Job Satisfaction among Librarians in Academic Libraries in Niger State

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Abstract

This research work centered on Job Satisfaction among Librarians in Academic Libraries in Niger State. The objective of the study is to find out the level of job satisfaction found among the academic librarians in academic libraries in Niger state. The survey research design was used to conduct the study. The population of the study was 58 academic librarians in Niger state. Questionnaire was used as the instrument for data collection and the data was analyzed using tables and mean scores. The results from the findings showed that there is commendable level of job satisfaction among the librarians, ill health is not a factor for retrenchment, and the librarians do not resort to lateness to work or abandoning duty when they are not satisfied. It was recommended that the librarians in this academic libraries should be sponsored for workshops and seminars. It was also recommended that annual leave and medical coverage should be made a regular benefit for the librarians.

INTRODUCTION

Academic library is a library that is attached to a higher education institution which serves two complimentary purposes: to support the school's curriculum and to support the research of the university faculty and students. According to Ogbonna and Okenyi, in Ekere, (2006; 4), Academic libraries refer to all the libraries that exist in institutions of higher learning ranging from universities, polytechnics, colleges of Education, and any other form of tertiary institution. Their major aim is to provide the curricular educational needs of the students and the entire academic community, example, supporting the teaching staff in the up – to – date materials required for their teaching jobs.

An academic library was described in Oyedum (2006) as an integral part of a college or a university, it is usually regarded as an instrument of instruction. This means that teaching in the

class room will depend more on library than textbooks. This is why an academic library is regarded as an integral part of teaching program. She further stated that academic libraries can be grouped into three categories such as "school libraries, college libraries and university libraries" The schools, colleges and universities are the institutions that impart formal education to the students. These academic libraries are supposed to have rich libraries to feed the students, teachers, and research scholars in meeting their day - to - day needs relating to study and research, and to supplement the class room teaching. The libraries are the heart of such institutions, and without them, the body cannot last long.

Academic librarians are the people or persons in charge of the academic library, library workers trained in the field of library science or librarianship with at least first degree, they are the people to whom the collection, preservation, use and transmission of information and knowledge are entrusted, (Obodoeze 2001). Apart from the above note, academic librarians are daily faced with other responsibilities which includes, ensuring the development of a balanced collection, oversees services to the library clientele, administers staff, prepares library budget, plans new library building or the maintenance of an old one, prepares annual report, co ordinates library development programs. After dealing with all these challenges, the librarians ought to be motivated, therefore discussing job satisfaction among librarians in the academic libraries cannot be over emphasized. To achieve maximum input to the library services, Ekere, (2006) suggested the following motivational points:

(i) Good remuneration
(ii) Physical conditions (improved environment)
(iii)Hours of service (by the library system)
(iv)Hours of work (by individual staff)
(v) Leaves of absence (vacation and sick leave)
(vi)Promotion and tenure
(vii) Retirement benefits
(viii) Dismissal of unworthy/ incompetent staff.

Job satisfaction is defined as "the extent to which people like (satisfaction) or dislike (dissatisfaction) their jobs" (Spector, 1997). This definition suggests that job satisfaction is a general or global affective reaction that individuals hold about their job. While researchers and practitioners most often measure global job satisfaction, there is also interest in measuring different "facets" or "dimensions" of satisfaction. Examination of these facet conditions is often useful for a more careful examination of employee satisfaction with critical job factors. Traditional job satisfaction facets include: co-workers, pay, job conditions, supervision, nature of the work and benefits." (Williams, 2004).

People approach their jobs with two different expectations, viz: expectation with respect to the job content and expectation with respect to the job context. Expectations with regards to the job content include, the nature of the work, recognition, achievement, responsibility and growth in the skill and these are called Intrinsic". The expectations as regards job context which include the working condition, salary, security and co-workers relationship are known as "Extrinsic" factor, Abdulrahman, (2007). It is the Intrinsic and Extrinsic factors of the job that causes satisfied or dissatisfied feeling about the job. This is true because the attainment of the aspiration and expectations about the job produce feeling of satisfaction while frustration or lack of the attainment of aspirations about the job causes dissatisfaction. Another important aspect of job satisfaction that should not be looked down is communication which boils down to superior-subordinate relationship in a broader term. This is an important influence on job satisfaction in the work place, the way in which the subordinates perceive a supervisor's behavior can positively or negatively influence job satisfaction. Communication behaviors such as facial expression, eye contacts, vocal expression and body movement is crucial to the superior-subordinate relationship. Non verbal messages play a central role in interpersonal interactions with respect to impression, action, deception, attraction, social influence and emotional expression. Individuals who dislikes and thinks negatively of their supervisor are less willing to communicate or have motivation to work, where as individuals who likes and thinks positively of their supervisors are more likely to communicate and are satisfied with their jobs and work environment (Burgoon, Buller and Woodall, 1996).

Objectives of the Study

The general objective of this research is to find out the level of job satisfaction found among librarians in academic libraries in Niger State. Specifically, the research is designed to:

1. To ascertain the level of satisfaction found among the librarians in academic libraries in Niger State.

2. To ascertain the effects of job satisfaction as perceived by the librarians and to

3. To identify the factors responsible for job satisfaction or dissatisfaction among academic librarians in Niger State.

Research Questions

The following research questions guided the study:

1. What is the satisfaction level of librarians in academic libraries in Niger State?
2. What are the effects of job satisfaction as perceived by the librarians?
3. What are the factors responsible for job satisfaction or dissatisfaction among academic librarians?

Literature review

Many researchers like Weiss (2002), Oyedum (2006) and Ekere (2006) asserted that job satisfaction is the totality of an individual's social psychological well being as it relates to his job and performances, if the individual's social psychological well being in relation to his job or job performance is not good, it could affect the degree of his satisfaction with his job. Job satisfaction is an attitude but points out that researchers should clearly distinguish the objects of cognitive evaluation which are affect (emotion), beliefs and behaviors, (Weiss, 2002). This definition suggests that we form attitudes towards our jobs by taking into account our feelings, our beliefs and our behaviors. In every establishment or organization be it government or private owned which academic libraries is part, job satisfaction is the key to a successful output.

Academic libraries are libraries that are situated in institutions of higher learning. This is to say that any library attached to a post secondary or tertiary institution can be described as an

academic library Ekere, (2006). Furthermore, he stated that academic libraries exists in institutions of higher learning such as, the universities, the colleges of education, the colleges of technology and polytechnics. Also, that academic libraries vary in shape, size or objectives or mission statements from one institution to another, but their characteristics functions are both academic and administrative, all designed and geared towards the achievement of the educational objectives as set by the individual academic institutions.

In encouraging job satisfaction in academic libraries, Herzberg's two – factor theory pointed out certain things which an administrator should do to ensure adequate staff motivation in university libraries. The administrator can do this by:

Enhancing the feeling of achievement of the librarians on the job such as, by recognition and reward of excellence to the librarians to strive to achieve better.

Recognition of the individuals worth and personal dignity and ego of the librarians that is, by involving the staff in decision making, creating healthy, social climate in the library and improving outlook of the staff.

Making work challenging and interesting such as assigning special duties and projects to competent individual librarian.

Assigning responsibility for special function to librarians and ensuring adequate authority for carrying out such responsibilities.

Promoting the personal and professional advancement of librarians.

In discussing job satisfaction among academic librarians, Hart (2000) carried out research on Job Satisfaction in a South African Academic library in Transition. The aim of the study was to investigate a South African University library undergoing change of many fronts. The population of the study includes 31 staff. The instruments for data collection was interview and questionnaire, the study discovered "love – hate" relationship between respondents and their work. It was also found that 61% of the respondents reported overall job satisfaction, finally it was observed that stagnation, frustration with inadequate resources and anger at poor remuneration are causes of job dissatisfaction.

The above research work shared many similarities with the present study in terms of title, and methodology, but it addresses, academic librarians outside Nigeria

In another study, Chidebelu (2004), embarked on a study to determine the level of job satisfaction of librarians in public and academic libraries in Enugu and Anambra states. The population of the study were the librarians in public and academic libraries in Enugu and Anambra states. The research design used was survey. The instrument for data collection was questionnaire. The stratified random sampling technique was used. And a total of 77 professional librarians were sampled. The work revealed that the librarians were satisfied with the quality of supervision, communication and inter personal relations, but dissatisfied with their pay, promotions benefits and nature of their work. The recommendation was for library management and policy makers to regularize the salaries, promotions and allowances of their librarians and to provide them with good working conditions like, in – service training, and workshops.

Chidebelu's work engaged design and instruments akin to the current study except that it addresses a different geopolitical environment and embraces public libraries as against the present study which focuses only on academic libraries. The current study did not employ any sampling technique due to the small number of the librarians.

In yet another study, Ezema (2003), carried out a research on The Extent of job satisfaction among librarians in Nnamdi Azikiwe library, University of Nigeria Nsukka and Institute of Management Technology, Enugu. The population of 44 librarians as a purposive sample, investigated the extent of job satisfaction among librarians at Nnamdi Azikiwe library, University of Nigeria Nsukka and Institute of management and technology Enugu. Questionnaire and oral interview were used as instrument for data collection. Mean was used as the method for data analysis.

The study among other things revealed that there was no overall job satisfaction among the librarians of the two institutions studied. Based on these, recommendations were made to the effect that reward and motivation systems particularly in areas of prompt payment of salaries and allowances and other incentives such as in – service training should be put in place.

This work bears much similarity to the present one, they have the audience which is academic librarians, they will use questionnaire as instrument for data collection, but the current research will not employ oral interview. Moreover, the work reviewed covered academic libraries in a different geopolitical zone which is the South Eastern Nigeria.

RESEARCH METHODS

The study is a survey research designed to find out the level of job satisfaction among academic librarians in academic libraries in Niger State. The population of the he study comprised of 58 academic librarians in the higher institutions of learning in Niger State. Three research questions were formulated in pursuance of the study. The researcher distributed and retrieved the instruments by herself. The instrument was analyzed using simple statistical tools like tables and mean scores.

PRESENTATION OF DATA

58 instruments were distributed among the librarians. There was one hundred percent (100%) rate of returns. The data obtained from the instruments are hereby analyzed using tables and mean scores.

Table 1: Mean Responses of Librarians on level of Satisfaction.

S/N	Items	Mean	Decision
I	I am satisfied with the salary I receive.	2.72	Agree
Ii	The communication level with my co-workers is good.	3.21	Agree
Iii	The communication link with my supervisor is good.	2.97	Agree
Iv	The government attends to the needs of my library.	2.55	Agree
V	My salary is good and regular.	2.86	Agree
Vi	I have good rapport with my director.	2.97	Agree
Vii	There are promotion opportunities for me	2.74	Agree
Viii	I am sponsored for workshops and conferences.	2.12	Disagree

Table 1 revealed that items 1I to1 vii have mean of 2.72, 3.21, 2.97, 2.55, 2.86, 2.97 and 2.74 respectively. These mean scores are greater than the 2.50 cut-off mark. This implies that the

Librarians in the academic libraries agreed that they are satisfied with the salary they receive, communication level with co – workers and supervisors, government providing the needs of the workers, regular salary, and commendable rapport with the directors as well as promotion opportunities.

However, item viii with mean score of 2.12 indicates that the librarians disagreed that they are sponsored for workshops and conferences.

Table 2: Mean responses of librarians on Behavior when not satisfied.

S/N	Item	Mean	Decision
I	Lateness to work	1.93	Disagree
Ii	Abandonment of duty	1.93	Disagree
Iii	Low productivity	2.24	Disagree
Iv	Antagonism with colleagues	1.97	Disagree
V	Loss of morale	2.22	Disagree
Vi	Poor quality of output	2.07	Disagree

The results presented in table 2 shows that items i to vi have mean scores 1.93, 1.93, 2.24, 1.97, 2.22 and 2.07 respectively. Obviously these mean scores are below the 2.50 cut-off. This shows that the respondents disagreed on these items. The implication is that even when not satisfied with the conditions of work, the librarians do not resort to lateness to work, abandonment of duty, low productivity, antagonism with colleagues, loss of morale and poor output.

Table 3: Mean Responses of Librarians on factors responsible for job satisfaction.

S/N	Item	Mean	Decision
I	Ill health is a factor for retrenchment in my library	2.07	Disagree
Ii	I must come to work even when my salary is delayed.	3.17	Agree

Iii	The rules and policies in my library are rigid.	2.54	Agree
Iv	The environment affects my job positively.	2.69	Agree
V	My subordinates are friendly	3.16	Agree

From table 3, items ii to v have mean scores of 3.17, 2.54, 2.69 and 3.16 respectively, which are greater than 2.50 benchmark. Therefore, the librarians agreed that coming to work even when salary is delayed, rigid library policies, positive effect of the environment on the job and friendly subordinates are the factors responsible for job satisfaction. on the other hand, item 3i with mean of 2.07 shows that the Librarians disagreed that ill-health is a factor for retrenchment.

Discussion of findings

The following findings were deduced from this study.

A total number of fifty eight (58) academic librarians in academic libraries in Niger State were the population for the study. The study was carried out based on three research questions: what is the satisfaction level of librarians in academic libraries in Niger state? What are the effects of job satisfaction as perceived by the librarians? What are the factors responsible for job satisfaction and dissatisfaction? After collecting the data and analyzing them, the following findings were derived from the study:

The study revealed that the librarians are satisfied with the salary they receive, the communication link between co-workers and supervisors, government attention to the needs of their libraries, their salaries and its regularity, rapport with the directors and promotion opportunities that exists in their libraries. But only disagreed that they are sponsored for workshops and conferences. This findings agrees with Abdulrahman (2007) in his comparative study on job satisfaction which he mentioned communication, relationship with co-workers, promotion and salaries as measures to find the level of job satisfaction found among librarians.

It was revealed that the librarians do not resort to lateness to work, abandoning duty, low productivity, antagonism with colleagues, loss of morale, and poor quality of output when they are not satisfied.

It was also revealed that ill health is not a factor for retrenchment in the academic libraries under study. They come to work even if their salaries are delayed, the library policies and rules are so rigid, the environment affects their jobs positively and that their subordinates are friendly.

Recommendations

From the findings of the study, the following recommendations were made:

1. Librarians should be sponsored to workshops and conferences if not they may not be enlightened about the current trends in librarianship which they might have learnt from their counter parts from other libraries or library schools. This will also enable them to acquire more knowledge and become more competent in executing their duties.

2. Annual leave and medical coverage are the factors identified to enhance job satisfaction. Hence the researcher recommends that these factors should be enshrined as regular benefits of the workers in these academic libraries. These will give the librarians sense of security and care.

3. There should always be opportunities for socialization in the libraries to ease their stress and relax their nerves, this might give them the opportunity to crack jokes, play games as the case may be, and hence a happy worker is a productive worker.

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