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PROBLEMS MILITATING AGAINST JOB SATISFACTION AMONG LIBRARIANS IN ACADEMIC LIBRARIES IN NIGER STATE, NIGERIA.

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Abstract

The research work examined the problems militating against job satisfaction among librarians in academic libraries in Niger State, Nigeria. The aim is to identify the problems associated with job satisfaction among librarians in academic libraries in Niger State. the population of the study was 58 librarians in Niger State. Due to the small number of librarians involved, purposive sampling technique was used. Questionnaire was used as the instrument for data collection and the data was analyzed using tables and mean scores. The result from the findings showed that lack of opportunities for socialization and promotion, lack of managerial skills by administrators and bad library tools are some of the problems associated with job satisfaction. it was recommended that annual leave, and medical coverage should be made a regular benefit for the librarians and academic librarians should be encouraged through sponsorship to attend conferences, workshops and seminars as these will enable them acquire more knowledge and competence.

Key Words: Job. Satisfaction, Libraries, Academic, Libraries

Introduction

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, and their major aim is to provide the curricular educational needs of the students as well as to support the teaching staff in their up to date materials required for their teaching jobs (Ogbonna, 2006).

Academic libraries are those libraries established, owned and funded by university or institutions of higher learning

which they are part. Thus, they are often referred to as academic libraries. As integral part of the institutions which they serve, they design their collections and services to meet the instructional program of the particular institution. Academic libraries are recent phenomenon in Africa as a whole (Ode and Omokaro, 2007). In Nigeria, the first academic libraries came in to being with the founding of the University of Ibadan in 1948 (Ogunshola, 2004). Many however, sprang up as from 1960 with the establishment of more universities.

Functions of academic libraries:
Below are some functions of academic libraries as pointed out by (Edoka 2004)

A. To provide information materials required for the academic programs of the parent institution
B. To provide research information resources in constant with the needs of the faculty and the users.
C. Maintaining reference, indexes, bibliographies, catalogue list and research materials.
D. To co operate with other libraries at appropriate levels for improved information services.
E. To provide specialized information services to appropriate segments of the wider community.

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 faced with other duties like, ensuring the development of a balanced collection, oversees services to the library clientele, administers staff, prepares library budget, prepares annual report,

Research Questions
What are the problems associated with librarians job satisfaction?
What are the factors responsible for job satisfaction among academic librarians?
What are the strategies for encouraging motivation and for achieving job satisfaction among the librarians?

LITERATURE REVIEW
Satisfaction is to be gratified or to be contented or feel pleased because of the fulfillment of a need, demand, desire or expectation (Oxford English Dictionary, 1991: 502). Job satisfaction is the totality

ordinates library development programs, plans new library building or maintenance of an old one. Faced with these tedious tasks, the satisfaction or job satisfaction of these librarians cannot be over emphasized.

Job satisfaction has been defined as the pleasurable emotional state resulting from the appraisal of one's job, an affective reaction to one's job and attitude towards one's job (Weiss, 2002). He further stated that job satisfaction is an attitude but points out that researchers should clearly distinguish between the objects of cognitive evaluation which are the affects, beliefs and behaviors. This definition suggests that we form attitude towards our job by taking into account our feelings, our beliefs and our behaviors.

Objectives of the Study
The general objective of this research it to examine the problems militating against job satisfaction among librarians in academic libraries in Niger State. specifically, the study is to:
To ascertain the problems associated with job satisfaction among the librarians.
To identify the factors responsible for job satisfaction among the librarians.
To determine the strategies for enhancing job satisfaction among the librarians.

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 (Weiss, 2002).

Lack of job satisfaction can be a significant source of daily stress, to help get your stress back under your control, figure out exactly what has caused you to sour on your job (Mayo Clinic Staff, 2008). Satisfaction is to be gratified or to be content or feel pleased because of the fulfillment of a need, demand, desire or

expectation (Oxford English Dictionary 1991: 502). Just like every other organization, job satisfaction among librarians is very important because its absence often leads to lethargy and reduce organizational commitments (Moser, 1997).

Abdulrahman (2007) carried out a research on comparative study of job satisfaction of librarians in the two polytechnics in Niger state, which is similar to this present research work. The purpose was to determine the extent to which the librarians in those polytechnics were satisfied with their jobs. Similarly, Togia, Koustelios and Tsigilis (2004) as cited in Khan and Ahmed (2013) examined job satisfaction among Greek academic librarians. The study concluded that respondents were satisfied with their jobs and were dissatisfied with pay and promotion policies. In the same vein also, Khan and Ahmed (2013)carried out another research on job satisfaction among librarians in the universities of Khyber Pakhtunkhwa, Pakistan. The purpose of the study was to measure the job satisfaction of library professionals serving in the public sector universities of Khyber Pakhtunkhwa, Pakistan.

In another study, Delfgaauw (2006) conducted study on the effect of job satisfaction on job search in the Netherlands. The result of the analysis shows that in the industrial level, poor financial prospects and working condition and unpleasant job duties affects workers desire to leave the industry. This study addresses job satisfaction extensively but outside the academia.

Strategies for Enhancing Job Satisfaction:

In discussing the ways or strategies for enhancing job satisfaction among librarians in academic libraries, Tella, Ayeni and Popoola (2007)asked a question about what strategies can be used to motivate information professionals,

particularly librarians? Below are some strategies which they considered relevant:

Salary, Wages and Conditions of Service:
To use salaries as a motivator effectively, personnel managers must consider four major components of a salary structures. These are the job rate, which relates to the importance the organization attaches to each job; payment, which encourages workers or groups by rewarding them according to their performance; personal or special allowances, associated with factors such as scarcity of particular skills or certain categories of information professionals or librarians, or with long service; and fringe benefits such as holidays with pay, pensions, and so on. It is also important to ensure that the prevailing pay in other library or information establishments is taken into consideration in determining the pay structure of their organization.

Money: Akintoye (2000) asserts that money remains the most significant motivational strategy. As far back as 1911, Frederick Taylor and his scientific management associate described money as the most important factor in motivating the industrial workers to achieve greater productivity. Taylor advocated the establishment of incentive wage systems as a means of stimulating workers to higher performance, commitment, and eventually satisfaction. Money possesses significant motivating power in as much as it symbolizes intangible goals like security, power, prestige, and a feeling of accomplishment and success. Katz, in Sinclair, et al. (2005) demonstrates the motivational power of money through the process of job choice. He explains that money has the power to attract, retain, and motivate individuals towards higher performance. For instance, if a librarian or information professional has another job offer which has identical job characteristics with his current job, but greater financial reward, that worker

would in all probability be motivated to accept the new job offer. Banjoko (1996) states that many managers use money to reward or punish workers. This is done through the process of rewarding employees for higher productivity by instilling fear of loss of job (e.g., premature retirement due to poor performance). The desire to be promoted and earn enhanced pay may also motivate employees.

Staff Training: No matter how automated an organization or a library may be, high productivity depends on the level of motivation and the effectiveness of the workforce. Staff training is an indispensable strategy for motivating workers. The library organization must have good training program. This will give the librarian or information professional opportunities for self-improvement and development to meet the challenges and requirements of new equipment and new techniques of performing a task.

Information   Availability   and Communication: One way managers can stimulate motivation is to give relevant information on the consequences of their actions on others (Olajide, 2000). To this researcher it seems that there is no known organization in which people do not

usually feel there should be improvement in the way departments communicate, cooperate, and collaborate with one another. Information availability brings to bear a powerful peer pressure, where two or more people running together will run faster than when running alone or running without awareness of the pace of the other runners. By sharing information, subordinates compete with one another.

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 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 problems associated with job satisfaction
N = 58

S/N	Items	Sum	Mean	Decision
I	There opportunities for socialization.	121	2.09	Disagree
ii	There are no promotion opportunities for me	120	2.07	Disagree
iii	My director has no good administrative and managerial skills	125	2.16	Disagree
iv	There is no room for personal growth on the job.	141	2.43	Disagree

Table 1 revealed that items i to iv have means scores as 2.09, 2.07, 2.16, and 2.43,respectively.it means that the librarians disagreed that there are opportunities for socialization, no promotion opportunities, director has administration and managerial skills, no room for personal growth on the job and library tools are not in good working condition. Therefore, these are not the problems associated with job satisfaction in the academic libraries.

Table 2: Mean Responses of Librarians on factors responsible for job satisfaction.
N = 58

S/N	Item	Sum	Mean	Decision
I	Ill health is a factor for retrenchment in my library	120	2.07	Disagree
ii	I must come to work even when my salary is delayed.	184	3.17	Agree
iii	The rules and policies in my library are rigid.	147	2.54	Agree
iv	The environment affects my job positively.	156	2.69	Agree
v	My subordinates are friendly	183	3.16	Agree

From table 2, 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.

Table 3: mean responses of librarians on strategies to enhance job satisfaction.
N = 58

S/N	Item	Sum	Mean	Decision
I	Strategies for achieving job satisfaction is clear	164	2.83	Agree
ii	I always go on annual leave	161	2.78	Agree
iii	I have medical coverage	157	2.71	Agree
iv	My supervisor shows appreciation for job well done	175	3.02	Agree
v	My subordinates are competent	163	2.81	Agree
vi	I receive financial rewards as appreciation for job well done	107	1.85	Disagree
vii	My subordinates are respectful and friendly	167	2.88	Agree
viii	My subordinates are always ready to co operate with me	174	3.00	Agree

From table 3, except item vi, other items have mean scores of 2.83, 2.78, 2.71, 3.02, 2.81, 2.88,and 3.00, respectively. Therefore, the librarians agreed that strategies for achieving job satisfaction are clear, going on annual leave, medical coverage, appreciation from supervisor for job well done, competent subordinates, respectful and friendly subordinates who are ready to cooperate are strategies for enhancing job satisfaction. however, the librarians disagreed that receiving financial reward as appreciation for job well done is not a strategy for enhancing job satisfaction in academic libraries in Niger State.

Discussion of findings

The following findings were deduced from this study.A total number of fifty eight (58) 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?. After collecting the data and analyzing them, the following findings were derived from the study:

It was found that the librarians have opportunities for socialization, opportunities for promotion, the library directors have good managerial skills, and there is room for their personal growth on the job.

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.

Under the strategies for enhancing job satisfaction, it was revealed that strategies for achieving job satisfaction is clear, the librarians always go on annual leave, they have medical coverage, their supervisors appreciates them for a job well done, their subordinates are competent, respectful and friendly and are also always ready to co operate. It was only in the area of financial reward as appreciation for a job well done that they disagreed with.

RECOMMENDATIONS

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. The library managements should set out good strategies for improving job satisfaction.

3. 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.

4. Governments should always attend to the needs of these libraries, supply them with good and current library tools and equipment, this will encourage them to carry out their duties effectively and efficiently

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