job dedication and burnout were modest. Inadequate pay, technological issues,

and physical discomfort from extended sitting were major contributors to burnout. Several librarians showed a strong sense of commitment to their work and duties in spite of these difficulties. A substantial association between work burnout and job commitment was shown via correlation analysis, indicating that job commitment tends to decline with increasing burnout levels. This emphasizes how important it is for university library administration to address the causes of burnout, which include enhancing working conditions, allocating sufficient funding, and guaranteeing equitable remuneration. They can increase dedication and job satisfaction in this way.

Recommendations

Based on the findings, it is therefore recommended as follows:

1. There is an urgent need for library management in public universities to lobby for improved budgetary allocations which will help the libraries acquire the necessary equipment and create a conducive working environment for improved services.
2. Management of public university libraries in South-West, Nigeria should intensify training and retraining of library personnel as a way of motivation for improved services.
3. Government and management of public university libraries in South-West, Nigeria should ensure that library personnel are well paid and taken care of so that the personnel will be happy doing their jobs.
4. Since ICT is a major source of support in library routine services, effort should be made by public university library South-West Nigerian to procure the necessary library management systems and ensure they remain functional in the libraries.

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