

Motivation as Correlates of Work Attitude of Library Staff in Tertiary Institutions' Libraries in Cross River State, Nigeria

Ntui, Aniebiet Inyang¹, Adu, Angela Vincent² & Eyong Isu Usang³

Abstract

The main thrust of this study was to investigate motivation as correlates of work attitude of library staff in tertiary institutions' libraries in Cross River State, Nigeria. To achieve the purpose of this study, four hypotheses were formulated to guide the study. Literature review was carried out according to the variables of the study. Survey research design was adopted for the study. A sample of two hundred and fifty five (255) respondents was selected for the study. The selection was done through a multistage non probability sampling technique involving the purposive and accidental sampling. The questionnaire was the main instrument used for data collection. Pearson Product Moment Correlation (PPMC) analysis was employed to test the hypotheses at .05 level of significance. The result of the analysis revealed that, award salary, fringe benefits, specialized training and working environment significantly relate with attitude to work in academic libraries. Based on the findings of the study it was recommended among others that every organization should study her employees and select the most effective motivator to adopt as to achieve its organizational goals. Work should be made to be enjoyed and not to be endured. Conducive working environment should be paramount when setting up an organization which requires human participation.

Keywords: Motivation, Work Attitude. Library Staff, Tertiary Institutions Libraries

1.1 Introduction

Libraries are established to achieve specific goals and objectives. The library as an institution is vital in the national development and tertiary institutions are important agents in the development of human resources of any nation.

¹ Department of Library and Information Science, Faculty of Education, University of Calabar.
Email: ntuinju@yahoo.com, Phone: +234 8027690717

² Faculty of Education, University of Calabar

³ Department of Library and Information Science, Faculty of Education, University of Calabar.
Email: eyongisu@yahoo.com, Phone: +234 8030588645

The major role of the tertiary institutions in Nigeria as defined in the National Policy of Education (NPE) includes the provision of high-level manpower for national development and this role is achieved through its programmes of teaching, learning and research. These roles of the tertiary institutions cannot be achieved without the presence of a vibrant tertiary institution library. Libraries assist the tertiary institutions discharge their functions by acquiring all the relevant information resources necessary for sustaining the teaching, learning, research and the public service functions of their universities. The extent to which tertiary institutions libraries are able to perform these functions will depend on a number of factors, which includes well motivated staff. The library is regarded as the "heart" of any academic institution. Tertiary institutions libraries serve as centres of communication ensuring practical means of acquiring knowledge leading to understanding the minds of individuals and groups. Tertiary institutions libraries set up their services to enhance the teaching and research missions of the institutions, particularly for users.

The library is a social organization made up of human beings who render services. Each organization exists with articulated and specified goals and purpose. The ultimate aim of an organization is to maximize productivity, through the discharge of organization functions.

Hence, to a large extent, the quality of a university is measured by the quality of staff in the library because of their unique contributions in the achievement of over-all goals of the university. For a university to perform its myriad functions, quality and efficient staff are a prerequisite. It is important to note that the effectiveness of a library does not depend on the collection or resources and facilities therein but success lies on staff attitude towards the users.

Attitudes are inclinations and feelings, prejudices or bias, preconceived notions, ideas, fears and convictions about any specific topic. Attitudes represent the conceptual value of these services in the minds of the users, not the values of the services themselves, positive attitudes are fundamental in utilization of services. Some library staff may perceive their work negatively whereas others may attach positive attributes to them. Staff motivation is one of the most significant in managing people and the essential skill in changing attitudes. The most simple and cost-effective method in increasing efficiency is simply to show employees that you care about them and appreciate their hard work.

It is therefore important that employers motivate their workforce and ensure that his or her employees will continue to bring energy, passion and positive attitude to work everyday.

Motivation therefore comes from an act of recognition, a word of encouragement or a sense of respect. It is the power of acknowledgement that brings enthusiasm to worthwhile work. It is imperative to know that every employer has an unlimited supply of such power. Thus, the basic principle underlining motivation is that if staff are motivated effectively, they will seek to give of their best voluntarily without the need for control through rules and sanctions. The employers must also encourage staff to direct effects towards the successful attainment of the goals and objectives of the organization. Motivation does not involve only tangible rewards in the form of good salaries but it involves intangible factors such as training facilities, equipment to work with, co-operation from the other members of staff and incentives. The underlying concept of motivation is some driving force within individuals by which they attempt to achieve some goal in order to fulfill some need or expectation. People's behavior is determined by what motivates them and their performance is a product of both ability level and motivation. Therefore, if the employer is to improve the work of the organization, attention must be given to the level of motivation of its members.

It is necessary to observe the library staff more closely to determine motivators that affect their attitude to work. However little is known about motivators and without a better understanding, it is difficult for service providers to know if they are meeting the needs of workers. It becomes very necessary to investigate motivation and how it influences staff attitude towards their work, so that being certain of these fact, library management could tailor their motivation to be in consonance with what is expected of them by the staff. This study examined motivation and work attitude of library staff academic libraries in tertiary institution Cross River State, Nigeria, since motivation is said to be a key factor that influenced and energized desired human behavior in work environment. It becomes important to examine it as this can influence staff attitude to users as effective behavior is interrelated with successful employee's performance.

2.1 Statement of the Problem

Libraries are established to achieve specific goals and objectives. An institution is vital in the development of the individual and also strategic for overall national development. It is used as repository of knowledge and wisdom which have accumulated for centuries, to carryout successful research.

Most libraries have a mission to offer high quality service to all of their customers. The performance of staff determines to a large extent the quality of the customer satisfaction and has a significant impact on the contribution that libraries can make to their communities. Staff are the chief agents in customer service and frequently act as the interface with the customer. Consequently, their motivation is crucial in determining the quality of this interface. Motivation, then, is critical in the establishment and further development of quality service.

These staff are expected to assist researchers and students in effective and efficient use of the library. However, in most cases it is observed that the staff are neither excited to attend to users or pay lukewarm attitude in performance of their statutory duties.

At times, the staff are not even found in their duty post and even when found in their duty post are either sleeping or engrossed in discussion among themselves. A close attention to most of their discussion centre more on their salary package, reward system, office working environment, fringe benefit and staff training.

It is imperative to recognize that factors that affect the library employee as an individual can impact on his or her performance as a service provider as well. Motivation is key to librarians as to any other profession. Various criticisms have been leveled against the Nigerian workers. Despite the various demands of Nigerian workers for better conditions of service, the situation still remains the same. Nigerian workers are still performing very much below expectations. Workers productivity remains below average, morale is still low. It becomes obvious that something is wrong somewhere and to the researcher, there must be a missing link between the staff and their work.

As a result of these observations, the researchers have undertaken this research to find out how motivation of library staff in Cross River State can influence work attitude of staff in academic libraries in tertiary institutions in Cross River State, Nigeria.

3.1 Hypotheses

The guide the study, the following hypotheses were formulated

- 1) There is no significant relationship between award (monetary and non monetary) and work attitude of library staff in tertiary institutions in Cross River State.
- 2) There is no significant relationship between salary and work attitude of staff in academic libraries.
- 3) There is no significant relationship between fringe benefits and attitude to work of staff in academic libraries.
- 4) There is no significant relationship between training and attitude to work of staff in academic libraries.
- 5) There is no significant relationship between working environment and attitude to work of academic libraries staff.

4.1 Methodology

The survey research design was adopted for this study. Survey research is most appropriate for this study because it is directed towards determining the nature of a situation as it exists at the time of investigation. It is an attempt to collect data from members of a population in order to determine the correct status of the population with regards to one or more variables. The study area for this research was Cross River State, Nigeria. The population of the study consisted of 381 staff comprising all staff (professional librarians, para-professional staff and non-professional staff) in tertiary institution libraries in Cross River State. The distribution is presented below. The sample of this study is made up of two hundred and fifty five (255) staff. The main instrument used for data collection was the questionnaire designed by the researchers. The questionnaire was divided into two sections. Section A was designed to collect the respondents' personal data such as sex and age. Section B contains forty items with a Four-Point Likert scale designed to measure the variables under study. The validity and reliability of the instrument were properly ascertained.

5.1 Results and Findings

In this section, each of the study hypotheses is re-stated in the null form. The result of data analysis carried out to test it is presented. Each hypothesis was tested at .05 level of significance.

Table 1: General Description of Data

Variables	\bar{X}	SD
Award	18.06	1.17
Salary	18.80	1.98
Fringe benefits	17.48	1.75
Specialized training	15.85	2.38
Working environment	17.94	1.19
Attitude to work.	16.13	2.10

5.1.1 Hypothesis one

There is no significant relationship between award and work attitude of academic libraries staff.

The independent variables involved in this hypothesis are award, while the dependent variable is attitude to work of academic libraries staff. Pearson product correlation analysis was employed to test this hypothesis. The result of the analysis is presented in Table 2. The result in Table 2 revealed that the calculated r – value of 0.65 was higher than the critical r -value of .133 at .05 level of significance with 253 degrees of freedom. With this result the null hypothesis was rejected. This result therefore meant that award has a significant relationship with attitude to work of academic libraries staff.

Table 2: Pearson Product Moment Correlation Analysis of the Relationship between Award and Attitude to Work of Academic Libraries Staff (N=255)

Variables	X	SD	ΣX ΣY	ΣX^2 ΣY^2	ΣXY	r
Award (X)	18.06	1.17	4605	13254		
Attitude to work of academic libraries staff. Y ¹	16.13	2.19	4113	25461	10941	0.65*

*Significant at .05 level, critical $r = .133$, $df = 253$

5.1.2 Hypothesis two

There is no significant relationship between salary and work attitude of staff in academic libraries.

The independent variables involve in this hypothesis is Salary, while the dependent variable is attitude to work of academic libraries staff. Pearson product correlation analysis was employed to test this hypothesis. The result of the analysis is presented in Table 3. The result in Table 3 revealed that the calculated r – value of 0.52 was higher than the critical r -value of .133 at .05 level of significance with 253 degrees of freedom. With this result the null hypothesis was rejected. This result therefore means that reading and Salary has a significant relationship with attitude to work of academic libraries staff.

Table 3: Pearson Product Moment Correlation Analysis of the Relationship between Salary and Attitude to Work of Academic Libraries Staff (N=255)

Variables	X	SD	ΣX ΣY	ΣX^2 ΣY^2	ΣXY	R
Salary (X)	18.80	1.19	4794	12635		
Attitude to work of academic libraries staff. Y ¹	16.13	2.19	4113	25461	106995	0.52*

*Significant at .05 level, critical $r = .133$, $df = 253$

5.1.3 Hypothesis Three

There is no significant relationship between fringe benefits and attitude to work of staff in academic libraries.

The independent variables involve in this hypothesis is Fringe benefits; while the dependent variable is attitude to work of academic libraries staff. Pearson product correlation analysis was employed to test this hypothesis. The result of the analysis is presented in Table 4.

Table 4: Pearson Product Moment Correlation Analysis of the Relationship Fringe Benefits and Attitude to Work of Academic Libraries Staff (N=255)

Variables	X	SD	ΣX ΣY	ΣX^2 ΣY^2	ΣXY	R
Fringe benefits (X)	17.48	1.75	4457	26132		
Attitude to work of academic libraries staff. Y ¹	16.13	2.19	4113	25461	108857	0.47*

*Significant at .05 level, critical r = .133, df = 253

The result in Table 4 revealed that the calculated r – value of 0.47 was higher than the critical r-value of .133 at .05 level of significance with 253 degrees of freedom. With this result the null hypothesis was rejected. This result therefore meant that fringe benefits has a significant relationship with students' attitude to work of academic libraries staff.

5.1.4 Hypothesis Four

There is no significant relationship between specialized training and attitude to work of staff in academic libraries.

The independent variables involve in this hypothesis is Specialized training; while the dependent variable is attitude to work of academic libraries staff. Pearson product correlation analysis was employed to test this hypothesis. The result of the analysis is presented in Table 5. The result in Table 5 revealed that the calculated r – value of 0.80 was higher than the critical r-value of .133 at .05 level of significance with 253 degrees of freedom. With this result the null hypothesis was rejected. This result therefore meant that specialized training has a significant relationship with students' attitude to work of academic libraries staff.

Table 5: Pearson Product Moment Correlation Analysis of the Relationship between Specialized Training and Attitude to Work of Academic Libraries Staff (N=255)

Variables	X	SD	ΣX ΣY	ΣX^2 ΣY^2	ΣXY	r
Specialized training (X)	15.85	2.38	4042	12634		
Attitude to work of academic libraries staff. Y ¹	16.13	2.19	4113	25461	101825	0.80*

*Significant at .05 level, critical r = .133, df = 253

5.1.5 Hypothesis Five

There is no significant relationship between working environment and attitude to work of academic libraries staff.

The independent variable in this hypothesis is working environment; while the dependent variable is attitude to work of academic libraries staff. Pearson product moment correlation analysis was employed to test this hypothesis. The result of the analysis is presented in Table 6. The result in Table 6 revealed that the calculated r – value of 0.88 was higher than the critical r -value of .133 at .05 level of significance with 253 degrees of freedom. With this result the null hypothesis was rejected. This result implies that working environment has a significant relationship with attitude to work of academic libraries staff.

Table 6: Pearson Product Moment Correlation Analysis of the Relationship between Working Environment and Attitude to Work of Academic Libraries Staff (N=255)

Variables	X	SD	ΣX ΣY	ΣX^2 ΣY^2	ΣXY	r
Working environment (X)	17.94	1.19	4575	12769		
Attitude to work of academic libraries staff. Y ¹	16.13	2.19	4113	12634	127535	0.88*

*Significant at .05 level, critical $r = .133$, $df = 253$

6.1 Conclusion

Based on the results of the study the following conclusions were reached: award, salary, fringe, specialized training and working environment significantly relate to attitude to work of academic libraries staff.

7.1 Recommendations

Based on the findings of this study, and on the conclusions arising therefrom, the following recommendations were made:

1. Every organization should study her employees and select the most effective motivator to adopt as to achieve its organizational goals.
2. Work should be made to be enjoyed and not to be endured.
3. Conducive working environment should be paramount when setting up an organization which will requires human participation.
4. The government especially Cross River State which aspires to lead in educational sector in the country should without delay embarks on rehabilitation of public libraries e.g. Cross River University library and College of Education Akamkpa library.
5. Management of academic libraries should be entrusted to core and tested, professional Administrators (librarian) and on political consideration.
6. All academic libraries should make it a matter of policy to train, retain and sponsorship for conferences of their staff.