

**JOB SATISFACTION AMONG LIBRARIANS IN UNIVERSITIES IN  
SOUTH-SOUTH ZONE OF NIGERIA: DEMOGRAPHIC  
DIFFERENCES**

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***Abstract***

*Job satisfaction of librarians is considered to be significant, especially in the age where academic libraries must exhibit their worth in their academic environments of information proliferation and when an organization. Hence, the study investigated job satisfaction among librarians in universities in the South-South Zone of Nigeria. It adopted the survey method and made use of librarians in federal and state university libraries. The instrument for data collection was a questionnaire adapted from the Minnesota Satisfaction Questionnaire (MSQ). Data collected were analyzed using Mean ( $\bar{X}$ ) and Standard Deviation, z-test and one way Analysis of Variance (ANOVA). The results revealed that of the six job satisfaction dimensions, librarians in the South-South zone of Nigeria indicated satisfaction in five dimensions. Also, the found no significant difference between demographic characteristics of librarians in the South-South Zone of Nigeria and their job satisfaction.*

**Key Words: Demographic characteristics, Job Satisfaction, Librarians, South-South Zone, Nigeria**

### **Introduction**

Job is an occupational act carried out by an individual in return for a reward, namely salary. Satisfaction refers to the way one feels about events, rewards, people, relation and extent of happiness in relation to the job of that person (Premish, 2015). In more recent years, job satisfaction has become a widely researched phenomenon in the field of librarianship. One reason for this is given by Mallaiah and Yadapadithaya (2009) that it is imperative that the human resources recruited in organizations like university libraries are satisfied to enable them provide quality services. As a service driven department, academic libraries rely heavily on the capabilities and efficiency of their workforce so as to provide relevant information resources and quality services to meet users' information needs. Hence, Gowda (2009) stressed that the effectiveness and efficiency of service organizations like libraries are measured in terms of quality of services rendered to their users. The quality of this service in turn directly depends on the satisfaction of the professionals working in the library.

It has been suggested that demographic characteristics account for variations in job satisfaction of employees. It is in light of this that Santhapparaj and Shah-Alam (2005) explained that employee's job satisfaction is a function of the individual's personal characteristics. Such personal characteristics which affect job satisfaction may include gender and age, marital status, etc. (Kashefi 2011). Khalid, Salim, Loke and Khalid (2011) also suggested that personal attributes and demographic features of a workforce have been acknowledged as critical factors to bring proportional variations in the job satisfaction. Hence, this study aims to determine the job satisfaction status and investigate if demographic difference exists among the librarians in universities in the South-South Zone of Nigeria.

### **Research Questions**

What is the job satisfaction status of librarians in the South-South zone of Nigeria?

### **Research Hypotheses**

Ho1. There are no significant differences between librarians of various educational qualifications and their job satisfaction in the South-South zone of Nigeria.

Ho2. There are no significant differences between librarians of various age categories and job satisfaction of librarians in the South-South zone of Nigeria.

Ho3. There are no significant differences between male and female librarians and job satisfaction of librarians in the South-South zone of Nigeria.

### **Literature Review**

Intuitively, it is easier to believe that workers who are more satisfied will do better at their jobs. To understand the concept of job satisfaction better, various definitions have been put forward by renowned authors. Robbins and Judge (2009) broadly defined job satisfaction as a positive feeling about a job resulting from the evaluation of its characteristics. George and Jones (2008) stated that job satisfaction is the collection of feelings and beliefs that people have about their current jobs. People's levels or degrees of job satisfaction can range from extreme satisfaction to extreme dissatisfaction. Similarly, Kreitner and Kinicki (2007) believe that job satisfaction is essentially the extent to which someone likes his or her job. Additionally, it reflects the extent to which people are gratified or get the sense of fulfillment that is derived from their jobs (Griffin & Moorhead, 2007).

According to Lim (2008), studies have shown inconsistent results concerning the effect different personal characteristics have on job satisfaction of librarians. Adeeko, Aboyade and Oyewole (2017) recently conducted an empirical study on job satisfaction. Results obtained indicated that, the levels of job satisfaction of library personnel in universities in Southwest Nigeria were high. A slightly similar finding was reported by Khan and Ahmed (2013) who revealed that library professionals serving in public sector universities of Khyber Pakhtunkhwa, Pakistan were slightly satisfied with their nature of work they were dissatisfied with supervision, benefits and promotion.

Savicki, Cooly and Gjesvold (2003) found that men and women did not differ on organizational commitment. In addition, Al-Ajmi (2006) also found that there was no significant difference between genders and organizational commitment in his

study. He concluded that men and women have the same level of organizational commitment. Further investigation of the study on gender and organizational commitment also confirmed that men and women have the same level of organizational commitment (Suki and Suki, 2011). Marsden, Kalleberg and Cook (1993) asserted that men and women present similar levels of organizational commitment if they work under equivalent work conditions.

Educational qualification is of importance in the discussion of the job satisfaction of librarians. Educational factor has to do with the educational qualifications of librarians. Bull (2005) revealed that differences exist between job satisfaction and education. In the same vein, Lim (2007) concluded that library IT workers with MLS degrees were more satisfied with their jobs than their colleagues without degrees. Oyedeji's (2001) study was designed to find out the level of job satisfaction between the senior and junior academic staff in Nigerian Universities. Results reveal that the level of academic qualifications affect job satisfaction of academic staff. In the same vein, Gurbuz (2007) analyzed the effect of educational level on job satisfaction as well as the relationships between the educational level and job satisfaction of employees in the tourism industry using the Pearson's Correlation to test the hypothesis. His findings demonstrated a positive relationship between educational level and job satisfaction related to work context. Other researchers have also indicated that the job satisfaction levels of employees with additional qualifications are significantly higher than those who do not possess such level of educational experiences (McCormick, 2000; Brown and Sergeant, 2007; Schroder, 2008; Albanese, 2008). The mean, Standard Deviation and one way ANOVA results furnished by Premish (2015) for the different educational qualifications of respondents for the variable, overall job satisfaction, revealed that respondents who had Ph.Ds. had the highest mean score 40.5 in overall job satisfaction, followed by respondents who have SLET/NET degrees with 40.01 while respondents who had M.Phil. got a mean value score of 37.82. Furthermore, the respondents who had MLIS had the least mean score 35.59. Therefore, the result implied that the respondents varied significantly with respect to their educational qualifications on the metrics of their job satisfaction.

Job satisfaction literature provides support for another demographic characteristic

such as age that could affect the job satisfaction of employees (Robbins, Odendaal & Roodt, 2003). Mixed evidence exists that portrays either positive or negative differences in the relationship between age and job satisfaction. As employees work and get older on the job, their levels of satisfaction could either remain constant or decrease. Researchers like Kamal and Sengupta (2008-09) believed that as a person grows older, job satisfaction increases. The reason for this phenomenon could be that younger employees have more energy, more expectations, less patience and more options, and hence might have lesser satisfaction with their jobs. Among staff aged over 50, they were significantly more satisfied than their younger age group colleagues. Research conducted by Okpara (2004) amongst managers within an IT environment found a significant relationship between job satisfaction and age. Oshagbemi (2003) supports the findings that the difference between job satisfaction and age was significant. The author reached this conclusion after a review of the findings of seven other separate studies conducted in Nigeria and the United Kingdom on the relationship between age and job satisfaction. Tinuoye, Omeluzor and Akpojotor (2016) showed that five factors were capable of influencing job satisfaction of employees – work environment, remuneration, fairness, promotion and training.

### **Methodology**

This study employed the descriptive survey design. The population of the study was 236 comprising of all librarians in federal and state university libraries in the South-South zone of Nigeria. The study employed the use of a questionnaire titled 'Job Satisfaction of Librarians Questionnaire' which was adapted from the Minnesota Satisfaction Questionnaire (MSQ).

The adapted questionnaire was subdivided into five different scales. In order to estimate the content and construct validity of the instrument, the Principal Component Analysis (PCA) using the extraction method was utilized in estimating the total cumulative variance of all the factors in the instrument. The data was analyzed using Mean ( $\bar{X}$ ) and Standard Deviation to answer the research question. A mean value of 2.50 was used as the benchmark to determine if the Librarians are satisfied with their jobs or not.

Hypotheses 1 and 2 were tested using one way Analysis of Variance (ANOVA) and z-test was used to test hypothesis 3. Two hundred and thirty six copies of the questionnaire were administered to the librarians in 13 university libraries under study. Of these, 185 copies were found usable for the study. This gave a response rate of 78.3%.

## Results

The data for this study are presented in the tables which are followed by analysis.

**Table 1: List of Institutions Used for the Study**

S/N	University Libraries	Year of Est	Location	Ownership
1.	John Harris Library, Benin City,	1970	Edo State	Federal
2.	Ambrose Alli University Library, Ekpoma.	1981	Edo State	State
3.	Federal University, Utueke	2011	Bayelsa State	Federal
4.	University of Calabar Library, Calabar.	1975	Cross River State	Federal
5.	University of Port Harcourt Library, Port Harcourt.	1975	Rivers State	Federal
6.	River State University of Science and Technology Library, Port Harcourt.	1980	Rivers State	State
7.	Cross River University of Science and Technology Library, Calabar.	2002	Cross River State	State
8.	University of Uyo Library, Uyo.	1991	Akwa Ibom State	Federal
9.	Akwa Ibom State University Library.	2000	Akwa Ibom State	State
10.	Niger Delta University Library, Wilberforce Island.	2000	Bayelsa State	State
11.	Federal University of Petroleum Resoures Library, Effurun.	2007	Delta State	Federal
12.	Ignatus Ajuru University of Education Library, Port-Harcourt.	2010	Rivers State	State
13.	Obong University Library, Obong Ntak.	1997	Cross River State	State
14.	Delta State University, Abraka	1993	Delta State	State

**Table 2: Biodata of Respondents**

Gender	Male	83	44.9
	Female	102	55.1
Age	20-30 years	43	23.2
	31-40 years	79	42.7
	41-50 years	43	23.3
	51-60 years	14	7.6
	61 years and above	6	3.2
Working Experience	1-5 years	62	33.5
	6-10 years	51	27.5
	11-15 years	28	15.4
	16-20 years	18	9.7
	21-25 years	12	6.4
	26-30 years	9	4.8
	Above 30 years	5	2.7
Educational Qualification	BLS/B.Sc	114	61.7
	MLS/M.Sc	53	28.6
	PhD	18	9.7

The frequency distribution of librarians by gender revealed that there are more female librarians (55.1%) than male librarians (44.9%). Also, librarians between the age range of 31-40 recorded the highest frequency of seventy-nine (42.7%), this was followed by those between the age range of 20-30 (23.2%). 62 (33.5%) had been working for five years and below, indicating that a some of the librarians had not been working for too long. Only five librarians that is (2.7%) had been working in the library for 30 years and above. The demographic data also revealed more librarians with BLS/BSc. One hundred and fourteen (61.7%), while fifty-three (28.6%) has MLS/MSc degrees. Eighteen (9.7%) of the librarians have their PhD degrees.

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**Table 3: Job Satisfaction Level of Librarians**

Dimension	Descriptive Statistics		Level of Satisfaction
	Mean	Standard Deviation	
Work satisfaction as a Librarian	3.12	0.46	Satisfied
Pay Satisfaction	2.63	0.49	Satisfied
Satisfied with way promotion is done	2.93	0.53	Satisfied
Satisfied with working environment	2.49	0.48	Not Satisfied
Satisfied with supervision in Library	3.00	0.53	Satisfied
Satisfied with coworkers/colleagues	3.04	0.53	Satisfied
Job Satisfaction (Aggregate)	2.93	0.40	Satisfied

Revealed in Table 3, are the dimensions in which job satisfaction of librarians was assessed in this study. This was in order to determine their job satisfaction status. With an aggregate score of  $2.93 \pm 0.40$ , the table showed that librarians were satisfied with their jobs in university libraries. On the specific dimensions, the result showed that the respondents were most satisfied with their work as librarians; this is indicated in the mean and standard deviation score of  $3.12 \pm 0.46$ . Next to this is their expressed satisfaction with their co-workers/ colleagues  $3.00 \pm 0.53$ . In third place of satisfaction the librarians expressed satisfaction with library supervision  $3.04 \pm 0.53$ . With the way promotion is done  $2.93 \pm 0.53$  and lastly, with their pay ( $2.63 \pm 0.49$ ). The only dimension that had a mean score that was lower than the criterion mean score of 2.50, is with their working environment ( $2.49 \pm 0.48$ ).

**Hypothesis 1:** There are no significant differences between librarians of various educational qualifications and their job satisfaction in the South-South zone of Nigeria.

**Table 4: Educational Qualifications of Librarians and Job Satisfaction**

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	1.260	3	.420	2.076	.105
Within Groups	35.601	176	.202		
Total	36.861	179			

$P > 0.05$  - Not Significant

Table 4 showed that the significance value is 0.10, which is above 0.05. The hypothesis is hence accepted. This implied that there was no statistically significant difference in the educational level of librarians and their job satisfaction. The educational qualification of librarians in the South-South zone of Nigeria do not influence their job satisfaction.

**Hypothesis 2:** There is no significant difference between librarians of various age categories and job satisfaction of librarians in the South-South zone of Nigeria.

**Table 5: Age Categories of Librarians and Job Satisfaction**

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	.684	4	.171	.827	.510
Within Groups	36.177	175	.207		
Total	36.861	179			

$P > 0.05$  - Not Significant

Data presented in Table 5 indicated that the significance value is 0.51, which is above 0.05. This hypothesis is therefore accepted. This means that the age of librarians does not influence their satisfaction with their job.

. Hypothesis 3: There is no significant difference between male and female librarians and job satisfaction in the South-South zone of Nigeria. Data were processed using z-test statistical analysis as shown Table 4.

**Table 6: Gender of Librarians and Job Satisfaction**

	N	MEAN	SD	$\alpha$	df	z-cal	p-value
Male	85	3.05	0.05	0.05	178	0.54	0.59
Female	95	3.01	0.05				

$P > 0.05$  - Not Significant

In Table 6 the difference between male and female librarians and their job satisfaction in the South-South zone of Nigeria is displayed. The p value is 0.59, which is higher than the 0.05 significance level. Therefore, the hypothesis is accepted, which means that there was no statistically significant difference in the gender of librarians and their job their job satisfaction in the South-South zone of Nigeria.

## Discussion

The result from this study gave a clear indication that the librarians working in university libraries in the South South geopolitical zone of Nigeria were quite satisfied with their jobs as librarians. Among the dimensions that make up their practice of librarianship, it is interesting to find out that their satisfaction with their job stands out. They expressed satisfaction with having a chance to be of service to people, and that their job made them feel that they were productive. The inference drawn from this finding is that librarians in the South South zone of Nigeria enjoy what they do in the library, those they work with, their supervision, their pay and promotion opportunities.

This result is in agreement with the result from the study of Khan and Ahmed (2013) that generally, library professionals are satisfied. The result also agrees with the finding of Chuks-Ibe and Ozioko (2014) that showed a satisfactory level of job satisfaction among the academic librarians in academic libraries in Niger State. The only dimension that the librarians expressed low satisfaction, was in the dimension of their work environment.

This the researcher believes might be a dissatisfaction that is borne out of the prevailing work environment of most university libraries. In attempting an explanation, Aderinto and Obadare (2009) concluded that librarians expressed low job satisfaction towards their jobs because of the environmental condition in the library which is characterized with poor and outdated furnishing.

The investigation was interested in finding out if educational qualification was responsible for differences in job satisfaction among librarians in the South-South zone of Nigeria. The result was an indication that there is no statistically significant difference in the educational level of librarians and their job satisfaction. The educational qualification of librarians in the South-South zone of Nigeria does not influence their job satisfaction. This result contradicts a much older finding by Kuo and Chen (2004) that, there is a relationship between job satisfaction and educational qualification of information technology personnel in Taiwan. Similarly, this finding also differed from a recent result by Premish (2015) that the respondents varied significantly with respect to their educational qualification on the metrics of job satisfaction, with respondents with Ph.Ds expressing the highest mean score and subsequently overall job satisfaction.

On the assertion that there is no significant difference between librarians of various age categories and job satisfaction of librarians in the South-South zone of Nigeria, it could be inferred that the age of librarians did not influence their satisfaction with their job. The findings revealed no significant differences in the job satisfaction of librarians of different age brackets. The implication of this finding is that, even though the age distribution of the respondents indicated that most of the librarians were young, this did not affect their level of satisfaction with their job. This outcome is in line with that of Rathi and Rastogi (2008), who observed no difference in the participants' ages and their job satisfaction. The results did not indicate any significant difference in the job satisfaction level between older and younger employees. Another study by Olcum (2006) using ANOVA, showed that the difference in job satisfaction according to age was insignificant; leading to the conclusion that there is an insignificant difference in job satisfaction based on respondent's age. On the other hand, this result is inconsistent with previous studies such as those of Prien, Pitts, Karnery and Kamery (2004), DeNobile and

McCormick (2006), and Kamal and Sengupta, (2008-09) that job satisfaction increased with age due to the capability of employees in adapting their needs and wants to an outcome for the work that they do.

For the test of the last hypothesis on differences in the job satisfaction of male and female librarians in the South-South zone of Nigeria, the probability level was  $p = 0.59 > 0.05$  which means that there is no statistically significant difference in the gender of librarians and their job satisfaction. This result reflects the finding of Al-Ajmi (2006) that there was no significant difference between genders and job satisfaction in Kuwait. He concluded that men and women have the same level of job satisfaction. Marsden, Kalleberg and Cook (1993) confirmed this assertion by explaining that men and women present similar levels of satisfaction if they work under equivalent work conditions.

### **Conclusion**

The job satisfaction status of the librarians in universities in the South-South Zone of Nigeria was investigated. Another quest of the study was to determine if demographic differences influenced the job satisfaction of the librarians. While most of the librarians indicated satisfaction with their work, pay, promotion, supervision and coworkers, a number of the expressed low satisfaction with their work environment. There are no differences in the job satisfaction levels of the librarians as regards their educational qualification, age and gender. It can be deduced that with such satisfaction levels and no demographic differences, it can be expected that librarians irrespective of their educational qualification, age or gender to remain enthusiastic and productive library staff. This will help their individual libraries to take teaching, learning and other research activities to the next more challenging heights.

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