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Physical Work Environment and Job Satisfaction of Library Personnel in Academic Libraries in Ogun state, Nigeria

Omolara Olufunmilayo Akinlade

Bells University of Technology Ota, ookinlade@bellsuniversity.edu.ng

Fredrick O. Ajegbomogun

Federal University of Agriculture, Abeokuta

Nancy Okorie Ph.D

Federal University of Agriculture, Abeokuta, cnokorie@funaab.edu.ng

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Abstract

Employee's job satisfaction is one of the primary factors that has been connected to the success of any organization. As a result, elements like promotions, remuneration, proper training, leadership styles, nature of work, perceived fairness and equality, coworker, and work environment all contribute to library personnel's job satisfaction. This study examined the influence of physical work environment on job satisfaction of library personnel in academic libraries in Ogun state, Nigeria. The population for this study includes the library personnel of nine academic libraries. Multistage sampling technique was used to select 170 respondents from nine academic libraries in Ogun State. Frequency counts, percentages, mean, standard deviation, and Ordinary Least Squares (OLS) regression analysis were used to analyse the data. Major indices of job satisfaction identified by the respondents are promotional opportunity, work environment adequate training and work group. Results revealed that 53.0% of the respondents were male, 39.9% were between the age of 41-50 years, 35.0% had over 16 years work experience, and 36.8% had MLS degree. Overall, 66.9% of the respondents were satisfied with their job. Majority agreed that physical work environment (79.4%) influence their job satisfaction. OLS revealed that physical work environment ($\beta = 0.17$) had a significant ($p < 0.05$) influence on job satisfaction of library personnel in the study area. The study concluded that job satisfaction of library personnel in academic libraries is highly influenced by physical work environment. The study recommended that institutions should build a work environment that will attract, motivate and boost the job satisfaction level of its personnel.

Keywords: Job satisfaction, Physical Work Environment, Academic Libraries, Library Personnel, Nigeria

Introduction

Job satisfaction of the library personnel depends on the economically, social and cultural condition. It is so important in academic libraries because its absence often leads to lethargy and reduced organisational commitment (Tella, 2019). A satisfied employee makes a significant contribution to the institution's success, as well as developing their own skills and enhancing their knowledge in their chosen subject of study. Somvir (2012) opines that Job satisfaction is an intangible emotional reaction to a work scenario that can only be deduced from how people feel about their jobs and several features of it. Positive attitudes toward work are inextricably linked to job satisfaction, whereas job discontent is equated to negative views toward the job. (Weiss, 2012). Reduced complaints and grievances, absenteeism, attrition, and termination, as well as improved punctuality and worker morale, are all benefits of job satisfaction for the organization. Job satisfaction has also been demonstrated to be an excellent predictor of lifespan and has been connected to a healthy workforce (Ajie and Omotunde, 2015). Aside from money, job provides a person with many other benefits, such as a sense of accomplishment, a sense of purpose in life, and a sense of social standing. Library personnel's ability to provide excellent service is heavily influenced by their job satisfaction, just as an employee's output is influenced by his or her job satisfaction. As a result, the amount to which a library employee provide services is determined by their level of job satisfaction.

Statement of the problem

Job satisfaction of employees in organisations is one of the major elements that have been linked to the success of any organisation. The ability of the academic library to fulfill its mandate of delivering excellent services depends greatly upon its personnel. The job satisfaction of library personnel translates to the performance of their duties credibly and contributes towards achieving the goals, policies and objectives of the parent institution. However, Idiegbeyan-Ose, Opeke, Aregbesola, and Eyiolorunshe (2019) observed that library personnel have shown indifference to their work exhibiting, absenteeism on flimsy excuses, lateness to work, lack of interest which is as a result of low job satisfaction. The attributes of low job satisfaction exhibited by the library personnel seems to point towards infrastructural deficiency and poor work environment in most of the Nigerian library settings. However, these identified challenges could reduce job effectiveness and efficiency rendered by library personnel and could cause job dissatisfaction. Other factors such as poor physical work environment arising from poor cross ventilation, inadequate lighting, uncontrollable noise level, poor state of furniture, among others could result to fatigue, headache, unusual tiredness, discomfort and ultimately result to job dissatisfaction and low level performance. It is in view of this that the study set to find the influence of physical work environment on job satisfaction of library personnel in academic libraries in Ogun state, Nigeria.

Objectives of the study

This study investigated the influence of physical work environment on job satisfaction of library personnel in academic libraries in Ogun state, Nigeria. The specific objectives were to:

1. investigate the indices of job satisfaction of library personnel in academic libraries in Ogun state, Nigeria;
2. investigate the level of job satisfaction of library personnel in academic libraries in Ogun state, Nigeria;
3. determine the influence of physical work environment of library personnel on job satisfaction in academic libraries in Ogun state, Nigeria.

Hypotheses

The null hypothesis was tested at 0.05 level of significance:

H₀: Physical work environment has no significant influence on job satisfaction of library personnel in academic libraries in Ogun state, Nigeria.

REVIEW OF LITERATURE

Hussain and Soroya(2017) identifies the concept of job satisfaction as a set of psychological, physiological, and environmental factors that lead to a person's feeling of contentment with his or her job. This means that job satisfaction for library employees is determined by how happy they are with the work they do as well as an emotional mindset that allows them to do their

duties with zeal, energy, and conviction. This also includes these employees' proclivity to carry out their duties with joy, happiness, and dedication to the library's goals and objectives.

Masanja (2013) observes that positive attitudes result in positive outcomes such as reduced turnover, high productivity, loyalty, secure work facilities, high morale toward the job, and similar benefits, whereas negative attitudes result in negative outcomes such as vandalism, low productivity, employee turnover, low morale toward the job, low commitment, and apathy. Promotional opportunities, salary, training, leadership styles, nature of job, perceived fair treatment, work group, and work environment are all factors that influence job satisfaction among librarians in Nigerian public universities,(Yaya, 2019).

Physical Work Environment and Job satisfaction

The work environment has a significant impact on the quality of employees' work and their job happiness. Employees' desire to learn new abilities and their incentive to perform are influenced by how well their workplace engages them. Mehboob and Bhutto (2012) identify the physical, psychological, and social characteristics of a work environment that make up the working situation. Workload, task complexity, obvious and open communication, work-life stability, impartiality, and consistency are also highlighted as characteristics of a work environment. As a result, the entire atmosphere has an impact on library staff job satisfaction. Panchanatham and Jayalakshmi (2016) reveal that a poor work environment causes stress in the workplace, which leads to unmanageable workloads and higher attrition.

Morgan (2015) describes physical work environment as the physical workspace that we can see, feel, touch, and sense. Employees who appreciate and like their work settings are more focused, creative, cheerful, healthier, and fulfilled. It is critical to develop a positive and healthy working attitude in a physical work environment. It includes both architectural and visual sensory components.

The physical layout, furniture, and equipment are architectural aspects, whereas color, texture, and lighting are visual sensory elements. The interior environment is created by these two components in combination with environmental factors (Sufar, Talib and Hambali, 2012). Por (2017) It lists five qualities of a positive working environment. Employees feel good about coming to work in a positive work environment, which offers the incentive to keep them going throughout the day. A good working environment, according to him, must allow for openness and open communication, work-life balance, and training and development. Employees' performance, satisfaction, social relationships, and health are all influenced by their working environment.

Sound (noise, music), temperature (hot, cold), air (pollution, freshness), light and color (sunlight, incandescent, fluorescent, windows, views), and space (density, arrangement of work stations) are the five physical stimuli that can be found in a workplace environment (Djukic, Konner and Budin and Norman, 2014).

Hassard and Cox (2017) reiterated the findings of Ulrich(1991) and Evans and McCoy (1998) that the needs and aims of persons who will utilize and interact with this workspace are rarely considered when designing physical work environments. These authors stated that in order to promote wellbeing through physical environments, it is critical to include the end user's wants, goals, and motives as a core and guiding component of the physical work environment design.

Employees who work in a pleasant physical environment enjoy coming to work, which offers incentive to keep them going throughout the day (Pullen, 2014). As a result, a well-designed physical work space encourages employees to maximize their abilities. The physical work environment of employees is a major factor of the quality of their work and productivity, as well as the willingness of employees to learn new skills and their drive to perform well. Human resources must perform well in a world where firms and even countries are increasingly competing on a global scale. Working for someone has as its primary purpose not just to earn a living, but also to achieve self-satisfaction (Suwati, Minarsih and Gagah, 2016).

Organizations that create a healthy work environment and include appropriate ergonomics into the workplace design get the most out of their employees, improving employee loyalty. The layout of the building and work stations, functionality and comfort, ambience and interior design or aesthetics, opportunities to concentrate at work, opportunities for communication, archive facilities and information technology facilities, indoor climate, lighting, acoustics, and possibilities for remote working are all characteristics of a good physical work environment that measure positive employee satisfaction. A good physical work environment is one in which people can execute their duties in a safe, healthy, and comfortable manner (Al-Omari and Okasheh, 2017).

Theory of Work Adjustment

The personnel's relationship to his or her work environment is described by the Theory of Work Adjustment (TWA). TWA views work as an interactive and reciprocal process between a person and the work environment. This means that each individual contributes to the labor requirements of the work environment, which in turn helps the individual meet a variety of financial, social, and psychological needs. The TWA framework includes two models: (a) a prediction model that represents the match between a person and its environment, and (b) an interaction model that describes the continuing interaction process between a person and its environment. However both the person and the environment are vital in comprehending the TWA framework, most research take an individual differences approach, in which qualities of the person are meaningfully measured in relation to the environment. The theory of work adjustment is relevant in this study because, in order for both the environment and the individuals to be satisfied, they must meet as many of each other's requirements as possible. The more the library personnel's needs are met, the more satisfied he or she will be in their work and, as a result, feel competent and devoted.

Data Analysis

A total number of one hundred and seventy (170) copies of questionnaire were administered on the library personnel in the nine (9) selected academic libraries in Ogun state; while one hundred and sixty three (163) copies were retrieved and found useful for the purpose of the study. This gave 96.0% rate of retrieval. The results are presented as follows:

Demographic characteristic of the respondents

This covered data on gender, age, designation, and years of experience of the respondents understudied.

Gender distribution of respondents

The findings of the study revealed that 87 (53.0%) respondents were male, while 76 (47.0%) were female. This implies that a higher percentage of the respondents were male.

Table 1: Table illustrating gender distribution of the respondents

Male	Female
87(53%)	76(47.0%)

Age distribution of the respondents

Analysis of the distribution of respondents by age indicated that 4 (2.5%) respondents were between 21-30 years, 59 (36.1%) were in the age range of 31-40 years, 65 (39.9%) were between 41-50 years, while 35 (21.5%) were 51 years and above. This implied that majority of the respondents were within the age range of 31-50 years.

Table 2: Table illustrating age of the respondents

21-30	31-40	41-50	51-above
4(2.5%)	59(36.1%)	65(39.9%)	35(21.5%)

Years of experience of respondents

The result indicated that 10 (6%) respondents had spent 0-5 years, 50 (31.0%) had spent 6-10 years, 46(28.0%) had spent 11-15 years, while 57 (35%) respondents were above 16 years in service. This implied that majority of the respondents had spent between 6-15 years in service. This implies that a high percentage of library personnel in the study areas has good work experience. The study found that most library personnel have above 10 years working experience in the library.

Table 3: Table illustrating years of experience of the respondents

0-5	6-10	11-15	Above 15
10(6%)	50(31%)	46(28%)	57(35%)

Designation of respondents

The table showed that an aggregate percentage of 46.6% of librarians in the academic libraries fall within the statuses of Assistant Librarian – Principal librarian. The aggregate of library officers and support staff form a higher percentage of personnel in the study area.

Table 4: Table illustrating designation / status of the respondents

Principal Librarian	Senior Librarian	Librarian I	Librarian II	Assistant Librarian	Library Officer	Library Assistant
7(4.3%)	11(6.7%)	20(12.3%)	31(19.0%)	7(4.3%)	60(36.8%)	4(2.5%)

Research Question One: What are the indices of Job Satisfaction of Library Personnel in academic libraries in Ogun state, Nigeria?

Table 5: Indices of job satisfaction of library personnel

	Statement	Agree	Undecided	Disagree	Mean \bar{x}	Standard Deviation
1	Adequate training	96.4	2.5	1.2	4.29	0.577
2	Work Environment	96.3	2.5	1.2	4.30	0.579
3	Promotional Opportunity	90.8	3.1	6.1	4.37	0.817
4	Work group	89.0	6.1	4.9	4.16	0.745
5	Leadership styles	85.3	3.7	11.0	4.06	0.894
6	Nature of job	78.0	9.8	12.2	4.04	0.989
7	Compensation	77.3	14.7	8.0	3.89	0.814
8	Perceived fair treatment	69.3	13.5	17.2	3.84	1.05
	Total				Weighted mean =4.12	

Based on these responses, it could be inferred that the indices of job satisfaction in academic libraries are promotional opportunity, compensation, adequate training and training opportunity, leadership style, work group, nature of the work, perceived fair treatment and work environment.

Research Question Two: what is the level of Job Satisfaction of Library Personnel in academic libraries in Ogun state, Nigeria?

Table 6: Level of job satisfaction of library personnel

S/N	Job satisfaction	Satisfied %	Averagely Satisfied %	Not Satisfied %	\bar{x}	Standard Deviation
1	Has job satisfaction improved your productivity?	85.9	7.4	6.7	4.11	0.81
2	Has job satisfaction improved your loyalty to your library?	9.2	68.1	22.7	4.06	0.75
3	Has job satisfaction improved your efficiency and effectiveness?	79.1	9.2	11.7	4.06	0.97
4	Are you satisfied with the spatial arrangement/workstation in your office?	79.1	20.9	0	4.06	0.69
5	Are you satisfied with the temperature in your office?	79.1	15.3	5.5	4.01	0.81
6	Are you satisfied with the ventilation and indoor air quality in your office?	78.5	13.5	8	3.95	0.84
7	Has job satisfaction brought about a feeling of sense of ownership in your library?	85.9	7.4	6.7	3.91	0.67
8	Are you satisfied with the level of comfortability to work under the existing environment?	85.3	2.5	12.3	3.83	0.92
9	Has job satisfaction increased your level of commitment?	76.7	9.2	14.1	3.8	0.89
10	Are you satisfied with the lighting and colour in your office?	65.7	23.9	10.4	3.77	0.91
11	Are you satisfied with your level of skills and competence in delivering services?	65	20.2	14.7	3.76	1.1
12	Are you satisfied with the sound in your office?	66.3	20.2	13.5	3.66	1.02
13	Are you satisfied with the training and opportunities for advancement available to you in your institution?	69.3	7.4	23.3	3.65	1.17
14	Are you satisfied with your work activities compared to your skills?	56.5	35.6	7.9	3.64	0.88
15	Are you satisfied with the provision of safety appliances at work place?	61.3	30.1	8.6	3.62	0.77
16	Are you satisfied with the tools available in discharging your duties	62.6	22.7	14.7	3.59	0.99
17	Are you satisfied with the efficiency of the equipment and tools at the work place?	48.5	37.4	14.1	3.48	0.9
18	Are you satisfied with the ergonomics condition in your office?	33.7	54.6	11.7	3.32	0.81
	Total	Weighted Mean = 3.79				

Based on these responses, it could be inferred that library personnel in academic libraries have a high level of job satisfaction with a weighted mean of $\bar{x}=3.79$. The study established that librarians are generally satisfied with the good structural edifices, a neat environment and good working relationships with colleagues. However, they were dissatisfied in the areas of ergonomic condition in their office, equipment and tools.

Research Question Three: what is Influence of physical work environment on job satisfaction of Library Personnel in academic libraries in Ogun state, Nigeria?

Table 7: Influence of physical work environment on job satisfaction.

	Statement	agree	U	disagree	\bar{x}	Standard	
						Deviation	
1	Is the quality of your office chair good and satisfactory?	93.3	2.5	4.3	4.36	0.78	
2	Is your office furniture comfortable?	80.9	10.4	8.6	3.88	0.93	
3	Is there air conditioning system and fan in your office?	94.5	0	5.5	4.44	0.76	
4	Is your work environment thermally comfortable?	80.9	12.3	6.7	3.98	0.8	
5	Does the temperature of your work environment affects your job performance?	74.2	10.4	15.4	3.7	1.09	
6	Does the layout of your office allow you to stay focus on your work?	86.5	1.2	12.3	4.34	0.99	
7	Does your work environment has adequate ventilation?	90.8	0	9.2	4.33	0.88	
8	Is your work environment provided with efficient lighting?	93.3	0	6.7	4.36	0.79	
9	Does poor lighting affect your job performance?	80.4	0	19.7	3.78	1.28	
10	Is you work environment colour bright enough to bring positive feelings?	98.8	0	1.2	4.36	0.62	
11	Is there acoustics in your library which means no in-noise problem?	65	0	34.9	3.25	1.51	
	Total	Weighted mean =3.83					

\bar{x} = mean

Based on the responses of the respondents on the influence of physical work environment on job satisfaction as reported on Table 9, with a total weighted mean of $\bar{x}=3.83$, it shows that the components of physical work environment which are furniture, office layout, light and color, ventilation and sound have great effects on job satisfaction of library personnel.

Hypothesis

1. Physical work environment have no significant influence on job satisfaction of library personnel in academic libraries in Ogun state.

Table 8: Regression analysis on significant influence of physical work environment on job satisfaction of library personnel in academic libraries in Ogun state.

Variable	Coefficient	S.E	t-stat	p-value
Constant	20.361	4.745	4.291	.000
Physical work environment	.166	0.052	3.206	.002
R	.656			
R ²	.431			
Adj. R ²	.424			
F-stat.	5.9094			.000

The report on Table 8 revealed that there was significant influence of physical work environment on job satisfaction of library personnel in academic libraries in Ogun State, Nigeria ($F_{(2,161)}=5.9094$; $R=.656$, $R^2=.431$, $Adj.R^2=.424$, $p<.05$); with about 42.4% of the variation accounted for by the independent variable. Hence, the null hypothesis was rejected. Therefore, it can be deduced from this result that physical work environment had significant influence on job satisfaction of library personnel in academic libraries in Ogun State, Nigeria.. The implication of this result was that provision of a decent work environment will increase the job satisfaction level of library personnel in academic libraries in Ogun State, Nigeria.

Conclusion

Based on the findings of the study, the attitude of the library personnel is highly dependent on the infrastructure made available to achieve a large amount of work in small time. Also, the physical work environment setting can have impact on the level and nature of social interaction between co-workers thereby influencing the social working environment. The physical layout may determine the kinds of interactions that can take place within a work environment.

Recommendation

Based on the findings of this study and the conclusion drawn thereof, the following recommendations were made:

1. Academic institutions and library management should build a physical work environment that will attract, motivate and boost the job performance and satisfaction level of its personnel.
2. Library workspace should allow library personnel to have input and control over their work, and also the ability to openly share suggestions, ideas about their work with their colleagues.

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