

Work Environment and Job Satisfaction of Librarians of Tertiary Institutions in Calabar Metropolis, Cross River State, Nigeria

Emmanuel U. Omini

Teachers Continuous Training Institute, Biase, Cross River State, Nigeria
mcyoke@yahoo.com

Abstract

This study examined work environment and job satisfaction of librarians of Tertiary Institutions in Calabar Metropolis in Cross River State Nigeria. Two research questions and one hypothesis were formulated to guide the study. A survey research design was used while a sample of 55 professional and 118 paraprofessional librarians constituted the sample size using purposive and accidental sampling techniques. For appropriate data collection, a structured instruments entitled “ Work Environment and Job Satisfaction Questionnaire (WEJSQ) ”. The instrument was validated by two experts in Measurement and Evaluation, Faculty of Education, University of Calabar and the reliability test was established with Split-half reliability method. The research data was analysed using One-way Analysis of Variance (ANOVA). The findings revealed that working conditions significantly influence job satisfaction of librarians of tertiary institutions in Calabar Metropolis, Cross River State. It was concluded that the variables under study were found to enhancing librarians’ job satisfaction. Therefore, the study recommended that library management should ensure that top-level management of the tertiary institutions should maintain regular salary increment and bonuses as at when due to both professional and paraprofessional librarians and also expose them to constant training so as to boost their morale in their workplace. This will ensure free flow of work activities and job satisfaction on all library staff in the library.

Keywords: *Work Environment, Job Satisfaction, Librarians, Tertiary Institutions.*

Introduction

Libraries in tertiary institutions are considered an important entity and the employee of the library have a key role to play in disseminating knowledge to the public because tertiary institutions occupy an important position in shaping future generations in terms of imparting knowledge through teaching and learning. Tertiary institutions exist as a result of the human capital performing the task and duties of managing the organization. This is one of the reasons for a continued interest in employees’ job satisfaction. The tendencies of employees to manifest some features such as productivity, efficiency, team spirit and truancy among others are directly or indirectly tied to the degree of their job satisfaction. The execution of these functions and acquisition of competences by librarians in providing information services befitting of tertiary institutions depends on their job satisfaction within the context of a work environment.

A work environment is the surroundings where people work together to achieving common purposes. It entails an organizational setting where different people come together to achieve a common goal. Job satisfaction connotes the overall feeling of an employee about people, rewards, the extent of emotional stability of the job and the working environment. Job satisfaction is a complex and multi-faceted concept which can mean different things to different people. According to

Udomisor and Haruna, (2010), job satisfaction is an emotional response to work environment, it can only be ascertained through the worker's expression of his or her personal feelings about the job and its environment which depends on working conditions and library facilities which influence his or her job satisfaction.

An effective work environment must be attractive, comfortable, satisfactory and motivating to employees so as to give employees a sense of pride and purpose in what they do (Humphries, 2005). With an overview of the concepts of job satisfaction, it is assumed that an "when an employee feels a satisfaction about the job, he/she is motivated to give more to the organization thereby increasing the overall performance of the organization" (Pushpakumari, 2008). The job satisfaction of librarians remains central in for any library to be effective and efficient in accomplishing its statutory mandates. The librarians in tertiary institutions in Calabar Metropolis seem not to be meeting up to the duties of providing quality services which may be due to the poor access and utilization of its resources by users. Okojie, (2009) argued that "the poor services are due to librarians' working condition which is characterized by low morale, non-functional library facilities, obsolete library collections, lack of manpower to provide services to the increase number of users. And since the services of the libraries are essential, it is necessary for the researcher to study the work environment and job satisfaction among librarians in tertiary institutions in Calabar Metropolis, Cross River State so as to identify reason for their ineffectiveness and to proffer solution on ways of making them more committed and productive in the job. The study therefore examined work environment and job satisfaction of librarians of Tertiary Institutions in Calabar Metropolis in Cross River State Nigeria.

Statement of the Problem

Libraries in tertiary institutions apart from preserving the intellectual heritage is involved in the management of information resources. During a preliminary visit to the libraries, it was observed that the level of encouragement, motivation and job security are less satisfactory compared to their task at work. Most librarians seem to be reluctant and uninterested in assisting registered library users in getting the services they are searching for and that information also seems to be unavailable or unorganized despite its proliferation brought about by information and communication technology to manage them. This may be as a result of poor staff working condition, lack of well-trained staff and majority of the available ones are not strong enough in terms of their age to attend to users' needs.

The inability of tertiary institutions to take staff job satisfaction as a priority may be jeopardizing the organizational productivity. There have been series of decline in the use of the library as a result to librarians' absenteeism, lateness to work, malingering, low intellectual growth in the library. The situation is having adverse effect on the growth of library as well as the information service delivery of these libraries. Librarians may not be able to perform their work effectively which may adversely affect the quality-of-service delivery being rendered to users. Librarians' job satisfaction with particular reference to Tertiary Institutions in Calabar Metropolis in Cross River State has not been investigated. It is against this background that the problem of this study was therefore conceptualized to determine the extent to which work environment influence job satisfaction of

librarians of tertiary institutions in Calabar Metropolis in Cross River State Nigeria?

Research questions

To guide this study, the following research questions were raised:

1. What is the level of job satisfaction of librarians of tertiary institutions in Calabar Metropolis, Cross River State?
2. What is the level of conduciveness of the work environment of librarians of tertiary institutions in Calabar Metropolis, Cross River State?

Research Hypothesis

The following research hypothesis was formulated to guide this study:

Working conditions does not significantly influence job satisfaction of librarians of tertiary institutions in Calabar Metropolis, Cross River State?

Literature review

Sustaining a work environment is vital for any job satisfaction. Experiencing healthy work environment entails making work atmosphere attractive, comfortable, satisfactory and motivating to employees so as to give them a sense of purpose that will enable them put in their best at all times. Library workers will exhibit satisfaction in the course of carrying out their functions in the workplace. This study corroborates with that by Samson and Waiganjo (2015) on effect of workplace environment on the performance of commercial banks employees in Nakuru town. The findings showed that the physical aspects did not have a significant effect on employee performance while the psychosocial and work life balance factors were significant. It is recommended that attention be given to the other influences of workplace life environments consisting the physical and work life balance aspects. Also, Agba, and Ocheni, (2017) study on the effects of work environment on job performance of academic staff in Nigerian public and private universities. The study revealed that work related factors like internet facilities, good library, conducive work environment, regular and good remuneration, training opportunities, regular promotion, access to affordable medical care, recognition/ awards are significant determinants of the job performance of academic staff in Nigerian Public and Private Universities.

Awan and Tahir (2015) study on impact of working environment on employee's productivity: A case study of Banks and Insurance Companies in Pakistan. The result revealed that the factors like supervisor support, relation with co-workers, training and development, attractive and fast incentives and recognition plans, adequate work load at work place are helpful in developing a working environment that has positive impact on employee's level of productivity in the organizations. The findings recommend the organizations to develop strategies which are useful in developing a conducive working environment at the workplace. Similarly, Manu (2015) conducted a study on the effects of work environment on employees' productivity in government organizations. a case study of Obuasi Municipal Assembly. It was found that, each of the components that define work environment were statistically significant to productivity of the Municipal Assembly. It was recommended among other things that for the productivity of the Obuasi Municipal Assembly to be enhanced, the Assembly must improve upon its psychological environment so as to improve upon the psychological health of its employees.

Dukic and Dukic (2014) study on job satisfaction level of Croatian Librarians. The result found that despite all difficulties and economic crisis overall librarians were satisfied with their jobs. But there is dissatisfaction with salary, working conditions, training facilities and ICT equipment. Ogunlana, Okunlaya, Ajani, Okunoye and Oshinaike (2013) study examined the relationship between job stress and job satisfaction among academic librarians in selected federal universities in South West Nigeria. The study revealed that the mean scores for satisfaction were low for workplace characteristics. Positive correlation was found between job satisfaction and librarians’ job stress. The findings also revealed that majority of the librarians had low job satisfaction level and higher levels of job stress. These results have implications for addressing job stress and job satisfaction in academic libraries.

Research Methodology

The study adopted the descriptive survey design. Professionals and paraprofessionals from three tertiary institutions in Calabar Metropolis - University of Calabar library, Cross River University of Technology Library and College of Health Technology Library, were used as respondents. The study population (SP) comprised of 85 professionals and 185 para-professionals totalling 270 librarians using proportional sampling with a sample of 55 professional and 118 paraprofessional librarians constituting the sample size (64%) for the survey. For appropriate data collection, a structured instruments entitled “ Work Environment and Job Satisfaction Questionnaire (WEJSQ) ” . The instrument was validated by two experts in Measurement and Evaluation, Faculty of Education, University of Calabar and the reliability test was established with Split-half reliability method and later converted to Spearman Brown Prophecy Formula to help step up the coefficient. The research data was analysed using One-way Analysis of Variance (ANOVA) to test the hypothesis.

Presentation of Results and Discussion of Findings

The main dependent variable of the study was job satisfaction. The mean and standard deviation of the major variables of the study was calculated and presented in this section. The result of data analysis tested is presented. Each hypothesis was tested at .05 level of significance.

Testing of hypotheses

Hypothesis: Working condition does not significantly influence job satisfaction on librarians in Calabar metropolis.

Table 1: One-Way ANOVA with the influence of working conditions on job satisfaction

Sources of variations	Sum of Squares	df	Mean Square	F-value	P-value
Between Groups	54.049	3	27.024	5.589*	.004
Within Groups	821.928	170	4.835		
Total	875.977	173			

*P<.05 df=3,170 F-critical =2.65

Table 1 shows the summary of one-way ANOVA on the influence of working conditions on job satisfaction. Between and within group sum of squares are 54.049 and 821.928; at 3 and 170 degrees of freedom, the mean squares between and within are 27.024 and 4.835, with F calculated value of 5.589 found greater than critical F-value at 2.65. Therefore, the null hypothesis of there is no significant influence of working conditions on job satisfaction was rejected (F=5.589; P=.0004). It is obvious that there is a significant influence of work environment and job satisfaction of librarians of Tertiary Institutions in Calabar Metropolis in Cross River State Nigeria. It is evident from Table 3 with the descriptive statistics that the total of 30 librarians responded that the working conditions in their work place was high with a mean and standard deviation of 12.93 and 2.02. For those that moderately agreed constituted 57 respondents with mean of 13.75 and standard deviation of 2.39. while those that indicated low level were 86 respondents with mean and standard deviation of 12.50 and 2.13 respectively.

Table 2: Descriptive Statistics

Levels of working conditions	N	Mean (X)	Std. Deviation
High	30	12.93	2.02
Moderate	57	13.75	2.39
Low	86	12.50	2.13
Total	173	12.99	2.26

The result of the finding shows that there is a significant influence of work environment and job satisfaction of librarians of Tertiary Institutions in Calabar Metropolis in Cross River State Nigeria. This is because job satisfaction of library personnel remains a critical criterion for the attainment of the goals and objectives among librarians of Tertiary Institutions in Calabar Metropolis, Cross River State Nigeria. The findings revealed that librarians agree that working conditions influence their job satisfaction. They rated their working conditions low which is reflected on their job satisfaction. The finding is in agreement with Agba, and Ocheni, (2017) study on the effects of work environment on job performance of academic staff in Nigerian public and private universities. Findings revealed that work related factors like internet facilities, good library, conducive work environment, regular and good remuneration, training opportunities, regular promotion, access to affordable medical care, recognition/ awards are significant determinants of the job performance of academic staff in Nigerian Public and Private Universities and recommended among others that concerted efforts should be made by government and managers of Nigerian universities to ensure functional internet facilities, good library, regular and good remuneration, conducive work environment, training opportunities, access to well-equipped and regular promotion since they are known to have positive effects on the effective performance of the duties of academic staff.

Awan and Tahir (2015) study on impact of working environment on employee's productivity: A case study of Banks and Insurance Companies in Pakistan. The result revealed that the factors like supervisor support, relation with co-workers, training and development, attractive and fast incentives and recognition plans, adequate work load at work place are helpful in developing a working environment that has positive impact on employee's level of productivity in the organizations. Abdalkrim and Abd Elhalim (2016) study on attitude toward work, job satisfaction, and job performance: An empirical study among non-Saudi academic member of higher education institutions. Result showed all the independent variable has significant effect dependent variables. And recommendation for future research and limitations of this study are proposed.

Similarly, Manu (2015) study on effects of work environment on employees' productivity in government organizations. a case study of Obuasi Municipal Assembly, found that, each of the components that define work environment were statistically significant to productivity of the Municipal Assembly. It was recommended among other things that for the productivity of the Obuasi Municipal Assembly to be enhanced, the Assembly must improve upon its psychological environment so as to improve upon the psychological health of its employees.

Conclusion

Based on the findings of the study, it can be concluded that, librarians (professional and paraprofessionals) work environment is tied to their job satisfaction and have a higher-than-average satisfaction with their working conditions.

Recommendations

Based on the conclusion of the study the following recommendations were made:

1. The high level of satisfaction showed by the findings should be sustained by the top-level management of the tertiary institutions through regular salary increment and bonuses as at when due to both professional and paraprofessional librarians and also expose them to constant training so as to boost their morale in their workplace.
2. The library administration should formulate ways of mentoring of younger librarians by using both older ones and more accomplished librarians from within their libraries or outside these libraries to inspire and spur younger librarians on their job performance.

References

- Abdalkrim, G. M. & Abd Elhalim, T. A. (2016). Attitude toward work, job satisfaction, and job performance: an empirical study among non-Saudi academic member of higher education institutions. *International Journal of Academic Research in Business and Social Sciences*, 6(12), 750-757.
- Agba, M. S. & Ocheni, S. I. (2017). An empirical study of the effects of work environment (Electric Power Supply) on job performance of academic staff in Nigerian public and private universities. *Higher Education of Social Science*, 12(2), 11-20.
- Awan, A. G. & Tahir, M. T. (2015). Impact of working environment on employee's productivity: A case study of banks and insurance companies in Pakistan. *European Journal of Business and Management*. 7(1), 329-345.

- Berry, J. N. (2007). LJ series-job satisfaction: great work, genuine problems. *Library Journal*, 132, 26-9.
- Dukic, G. & Dukic, D. (2014). An analysis of job satisfaction among Croatian librarians as support to library human resource management. *Journal of Librarianship and Information Science*, 46(4), 289-298.
- Humphries, M. (2005). Quantifying occupant comfort: are combined indices of the indoor environment practicable? *Building Research and Information*, 33(4), 317-325.
- Manu, C. A. (2015). The effects of work environment on employees' productivity in government organizations. A case study of Obuasi Municipal Assembly. Master of Business Administration. College of Arts and Social Science Dissertation. Kumasi, Kwame Nkrumah University of Science and technology.
- Okojie, J. O. (2009). The impact of salary differentiation on managerial job satisfaction: a study of gender gap and its implication for management education and practice in developing economy. *Journal of Business in Developing Nations*, 8(1) 23-42.
- Ogunlana, E. K., Okunlaya, R. O. A., Ajani, F. O., Okunoye, T. & Oshinaike, A. O. (2013). Indices of job stress and job satisfaction among academic librarians in selected federal universities in south west Nigeria. *Annals of Library and Information Studies*, 60, 212-218.
- Pushpakumari, M. D. (2008). The impact of job performance on job satisfaction: an impact analysis. Retrieved from http://202.11.2.113/SEBM/ronso/no9_1/08_PUSHPAKUMARI.pdf on June 29, 2019.
- Udomisor, E. I. & Haruna, I. (2010). Job satisfaction among nonprofessional staff in Ramat Library, University of Maiduguri. Nigerian Libraries. *Journal of The Nigerian Library Association*, 43, 58-69.