

Demographic Factors as Correlate of Job Satisfaction among Librarians in University Libraries in Southern Nigeria

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Abstract

The study examined the demographic factors as a correlate of job satisfaction among librarians in the university libraries in Southern Nigeria. The researchers observed that librarians in these university libraries appeared not to be contented with the work they do and as such many of them are not happily attending to users and processing information resources for efficient service delivery. They tend to bring age, gender and work experiences differences in responding to official issues and refuse to take orders from superior officers irrespective of hierarchy. The study adopted an ex-post-facto research design. The entire population of 841 librarians was used as a sample using the total enumeration (purposive) sampling technique. A questionnaire was the instrument used for data collection. The findings discovered that there is a significant relationship between age and Job Satisfaction among librarians involved in the study while gender and work experience do not influence the job satisfaction of librarians in the university libraries of Southern Nigeria. The study concludes that age influences job satisfaction among librarians in university libraries in Southern Nigeria.

Keywords: Demographic factors, Job Satisfaction, Librarians, University Libraries, Nigeria.

1. Introduction

University libraries in recent times are known to be a center for academic research, learning and development. For university libraries to live up to expectations, librarians manning these libraries must be efficient and satisfied. Librarians are well-organized only when their jobs give them satisfaction, gratification occurs when librarians assess their jobs alongside those issues that are crucial to their needs (Badawi, 2006). Alavi and Askaripur (2003) believed that job satisfaction as a concept, indicates mental and spiritual enjoyment that a person derives from his or her work through the satisfaction of needs, interests and hopes which consequently brings about higher and increased performance on the job. This implies that satisfaction at work influences many features of work such as productivity, absenteeism, efficiency, turnover rate and intention to quit.

Job satisfaction plays a vital role in attaining organisational goals. In the same vein, Bosede (2014) asserted that job satisfaction plays an indispensable role in accomplishing organizational goals and objectives. The major aim of university libraries is to support their parent bodies in accomplishing organisational objectives. These goals can be attained in the

university libraries when librarians are contented with the work they do. Studies of Yaya (2019), Hyder and Batool (2013) and Leysen and Boydston (2009) revealed that compensation, benefits, promotion opportunities and technological working tools are the prime factors of job satisfaction. This implies that salaries and benefits including honorariums relate to job satisfaction of the librarians. Yapa, Rathnayake, Senanayake and Premakumara (2014) studied the effects of demographic factors on job satisfaction of non-academic staff in the University of Ruhuma, Sri-Lanka. Their study revealed the interacted effect of age and job category showed relatively high satisfaction (9.18 out of 20) of young technical staff members while older group of technical staff had the least satisfaction (7.98).

Socio-demographic factors such as age, gender and work experience may likely have effect on librarians' job satisfaction. In line with this, demographic factors are seen as essential factors for effective service delivery of librarians. Similarly, Sentuna (2015) investigated job satisfaction, organisational commitment and self-esteem of physical education teachers, according to gender in Adnan Menderes University, School of Physical Education and Sports, Aydin, Turkey. The study revealed a statistically significant positive relationship between self-esteem scores of female physical education teachers and from the dimensions of organisational commitment to affective ($r=.246$), continuance ($r=.233$) and normative ($r=.222$) commitment scores. Intuitively, it is easier to believe that librarians who are more contented with their jobs are likely to be young or older, male or female endow with educational qualifications. More so, studying demographic factors and job satisfaction among librarians is paramount as this allows for easy identification of demographic factors that are often associated with job satisfaction among librarians. This study therefore, seeks to examine demographic factors and job satisfaction among librarians in Southern Nigeria Universities.

2.1 Statement of the Problem

The university library is a service oriented division in any higher institution of citadel of learning. Their roles encompass various activities that serve different categories of users, including lecturers, non-teaching members of staff, students and researchers. The users consult and use the information materials and services as made available to them by the librarians. Service delivery in the library can be more effective when librarians manning these libraries are satisfied with their job. However, the researcher's observation of librarians revealed that they appeared not to be contented with the work they do and as such many of them are not happy attending to users and processing information resources for efficient service delivery. A good number of factors could cause job dissatisfaction among librarians and demographic factors are seen by the researchers as one of them. This dichotomy in the demographic variable in most cases has caused job dissatisfaction among librarians who are actively practicing in the university libraries in Nigeria. In the light of the aforementioned, this study seeks to examine demographic factors and job satisfaction among librarians in Southern Nigeria Universities.

2.2 Objective of the Study

The general objective of this study is to examine demographic factors and job satisfaction among librarians in Southern Nigeria Universities. The specific objectives are to:

1. ascertain the relationship between age and job satisfaction of librarians;
2. know the relationship between gender and job satisfaction of librarians and
3. identify the relationship between work experience and job satisfaction of librarians.

2.3 Research Questions

The following research questions were answered in this study:

1. What is the relationship between age and job satisfaction of the librarians?
2. What is the relationship between gender and job satisfaction of the librarians?
3. What is the relationship between work experience and job satisfaction of the librarians?

2.4 Hypotheses

The following null hypotheses were tested at 0.05 level of significance:

1. There is no significant relationship between age and job satisfaction of the librarians.
2. There is no significant relationship between gender and job satisfaction of the librarians.
3. There is no significant relationship between work experience and job satisfaction of the Librarians.

3. Literature Review

Age and Job Satisfaction of Librarians

The bond between age and job satisfaction of librarians is vital to effective service delivery in libraries. Age is a socio-demographic factor that can affect the job satisfaction of librarians. Kotler and Armstrong (2012) asserted that demography is the study of the human population in terms of size, density, age, location, gender, race, occupation, etc. According to Amangala (2013), demography is used to identify the study of quantifiable sub-set within a given population which characterizes that population over a specific period. Mathieu and Zajac (1990) had acknowledged demographic variables such as age, sex, job level, education and organisation experience as potential predictors of organisational commitment and job satisfaction. Age is a vital demographic factor. Age, which is the effect of time on physiological human functioning also reported playing an essential role at the level of a worker job satisfaction (Uzonwanne, 2015).

Samaiya (2015) examined the effect of age and gender on employees' job satisfaction in India. Her findings discovered that there is no important disparity in the employees' job satisfaction irrespective of their age and gender. Jung, Moon and Hahon (2007) examined age, gender and sector effect on job satisfaction in Korean Labour. Their findings revealed that no substantial disparity was found in perceived job satisfaction of public workers of different ages. According to Kim (2005), as people become older, their level of job satisfaction tends to increase and therefore younger employees enjoy lesser levels of job satisfaction. Also, Turker and Kadir (2002) studied the sway of age on the job satisfaction of Turkish academics and establish that there is a positive association between age and job satisfaction. Chileshe and Haupt (2007) studied age influences on the job satisfaction of construction personnel of South Africa. Their outcomes revealed that the overall job satisfaction score was 3.586 for older workers versus 3.701 for younger workers. Their result showed that a separate, independent t-test was carried out to find out the effects of age on the worker job satisfaction levels and discovered that there is no major difference ($p > 0.05$) in scores for young and older workers. In the same vein, Shah, Crossman and Parkpoom (2003) studied the associations of age and length of service with job satisfaction: an assessment of hotel workers in Thailand. They claimed that age is not a significant forecaster of job satisfaction.

Gesinde and Adejumo (2012) studied the effects of age and work experience on job satisfaction of primary school teachers in Ota, Ogun State. Their findings discovered that there is a significant positive connection between age and work experience and job satisfaction ($r = .312; .229$) and that significant disparity existed between teachers with less and above five years of working experience ($t = -2.68, P < 0.05$). Their result is reliable with the findings of other studies that concluded that age and working experience, among other variables are correlated with workers' job satisfaction (Bodur, 2002). Lynch and Verdin (1983) surveyed library staff in three large academic libraries and found that older and knowledgeable personnel were more contented than younger workers with less experience.

Gender and Job Satisfaction

Gender, for this study, is referred to as the psychological and emotional characteristics of being male and female (Uzonwanne, 2015). Whether gender affects job satisfaction or not, it is one of the most talked about issues in recent organisational behaviour literature (Goh, Koh & Low, 1991; Mason, 1995). However, many studies relating to the connection between job satisfaction and gender are all over the place. Clark (1996) asserted that some studies have found females to be more contented than males. Female workers place more importance on the social factors of a job than males and male workers place more value on the opportunity for self-expression in their jobs than females (Clark, 1996). The reason behind different levels of job satisfaction reported for male and female workers may be their different types of expectations of the job. Empirical findings have established that females tend to have higher levels of job satisfaction than their male counterparts (Uzonwanne, 2015).

Samaiya (2015) examined employees' job satisfaction on age and gender in India. Her findings discovered that there is no major disparity in male and female employees' job satisfaction in public and private sectors. Shaheen (2014) examined job satisfaction among male and female employees in public sector organisations in Islamabad and Rawalpindi. Her findings discovered that male medical officers are more satisfied as compared to female medical officers. The study of Amune (2014) on determinants of job satisfaction among male and female librarians in Edo State, her findings revealed that female librarians are very satisfied with the achievement, interpersonal relations, acknowledgment, growth/ advancement, work itself, wages, personal life and job safety. Kim (2005) studied gender disparity in the job satisfaction of public workers; a study of Seoul Metropolitan government. The findings revealed that when compared to their female counterparts, males experience smaller levels of job satisfaction. The study also confirmed that gender is an essential forecaster of job satisfaction, the reason for gender disparity in job satisfaction is the fact that women emphasized intrinsic rewards, whereas men emphasized extrinsic rewards.

Also, Yapa, Rathnayake, Senanayake and Premakumara (2014) studied the effects of demographic factors of job satisfaction on non-academic staff in the University of Ruhuma, Sri-Lanka. Their findings revealed that female technical staff members were less satisfied (7.79) than male technical staff members (8.57). They further indicated that technical jobs are more suitable for males than females in universities. Azim, Haque and Chowdhury (2013) studied gender, marital status and job satisfaction, an empirical study in Bangladesh. Their study revealed that male employees are less satisfied than females in their job. Uzonwanne (2015) studied the influence of gender, age and job tenure on job satisfaction of medical and non-medical staff of a university teaching hospital in Lagos, Nigeria. Her findings revealed that at the 0.05 significance level, there was not a major difference in the job satisfaction scores for Male ($M=137.9, SD=21.8$) and Female ($M=139.3, SD=17.9$) conditions; $t(218) = -.535, p = .593$. These results suggest that gender does not have effect on job satisfaction. Long

(2005) used cross-sectional 2001 Australian data to survey gender disparity in job satisfaction. Her findings showed that both statistical and econometric analyses propose that females are more satisfied with their jobs compared to males.

Kaiser (2005) studied gender, job satisfaction dissimilarities across Europe. Her finding indicated that Denmark, Finland and the Netherlands did not show significant gender-job satisfaction differences, but in contrast, in Portugal, men are more pleased with their jobs than women. However, it was also discovered that the majority of the investigated countries, female personnel showed a significantly higher level of job satisfaction (Kaiser, 2005).

Work Experience and Job Satisfaction

According to Online English Dictionary (2009), work experience is defined as a period of time that someone, especially a young person, spends working someplace in order to get the experience of a particular job. Kardam and Rangnekar (2012) asserted that experience demonstrates the total of time an employee spent on the job. They further stated that experienced employees can recognize their jobs in a better way rather than inexperienced ones. Macmillan Dictionary (2009) asserted that good work experience should:

1. teach you new skills
2. highlight which skills you need
3. let you explore a career ideal
4. connect you to people you could ask for help/advice
5. illuminate how things work in that sector
6. demonstrate your interest in that kind of work
7. show evidence of your inspiration for that kind of job
8. give you a contact you could ask for a reference.

Islam and Akter (2019) examined impact of demographic factors on the job satisfaction among Private University Teachers in Bangladesh. Their findings indicate that, there is a significant relationship between the level of job satisfaction and the experience. In addition there is a significant relationship between age and job satisfaction.

Soni, Chawla and Sengar (2017) studied the connection between job satisfaction and employees' experience in Noida. Their finding discovered that there is a connection between job satisfaction and employees' experience and job satisfaction to some extent is dependent on employees' experience. Uzonwanne (2015) studied the influence of gender, age and job tenure on job satisfaction of medical and non-medical workers of a University Teaching Hospital (UTH) in Lagos, Nigeria. The study discovered that there is a major disparity in the job satisfaction levels of the workers based on their length of service on the job at the $p < .05$ levels of the three levels [$F(2, 217) = 3.117, p = 0.046$]. Olatunji and Mukuolu (2014) examined the effect of sex, marital status, and tenure of service on job stress, and job satisfaction of health staff in a Nigerian federal health institution. They discovered that job satisfaction upsurges with tenure of service. They established that nurses and doctors who have worked 5-10 years in service enjoyed more contented than those with less than five years while in the same vein, those who have served for more than 10 years were more contented than those with 5-10 years tenure of office. Similarly, Amarasena, Ajward and Haque (2015) examined the effects of demographic factors on job satisfaction of university faculty members in Sri Lanka. Their findings revealed that there were statistically significant differences in job satisfaction based on current working status ('Professor' and 'Senior lecturer' were statistically significantly ($p < 0.05$) different, and 'Professor' and 'Lecturer' were statistically significantly ($p < 0.05$) different.

Olatunji and Mukuolu (2014) deduced that experience on a job lessens the level of stress, and thus then boosts the satisfaction that is derived from the job. It is indicated that an experienced employee can recognize his/her job in a better way rather than an inexperienced one (Kardam & Rangnekar, 2012). Ekere (2010) also found that length of service had a major influence on librarians' job satisfaction. Lynch and Verdin (1983), in their survey of library workers in three large academic libraries, reported that older and knowledgeable employee was more contented than younger and less knowledgeable employees. Likewise, Fitch (1990) examined support staff in sixteen Alabama academic libraries. The result revealed that the year of worker's experience is significantly related to job satisfaction.

4. Research Methodology

This study implemented an ex-post-facto research design. The inhabitants of the study encompassed eight hundred and forty-one (841) librarians from 84 university libraries in Southern Nigeria. During the period of the study, there were 18 federal university libraries, 20 state university libraries and 46 private university libraries. The populace of 841 librarians was used as sample. The study employed total enumeration (purposive) sampling technique. This is as a result of the small size of the population of librarians in the universities of Southern Nigeria. A questionnaire was the research device used for the study. Eight hundred and forty-one (841) copies of the questionnaire were administered to the librarians in the university libraries under study. Six hundred and seventy- nine (679) copies were returned for the study. This gave a response rate of 76.2%. The data collected were analysed using percentage and frequency counts, descriptive and inferential statistics as well as Pearson Product Moment Correlation (PPMC). While percentage and frequency count was used to analyse the respondents' demographic characteristics, descriptive and inferential statistics was used to analyze research question 1-3 and Pearson Product Moment Correlation (PPMC) was used to test hypotheses 1-3.

5. Findings and Discussion

Table - 1: Gender Distribution of the Respondents

Gender	Frequency	Percentage (%)
Male	314	46.2
Female	365	53.8
Total	679	100.0

Table 1, shows that there are more females (53.8%) respondents than males (46.2%) respondents librarians in the university libraries of Southern Nigeria.

Table - 2: Age Distribution of the Respondents

Age Range	Frequency	Percentage (%)
Young - below 30 years	67	9.8
Middle - age 31-50 years	511	75.3
Older - above 51 years	101	14.9
Total	679	100.0

Table 2 reveals that librarians between the middle ages, which ranges from 31-50 years had the highest frequency of 551 (75.3%) followed by those older above 51 years with 101 (14.9%) and young below 30 years with 67 (9.8%) respectively. This implies that librarians in their middle age (31-50 years) dominate the profession in the study.

Table - 3: Work Experience of the Respondents

Work Experience	Frequency	Percentage (%)
0-4 years (less experienced)	144	21.2
Above 5 years (more experienced)	535	78.8
Total	679	100.0

Table 3 shows that the majority of respondents, 535 (78.8%) have been working above 5 years, followed by 144 (21.2%) who have also been working 0-4 years (less experienced). The greater proportions of the respondents (librarians) in the university libraries of Southern, Nigeria are the more experienced.

Table - 4: Educational Qualifications of the Respondents

Educational Qualification	Frequency	Percentage
B. Sc/B.L.S	87	12.8
M.Sc/M.L.S	413	60.8
M. Phil	10	1.5
Ph.D	154	22.7
Others	15	2.2
Total	679	100.0

Table 4 is presents the educational qualification of the librarians. The table shows that there are more librarians with M.Sc./M.L.S. (413, 60.8%) than Ph.D. (154, 22.7%). Only 87 (12.8%) of the librarians have obtained B.Sc/B.L.S. degrees and 10 (1.5%) of the librarians have obtained M.Phil. The results revealed that, there are more respondents with M.Sc/M.L.S. degrees in the university libraries of Southern Nigeria.

Answering of the Research Questions

Research Question 1: What is the relationship between age and job satisfaction of the librarians?

The data in table 5 answers this question.

Table - 5: Relationship between age and job satisfaction of the librarians

Variables	N	Mean	SD	R	r ²	r ² adjusted
Age	679	2.0501	.49525	.158	.025	.024
Job Satisfaction	679	56.5361	6.6829			

Mediating Variable: Age

Dependent Variable: Job Satisfaction

Table 5, show that there exists a positive linear correlation between age and job satisfaction of librarians. The computed simple correlation using Pearson Product Moment Correlation produced an output ($r = .158$). This provides an answer to research question 1. It reveals that there is a positive linear relationship between age and job satisfaction among librarians in the university libraries of Southern Nigeria.

The r^2 adjusted value of .024 constitutes 2.4% amount of variance accounted for by age in job satisfaction among librarians. This indicates that there is a change in the amount of variance accounted for by age in job satisfaction among librarians in the university libraries of Southern Nigeria. The finding shows that age has a mediating influence on job satisfaction. This finding is in line with that of Kim (2005) which revealed that, as people become older, their level of job satisfaction tends to increase.

Research Question 2: Relationship between gender and job satisfaction of librarians

The data in table 6 answers this question.

Table - 6: Relationship between gender and job satisfaction of librarians

Variables	N	Mean	SD	R	r^2	$r^{2\text{adjusted}}$
Gender	679	1.5376	.49896	.068	.005	.003
Job Satisfaction	679	56.5361	6.6829			

Mediating Variable: Gender

Dependent Variable: Job Satisfaction

Table 6, show that there exists a positive linear correlation between gender and job satisfaction of librarians. The computed simple correlation using Pearson Product Moment Correlation produced an output ($r = .068$). This provides an answer to research question 2. It reveals that, there is a positive linear relationship between gender and job satisfaction among librarians in university libraries of Southern Nigeria.

The r^2 adjusted value of .003 constitutes 0% amount of variance accounted for by gender in job satisfaction among librarians. This indicates that there is little or no change in the amount of variance in job satisfaction based on gender among librarians in university libraries of Southern Nigeria.

Research Question 3: Relationship between Years of work experience and job satisfaction of librarians

The data in table 7 answers this question.

Table - 7: Relationship between Years of work experience and job satisfaction of librarians

Variables	N	Mean	SD	R	r^2	$r^{2\text{adjusted}}$
Years of Work Experience	679	1.7879	.40908	.019	.000	-.001
Job Satisfaction	679	56.5361	6.6829			

Mediating Variable: Years of work experience.

Dependent Variable: Job Satisfaction

Table 7, show that there exists a positive linear correlation between years of work experience and job satisfaction of librarians. The computed simple correlation using Pearson Product Moment Correlation produced an output ($r = .019$). This provides an answer to research question 3. It reveals that there is a positive linear relationship between years of work experience and job satisfaction among librarians in university libraries of Southern Nigeria.

The r^2 adjusted value of $-.001$ constitutes 0.1% amount of variance accounted for by years of work experience in job satisfaction among librarians. This indicates that there is no change or little of the amount of variance accounted for by years of work experience and job satisfaction among librarians in university libraries of Southern Nigeria.

Hypotheses 1: There is no significant relationship between age and job satisfaction of the librarians

The data in table 8 answers this question.

Table - 8: Simple Regression Analysis of the Relationship between age and job satisfaction of the librarians

	SS	Df	MS	F	B	S.E	P
Regression	756.861	1	756.861	17.355	.158	.512	.000
Residual	29524.01	677	43.610				
Total	30280.87	678					

$P \geq 0.05$ level of significance; $N = 678$

In testing hypothesis 1, the correlation model in table 8 shows that age has a significant relationship with job satisfaction among librarians. The calculated $F = 17.355$, $df (1, 678)$, $P \leq .05$ level of significance. The null hypothesis is therefore rejected and the alternative holds. Therefore, the finding reveals that there is a significant linear relationship between age and job satisfaction among librarians. The conclusion is drawn that age has a mediating influence on job satisfaction

Hypotheses 2: There is no significant relationship between gender and job satisfaction of the librarians

The data in table 9 answers this question.

Table - 9: Simple Regression Analysis of the relationship between gender and job satisfaction of the librarians

	SS	Df	MS	F	B	S.E	P
Regression	139.903	1	139.903	3.142	-.068	.514	.077
Residual	30140.96	677	44.521				
Total	30280.87	678					

$P \leq 0.05$ level of significance; $N = 678$

In testing hypothesis 2, the correlation model in table 9 shows that gender has a significant relationship with job satisfaction among librarians. The calculated $F = 3.142$, $df (1, 678)$, $P \leq .05$ level of significance. The null hypothesis is therefore accepted and the alternative holds. Therefore, the finding is that there is no significant linear relationship between gender and

job satisfaction among librarians. The conclusion is drawn that gender has no mediating impact on job satisfaction. The finding shows that gender has no mediating impact on job satisfaction in this study. This finding is in line with that of Collins and Helen (2013) who revealed that there is no significant difference of job satisfaction based on gender differences.

Hypotheses 10: There is no significant relationship between work experience and job satisfaction of the librarians

The data in table 10 answers this question.

Table - 10: Simple Regression Analysis of the relationship between work experience and job satisfaction of the librarians

	SS	Df	MS	F	B	S.E	P
Regression	10.676	1	10.676	.239	-.019	.628	.625
Residual	30270.19	677	44.712				
Total	30280.87	678					

$P \leq 0.05$ level of significance; N = 678

In testing hypothesis 3, the correlation model in table 10 show that years of work experience has significant relationship with job satisfaction among librarians. The calculated $F = .239$, $df (1, 678)$, level of significance. The null hypothesis is therefore accepted and the alternative holds. Therefore, the finding reveals that there is no significant linear relationship between years of work experience and job satisfaction among Librarians. The conclusion is drawn that the mediating variable of years of work experience has no influence on job satisfaction among librarians. This finding is in line with the result of Ekere (2010) who revealed that work experience had a significant influence on librarians' job satisfaction. However, this finding is of a different view from that of Shah, Crossman and Parkpoom (2003) who revealed that length of service has a significant positive relationship with job satisfaction.

6. Summary

The aim of this study is to critically examine demographic factors as a correlate of job satisfaction among librarians in university libraries in Southern Nigeria. The sample size for this study was drawn from eight hundred and forty-one (841) librarians from 84 university libraries in Southern Nigeria. The researcher employed the total enumeration (purposive) sampling technique and questionnaire method of data collection to collect data from the respondents. The questionnaire was personally administered by the researcher and research assistants to librarians in Southern university libraries of Nigeria.

Three research questions and three null hypotheses were formulated for the study. Based on the analysis, the following findings were revealed:

1. There is a significant linear relationship between age and Job Satisfaction among librarians involved in the study.
2. There is no significant linear relationship between gender and job satisfaction among librarians in the university libraries of Southern Nigeria.
3. There is no significant linear relationship between years of work experience and job satisfaction among Librarians in the university libraries in Southern Nigeria.

7. Conclusion

The study concludes that age has a strong influence on job satisfaction, while gender and work experiences have no influence on job satisfaction among librarians in the study.

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