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Winter 7-25-2022

## Use of Information and Communication Technologies and Perceived Job Performance of University Libraries' Personnel in Oyo State, Nigeria

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Adekunle, Fisayo Adesola Mr; Ikegune, Daniel Olusegun Mr; and Ajayi, Bright Mr, "Use of Information and Communication Technologies and Perceived Job Performance of University Libraries' Personnel in Oyo State, Nigeria" (2022). *Library Philosophy and Practice (e-journal)*. 7325.

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# Use of Information and Communication Technologies and Perceived Job Performance of University Libraries' Personnel in Oyo State, Nigeria

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## Abstract

This study investigated use of information and communication technologies and perceived job performance of university libraries' personnel in Oyo State, Nigeria. The descriptive research design of the survey type was adopted for this study. The university libraries' personnel in Oyo State, Nigeria formed the population of the study using purposive sampling technique. A total of 219 questionnaires were distributed across the universities with a retrieval success of 187 copies, representing 85.4% return rate. Data were analysed using percentages and Pearson Product Moment Correlation analysis. The findings of this study revealed that preparing reports (mean=3.13), scanning of documents (mean=3.05), and sending and receiving e-mail messages (mean=3.06) were the major purposes of use of ICTs by the university libraries' personnel. Findings revealed that computer (mean=5.96), telephone (mean=5.95), and photocopiers were the major ICTs used daily. Findings also revealed that limited budget for the library (mean=3.09) was the major challenge to the use of ICTs by the university libraries' personnel. Findings revealed that the level of perceived job performance of university libraries' personnel in Oyo State, Nigeria is high (mean=98.26); and there is no significant relationship between the use of ICTs by the university libraries' personnel and their perceived job performance (Df= 185, N= 187,  $r = .052$ ,  $P > 0.05$ ). It was recommended that the library personnel should keep updating themselves with new trends of ICTs. This will be useful in the provision of library services and to keep developing the library to suit that of the present 21<sup>st</sup> century library.

**Keywords:** Use of information and communication technologies, perceived job performance, university libraries' personnel, Oyo State, Nigeria.

**Word count:** 248

## **Introduction**

University libraries are academic libraries found within university communities, serving the teaching and research needs of students, staff and other members of the communities. University libraries are integral parts of the university systems and are established to meet the information needs of their communities. Universities help in widening the knowledge of their citizenry through the provision of libraries with the help of the available resources. These resources are in print and electronic formats. University library is seen as an essential resource centre of an academic institution (Emwanta, 2012). The excellence of a university library is determined by the extent to which its resources and services support the programmes in the university. Akpan-Ataha (2013) stated that a well-stocked, qualified staff, and well-arranged library is actually the hall mark or sine qua non of a modern educational system. Hence, it is the duty of the university libraries' personnel to ensure that the use of the library information resources and services are for the benefit of the users in order to improve their perceived job performance because the success or failure of university libraries is greatly influenced by the job performance of their personnel.

Job performance of university libraries' personnel could be seen as the quality and quantity of job expected from them, which is determined by motivation as well as the will and ability of the individual personnel to do the job well. The services given or provided that meet certain need or specification based on assigned role of libraries' personnel could be referred to as quality of work done. While quantity could be measured on amount of work done per day, week or month. Nowadays, the quality of service and products of university libraries is categorically predisposed by the job performance of their personnel. Ineffective performance of the library personnel will bring set back to the entire library system. Therefore, for the development of a robust library system, it is obligatory that library personnel must possess dynamic job performance. Job performance of employee therefore, is paramount to achieving excellent result in an organisation (Smithikrai, 2017). Sarmiento and Beale (2017) view job performance as the outcome of two aspects: abilities and skills (which may be natural or acquired) of personnel to utilise the abilities and skills to carry out a better job.

Perceived job performance of university libraries' personnel is the disposition of an individual employee about his or her performance in a job, that is, how he/she feels about his/her own performance in the library work. Generally, job performance is how well an employee

performs at his or her job. It is also seen as the total behaviour an employee engages in while at work. Nevertheless, this might not perfectly represent what job performance is, because some behaviours displayed at work by employees are not necessarily related to job-specific aspects. How effective and efficient each employee roles is being carried out at different levels of management in the university libraries and how responsibilities are divided by the different categories of staff in meeting the library mission and vision is important, because, the success of every organisation is determined by the active participation and job performance of its personnel. However, job performance of university libraries personnel has been linked to the use of information and communication technology (ICT) in the provision of services to users. Information and Communication Technology could influence job performance of university libraries personnel.

Oluwarobi (2012) defined ICT as technology that is generally used in retrieving, storing, processing, and packaging information as well as providing access to knowledge. The emergence of microcomputers, optical disc, television, internet and the establishment of telecommunication network among others have helped in broadening people's knowledge and facilitate effective communication. Information and Communication Technology (ICT) is a tools used to collect, process, store, transmit, and disseminate information (Ebijuwa, 2005). Information and Communication Technology use therefore, is the application of ICT facilities into library operations.

The level of job performance of university libraries' personnel was significantly low especially during the period when ICT facilities have not been introduced to libraries. During this period, users have to come to the four walls of the library before their information needs could be met. Librarians only serve as custodians of information. Library services were performed manually and all information media were in print and were housed in the library for use. Users complained of poor quality services of the library. But with the advent and use of ICTs in libraries, the traditional method of information dissemination has been improved upon and has redefined the role of library personnel and has also greatly contributed to higher performance and perceived job performance. Printed materials that were the only resources housed by the library now have their electronic versions. Information can now be accessed by users with ease. Libraries especially the university libraries have now subscribed to many e-resources to meet the information needs of their users.

## **Statement of the problem**

Job performance of libraries' personnel is the requirement for achieving the library goals and objectives through the provision of adequate and appropriate library services that will meet user's information needs. However, perceived job performance of library personnel could determine the amount of efforts or productivity level of the library personnel if they have positive perception towards their job. Nevertheless, extant literature has showed a low perceived job performance among libraries' personnel in most universities in Nigeria. This could be because of the libraries' personnel inefficiency with the use of ICTs in the provision of library services to library users and the university community at large. When the required ICTs are not put to use in the library, users complain of poor and late information delivery and as a result, libraries' personnel develop low perception of their job performance. It is on this premise that this study investigates use of information and communication technologies and perceived job performance of university libraries' personnel in Oyo State, Nigeria.

## **Objectives of the study**

The objectives of the study are to:

- i. determine the purpose of use of Information and Communication Technologies by university libraries' personnel in Oyo State, Nigeria;
- ii. ascertain the frequency of use of Information and Communication Technologies by university libraries' personnel;
- iii. identify the challenges to use of Information and Communication Technologies by university libraries' personnel;
- iv. determine the level of perceived job performance of the university libraries' personnel;
- v. determine the relationship between the use of Information and Communication Technologies by university libraries' personnel and their perceived job performance.

## **Research questions**

The following research questions were drawn to guide the study.

1. What are the purposes of use of Information and Communication Technologies by the university libraries' personnel in Oyo State, Nigeria?
2. What is the frequency of use of Information and Communication Technologies by the university libraries' personnel?

3. What are the challenges to use of Information and Communication Technologies by the university libraries' personnel?
4. What is the level of perceived job performance of university libraries' personnel?

### **Hypotheses**

The study will test the following hypothesis at 0.05 level of significance:

1. There is no significant relationship between the use of Information and Communication Technology by the university libraries' personnel and their perceived job performance.

### **Significance of the study**

The outcome of this study would help the library user in accessing quality materials for educational and research purposes and to get better library service from the personnel. It would also help them to save time and energy in information searching and retrieval. The result of this study would help the libraries' personnel in the acquisition of the required ICTs knowledge through training to become competent and proficient in ICTs in order to boost services delivery and increase their productivity level thereby providing quality services to the users.

This study would also help the library management to appreciate the importance of ICTs in improving service delivery in the library and also see training as prerequisite to effective use of ICTs, thereby providing relevant ICT facilities for their personnel to work with and providing consistent training. It is also believed that this research work will add to the body of knowledge.

### **Literature Review**

#### **Perceived job performance of personnel in organisations**

Employees' job performance is paramount for making excellent organisation. In any organisation, libraries not exempted, job performance is seen as a very important variable. It is a way of determining the employee's effectiveness in both public and private sectors. It is therefore believed that employee job performance is a tool for organisational development and profitability. The employees are regarded as the major organisational resources that help perform the daily activities and operations of an organisation (Mudah, Rafiki and Harahap, 2014).

Also, attitude is learned and formed and can persist for a long period of time. The attitude of employees towards work determines their behaviour and performance. This is related to the effects of attitude towards employee performance at work. Occasionally, attitudes toward work

are result of external influence and are both related (transfer of affective feelings) and useful based on employee perceptions. Dash and Singh (2018) reported that factors such as performing well, chances of promotion, compensation and incentive schemes and professional growth are perceived by employee as motivating factors. Stup (2013) also explained that to have a standard performance, employers have to ensure that tasks are performed on track so as to achieve the organisational goal. By ensuring that the work or job is done on track, employers could be able to supervise their employees and help them to improve performance.

Job performance in library setting includes accomplishing specific functions within the library. Library performance statistics is computed from all sections of work within the library: acquisition, cataloging, circulation, serials, bindery etc. This is to ascertain the effectiveness of the library in meeting the information need of its users. Job performance consists of noticeable behaviours that employees' exhibit in their jobs that are pertinent to the goals of the organisation. Routledge, Lee and Wu (2021) defined job performance as the sum total of employees' performance in meeting the anticipated value and achievement of tasks under required procedure and time of the organisation. It is the quality and quantity of work done by an employee in an organisation. Organisations are interested in job performance because of the importance of high productivity in the workplace. Job performance evaluates whether an employee performs a job well. It is a branch of industrial and organisational psychology that deals with the workplace. It also forms part of the human resources management. Performance is an important standard for measuring organisational outcomes and success. Job performance has an effect on organisational performance. Organisational performance entails the actual output of an organisation as weighed against its expected outputs.

However, this study is on the reviews of perception and evaluation of personnel in the university libraries based on their own relevant behaviours, actions and characteristics that influence the library objectives and responds to tasks known as "perceived job performance of university libraries' personnel". Perceived job performance of university libraries' personnel is seen as self-perception i.e. perception of individual employee in the university libraries about his/her anticipated level of productivity, in comparison with his or her peers, on many jobs concerned behaviors and outcomes. Schmidt, Ones and Hunter (2015) highlighted the following dimensions of perceived job performance measurement developed by Viswesvaran, consist of

interpersonal competence, productivity, effort, job knowledge, leadership, compliance, administrative quality and communication competency.

Bhat and Beri, (2016) in Sonnentag, Volmer and Spychala (2018), sub-divided perceived job performance into three dimensions which are task performance, contextual performance and adaptive performance. Task Performance refers to the contribution of an individual to organisational performance. It is the actions that are part of the formal reward system (i.e., technical core), and address the requirements specified in the job descriptions (Williams, Grimble and Irwin, 2014). The components of task performance comprise of five factors which are job-specific task proficiency, non-job-specific task proficiency, written and oral communication proficiency, supervision, in case of leadership position and partly management/administration (Campbell, 2010) and statements regarding predispositions of employee contributing to the organisational performance.

Contextual Performance is behaviour that is indirectly contributing to organisational performance. It supports the organisational, social and psychological environment. It contributes indirectly to an organisation's performance by facilitating task performance (Sonnentag *et al.*, 2018). Contextual performance comprises of five identified factors which include volunteering for activities beyond a person's formal job requirements, persistence of enthusiasm and application when needed to complete important task requirements, assistance to others, following rules and prescribed procedures even when it is not convenient; and openly defending organisational objectives.

Adaptive performance is the extent of adaptation to changes at the workplace. The domain includes eight factors which are: handling emergencies or crisis situations, handling work stress, solving problems creatively, dealing with uncertain and unpredictable work situations, learning work tasks, technologies and procedures, demonstrating interpersonal adaptability, demonstrating cultural adaptability; and demonstrating physically oriented adaptability and statements reflecting the employee adjustment towards the physical environment of the organisation.

### **Use of Information and Communication Technologies by University libraries' personnel**

The utilisation of Information and Communication Technology in university libraries has brought significant changes in their operations leading to automated cataloguing, electronic information retrieval, circulation, electronic document delivery, and CD-ROM databases (Ugwuanyi, 2012). The inclusion of the internet, digitisation, and the ability to access library



materials remotely has created dramatic changes in the 20<sup>th</sup> century. Uchendu (2017) citing Okebukola stated that Information and Communication Technology can be used in libraries for resource sharing as no single library can have it all. Internet has made the acquisition of information materials like books, journals and electronic publications simple and speedy.

Ekenna and Mabawonku (2013) conducted a study on Information Retrieval Skills and Use of Library Electronic Resources by University Undergraduates in Nigeria. From the findings, CD-ROM was used more than the other e-resources studied. Contrarily, Ani and Ani (2016) carried out a study on the strategies that could be used to enhance utilisation of Information and Communication Technology in university libraries in North East, Nigeria. The result indicated that the level of use of CD-ROM by post-graduate students in the universities studied was low. Rose and Kadvekar (2015) in a study conducted suggested that Information and Communication Technology adoption model is very specific to higher education academia in India. According to her, the model has been tested and recommended as a policy measure to the challenges faced in Information and Communication Technology adoption.

Asemi (2015) investigated on the frequency of use of Information and Communication Technology and findings showed that all the respondents were frequently having access to internet facilities because all senior personnel were offered internet connectivity. The study also showed that all researchers in the university were receiving relevant and quality information via the internet. Devendra (2020) conducted a research on the use of the internet services at the University of Agriculture and Technology, Meerut. The results showed that internet facilities were majorly used by the library users daily for the research purpose. With the evolvement of Information and Communication Technology, university libraries and personnel now have new and more dynamic functions to play in the knowledge society and as the library personnel are affected by Information and Communication Technology, they can also influence the technology (Bradley, 2010).

Due to the dynamic changes that ICTs has brought in the provision of information services to library users, Verma (2018) noted that librarians now face difficulties and challenges in information access. Verma (2018) further mentioned these challenges to include insufficient funding, compatibility with state of art technology, inadequate technological infrastructure among others. Sahabi and Otobo (2021) in their study on academic libraries and challenges of service delivery in Nigerian Universities in the digital era mentioned low funding, incompetence, lack of

technological knowledge, low Internet Connection and insufficient energy supply as some of the challenges of providing information services in a digital society.

## **Methodology**

The research design adopted for this study was descriptive research design of the survey type. Survey research design entailed gathering relevant data from the sample to the entire population. The targeted population of this study consisted of 219 university libraries' personnel in Oyo State, Nigeria. The selected university libraries were Kenneth Dike library, University of Ibadan, Ibadan; Ajayi Crowther University library, Oyo; Dominican University library, Ibadan; Kola Daisi University library, Ibadan; Ladoke Akintola University of Technology library, Ogbomoso; Lead City University library, Ibadan; and Technical University library, Ibadan. The purposive sampling technique was used due to the use of ICTs in the selected university libraries. A total of 219 questionnaires were distributed, out of which 187 were returned. There were, however, some missing data points due to few unanswered questions by respondents. The questionnaire was made up of five sections- Sections "A" which examines demographic information, Section "B" comprises questions designed to obtain responses on purposes of use of ICTs by the university libraries' personnel, Section "C" comprises questions on frequency of use of ICTs by the university libraries' personnel, Section "D" comprises questions on the challenges to use of ICTs by the university libraries' personnel, while Section "E" comprises questions on the level of perceived job performance of university libraries' personnel. The research instrument is adopted scale and the reliability coefficient for purposes of use of ICTs was found to be  $\alpha=0.96$ , frequency of use of ICTs by the university libraries' personnel  $\alpha=0.87$ , challenges to use of ICTs  $\alpha=0.89$ , and level of perceived job performance of university libraries' personnel was found to be  $\alpha=0.98$  respectively. The reliability coefficient between variables was found to be  $\alpha=0.93$ . The questionnaire was pre tested on university libraries' personnel in Olabisi Onabanjo University, Ogun State, Nigeria that was not included in the study. The data collected for this study were analysed using simple percentages and the Pearson Product Moment Correlation analysis.

## **Data Analysis**

Data were analysed based on their relationship to the specific areas of the study using descriptive and inferential statistics such as simple percentages and Pearson Product Moment Correlation analysis.

### Demographic Information of the Respondents

**Table 1: Distribution of Respondents based on demographic information**

<b>Variable</b>	<b>Frequency</b>	<b>Percentage (%)</b>
<b>Gender distribution of respondents</b>		
Male	86	46.0
Female	101	54.0
<b>Total</b>	<b>187</b>	<b>100.0</b>
<b>Age distribution of respondents</b>		
Less than 21 years	5	2.7
21-30 years	52	27.8
31-40 years	103	55.1
41-50 years	21	11.2
51-60 years	6	3.2
<b>Total</b>	<b>187</b>	<b>100.0</b>
<b>Academic qualification of the respondents.</b>		
SSCE	5	2.7
ND	6	3.2
NCE	12	6.4
HND	31	16.6
Bachelor	55	29.4
Masters	67	35.8
PhD	11	5.9
<b>Total</b>	<b>187</b>	<b>100.0</b>
<b>Designation of the respondents.</b>		
Librarian	69	36.9
Library officer	95	50.8
Library assistant	23	12.3
<b>Total</b>	<b>187</b>	<b>100.0</b>
<b>Years of experience of the respondents.</b>		
1-10 years	90	48.1
11-20 years	82	43.9
21-30 years	15	8.0
<b>Total</b>	<b>187</b>	<b>100.0</b>

Table 1 shows the distribution of demographic characteristics of the respondents. As regards the gender distribution, it shows that majority 101 (54.0%) were females while the

remaining 46 (46.0%) were males. These respondents cut across all the university libraries. Concerning age distribution, majority 103(55.1%) were between 31 and 40 years of age, while 52 (27.8%) respondents were within 21-30 years of age. About 21 (11.2%) of the respondents were between the ages 41-50 years, 6(3.2%) were within 51-60 years and 5(2.7%) were less than 21 years. The result indicated that majority of the university libraries' personnel are matured in age. The academic qualification of the respondents shows that majority, 67(35.8%) of the respondents have Master's Degree Certificate, followed by 55(29.4%) respondents that have Bachelor's Degree Certificate, 31(16.6%) have HND Certificate, 12(6.4%) have NCE Certificate, 11(5.9%) have Ph.D. Certificate, 6(3.2%) have ND Certificate and followed by 5(2.7%) that have SSCE Certificate. As regards respondent's designation; majority, 95(50.8%) were library officers, 69(36.9%) were librarians and 23(12.3%) were library assistants. The implication of this is that the majority of the university libraries' personnel are library officers. The work experience showed that out of the 187 respondents, majority 90(48.1%) has 1-10 years' work experience, 82(43.9%) has 11-20 years' work experience and 15(8.0%) has 21-30 years of experience. The result indicated that majority of the library personnel has 1-10 years' work experience.

## Research questions

### Research question 1: What are the purposes of use of Information and Communication Technologies by the university libraries' personnel?

**Table 2: Purposes of use of Information and Communication Technologies by the university libraries' personnel.**

S/N	Items	SA	A	D	SD	Mean	S.D
1.	Registration of users	73(39.0%)	27(14.4%)	44(23.5%)	43(23.0%)	2.70	1.208
2.	Charging and discharging of information materials	77(41.2%)	36(19.3%)	49(26.2%)	25(13.4%)	2.88	1.096
3.	Stock taking/ inventory of materials	39(2.9%)	91(48.7%)	37(19.8%)	20(10.7%)	2.80	.893
4.	Serials management	55(29.4%)	81(43.3%)	39(20.9%)	12(6.4%)	2.96	.873
5.	Cataloguing and classification	91(48.7%)	56(29.9%)	34(18.2%)	6(3.2%)	3.24	.862
6.	Weeding of outdated materials	50(26.7%)	71(38.0%)	55(29.4%)	11(5.9%)	2.86	.883
7.	Answering users' queries	42(22.5%)	100(53.5%)	33(17.6%)	12(6.4%)	2.92	.809
8.	Searching for electronic information on the internet	80(42.8%)	55(29.4%)	36(19.3%)	16(8.6%)	3.06	.982

9.	Resource sharing / Document delivery	68(36.4%)	71(38.0%)	35(18.7%)	13(7.0%)	3.04	.912
10.	Sending reference requests electronically	64(34.2%)	79(42.2%)	36(19.3%)	8(4.3%)	3.06	.840
11.	Preparing reports	69(36.9%)	84(44.9%)	23(12.3%)	11(5.9%)	3.13	.845
12.	Word processing of document	67(35.8%)	80(42.8%)	31(16.6%)	9(4.8%)	3.10	.843
13.	Scanning of documents	52(27.8%)	99(52.9%)	30(16.0%)	6(3.2%)	3.05	.753
14.	Selection of and acquisition of library materials	41(21.9%)	109(58.3%)	28(15.0%)	9(4.8%)	2.97	.751
15.	Teleconferencing and video conferencing using multimedia facility	56(29.9%)	81(43.3%)	41(21.9%)	9(4.8%)	2.98	.845
16.	Sending and receiving e-mail messages	58(31.0%)	92(49.2%)	28(15.0%)	9(4.8%)	3.06	.807
17.	Photocopying library materials needed by students/lecturers	61(32.6%)	87(46.5%)	29(15.5%)	10(5.3%)	3.06	.834
18.	For in depth research work	38(20.3%)	108(57.8%)	30(16.0%)	11(5.9%)	2.93	.772
19.	Lamination	57(30.5%)	93(49.7%)	27(14.4%)	10(5.3%)	3.05	.815
20.	Printing and binding services	44(23.5%)	96(51.3%)	34(18.2%)	13(7.0%)	2.91	.832

Table 2 reveals the purposes of use of ICTs by the university libraries' personnel. Majority of the respondents agreed that preparing reports (mean=3.13), scanning of documents (mean=3.05), sending and receiving e-mail messages (mean=3.06), lamination (mean=3.05), photocopying library materials needed by students/lecturers (mean=3.06), Word processing of document (mean=3.10), cataloguing and classification (mean=3.24), sending reference requests electronically (mean=3.06), resource sharing / document delivery (mean=3.04), and searching for electronic information on the internet (mean=3.06), were the purposes of use of ICTs by the university libraries' personnel.

**Research question 2: What is the frequency of use of Information and Communication Technologies by the university libraries' personnel?**

**Table 3: Frequency of use of Information and Communication Technologies by the university libraries' personnel.**

S/N	Items	Daily	Twice a week	Weekly	Monthly	Occasionally	Rarely	Mean	S.D
1.	Computer	183(97.9%)	2(1.1%)	1(0.5%)	-	1(0.5%)	-	5.96	.341
2.	Telephone	178(95.2%)	9(4.8%)	-	-	-	-	5.95	.215

3.	Photocopier	116(62.0%)	44(23.5%)	19(10.2%)	1(0.5%)	2(1.1%)	5(2.7%)	5.37	1.066
4	Laminator	79(42.2%)	43(23.0%)	33(17.6%)	7(3.7%)	15(8.0%)	10(5.3%)	4.72	1.503
5.	OPAC	97(51.9%)	22(11.8%)	21(11.2%)	17(9.1%)	19(10.2%)	11(5.9%)	4.68	1.663
6.	CCTV	54(28.9%)	21(11.2%)	12(6.4%)	4(2.1%)	33(17.6%)	63(33.7%)	3.30	2.137
7.	Email	149(79.7%)	24(12.8%)	3(1.6%)	1(0.5%)	5(2.7%)	5(2.7%)	5.58	1.081
8.	Fax	22(11.8%)	20(10.7%)	17(9.1%)	10(5.3%)	41(21.9%)	77(41.2%)	2.61	1.820
9.	RFID technology	49(26.2%)	37(19.8%)	24(12.8%)	4(2.1%)	61(32.6%)	12(6.4%)	3.86	1.774
10	Scanner	79(42.2%)	62(33.2%)	15(8.0%)	15(8.0%)	12(6.4%)	4(2.1%)	4.90	1.320
11.	barcode sensors or readers	53(28.3%)	41(21.9%)	10(5.3%)	5(2.7%)	55(29.4%)	23(12.3%)	3.80	1.909
12	Printers	131(70.1%)	36(19.3%)	1(0.5%)	3(1.6%)	16(8.6%)	-	5.41	1.176
13	DVDs	78(41.7%)	48(25.7%)	14(7.5%)	1(0.5%)	43(23.0%)	3(1.6%)	4.58	1.636
14.	Internet	152(81.3%)	31(16.6%)	-	1(0.5%)	3(1.6%)	-	5.75	.642
15.	CDs	67(35.8%)	55(29.4%)	8(4.3%)	3(1.6%)	52(27.8%)	2(1.1%)	4.41	1.674
16.	Google	164(87.7%)	18(9.6%)	-	-	5(2.7%)	-	5.80	.697
17	Social media	166(88.8%)	12(6.4%)	3(1.6%)	5(2.7%)	1(0.5%)	-	5.77	.800
18	Television	169(90.4%)	10(5.3%)	1(0.5%)	1(0.5%)	1(0.5%)	5(2.7%)	5.76	.909
19.	SMS	168(89.8%)	17(9.1%)	-	1(0.5%)	-	1(0.5%)	5.87	.506

Table 3 reveals that computer (mean=5.96), telephone (mean=5.95), photocopier (mean=5.37), email (mean=5.58), printers (mean=5.41), Internet (mean=5.75), Google (mean=5.80), social media (mean=5.77), television (mean=5.76), and SMS (mean= 5.87), were the major ICTs used daily by the university libraries' personnel.

**Research question 3: What are the challenges to use of Information and Communication Technologies by the university libraries' personnel?**

**Table 4: Challenges to use of Information and Communication Technologies by the university libraries' personnel.**

S/N	Items	SA	A	D	SD	Mean	S.D
1.	Inadequacy of ICT infrastructure	47(25.1%)	72(38.5%)	27(14.4%)	41(21.9%)	2.67	1.081
2.	Lack of staff training/development	39(20.9%)	52(27.8%)	88(47.1%)	8(4.3%)	2.65	.856
3.	Lack of technological know-how	37(19.8%)	77(41.2%)	38(20.3%)	35(18.7%)	2.62	1.005
4.	Limited budget for the library	67(35.8%)	81(43.3%)	27(14.4%)	12(6.4%)	3.09	.870
5.	Technophobia	47(25.1%)	52(27.8%)	58(31.0%)	30(16.0%)	2.62	1.032
6	Epileptic power supply	43(23.0%)	84(44.9%)	36(19.3%)	24(12.8%)	2.78	.945
8.	Difficulty to cope with all the ICT jargons	42(22.5%)	64(34.2%)	43(23.0%)	38(20.3%)	2.59	1.051
9.	Lack of Awareness	41(21.9%)	63(33.7%)	43(23.0%)	40(21.4%)	2.56	1.058
10.	Network access problem	41(21.9%)	96(51.3%)	21(11.2%)	29(15.5%)	2.80	.957
11.	Limited bandwidth or connectivity	56(29.9%)	77(41.2%)	29(15.5%)	25(13.4%)	2.88	.990

Table 4 reveals challenges to the use of Information and Communication Technologies by the university libraries' personnel. Majority agreed that limited budget for the library (mean=3.09) was the major challenge to use of ICTs by the university libraries' personnel. While, the least of the challenge was difficulty in coping with all the ICT jargons (mean= 2.59)

**Research question 4: What is the level of perceived job performance of university libraries' personnel?**

**Table 5: Level of perceived job performance of university libraries' personnel.**

S/N	Statement	SA	A	D	SD	Mean	S.D
	<b>Perceived task performance</b>						
1.	I am able to perform my work well within minimal time and effort	58(31.0%)	125(66.8%)	4(2.1%)	-	3.29	.512
2.	It takes me longer time to complete my task than intended	26(13.9%)	78(41.7%)	60(32.1%)	23(12.3%)	2.57	.879
3.	I am able to separate main issues from side issues at work.	52(27.8%)	122(65.2%)	7(3.7%)	6(3.2%)	3.18	.644
4.	I have trouble setting priorities for my work.	25(13.4%)	93(49.7%)	44(23.5%)	25(13.4%)	2.63	.878
5.	I work towards the end result of my work.	55(29.4%)	124(66.3%)	8(4.3%)	-	3.25	.525
6.	I keep in mind results I had to achieve in my work.	70(37.4%)	115(61.5%)	2(1.1%)	-	3.36	.504
7.	I manage to plan my work so that it was done on time.	59(31.6%)	125(66.8%)	2(1.1%)	1(0.5%)	3.29	.512
	<b>Perceived contextual performance</b>						
8	Collaboration with others went well.	62(33.2%)	119(63.6%)	6(3.2%)	-	3.30	.525
9.	I was able to meet my appointments	72(38.5%)	114(61.0%)	1(0.5%)	-	3.38	.498

10.	I was able to fulfill my responsibilities	74(39.6%)	109(58.3%)	4(2.1%)	-	3.37	.528
11.	I understand others well when they tell me something	65(34.8%)	117(62.6%)	5(2.7%)	-	3.32	.522
12.	Others understood me well when I told them something	68(36.4%)	116(62.0%)	3(1.6%)	-	3.35	.510
13.	Communication with others led to the desired results	68(36.4%)	115(61.5%)	4(2.1%)	-	3.34	.519
14.	I took the initiative when there was problem to be solved	71(38.0%)	110(58.8%)	6(3.2%)	-	3.35	.541
15.	I came up with creative ideas at work	73(39.0%)	112(59.9%)	2(1.1%)	-	3.38	.508
16.	I took the initiative when tasks had to be organised	71(37.9%)	112(59.9%)	4(2.1%)	-	3.35	.523
17.	I start new tasks myself when the old ones are finished	60(32.1%)	120(64.2%)	7(3.7%)	-	3.28	.529
18.	I am open to criticism of my work	69(36.9%)	110(58.8%)	7(3.7%)	1(0.5%)	3.32	.571
19.	I ask for help when needed	70(37.4%)	114(61.0%)	3(1.6%)	-	3.36	.513
20.	I try to learn from feedback I get from others on my work	77(41.2%)	106(56.7%)	4(2.1%)	-	3.39	.531
21.	I think library users are satisfy with my work	70(37.4%)	111(59.4%)	6(3.2%)	-	3.34	.539
22.	I take on challenging work tasks when available	56(29.9%)	130(69.5%)	1(0.5%)	-	3.29	.468
23.	I take into account the wishes of the library users in my work	69(36.9)	111(59.4%)	7(3.7%)	-	3.33	.546
	<b>Perceived adaptive performance</b>						
24.	I work at keeping my job skills up to date	60(32.1%)	125(66.8%)	2(1.1%)	-	3.31	.468
25.	I work at keeping my job knowledge up to date	90(48.1%)	95(50.8%)	2(1.1%)	-	3.47	.522
26.	I am able to cope well with difficult situations and setback at work	60(32.1%)	126(67.4%)	1(0.5%)	-	3.32	.477
27.	I have demonstrated flexibility	64(34.2%)	121(64.7%)	2(1.1%)	-	3.33	.494
28.	I am able to cope well with uncertainty and unpredictable situations at work	48(25.7%)	138(73.8%)	1(0.5%)	-	3.25	.447
29.	I come up with creative solutions to new problem	53(28.3%)	126(67.4%)	8(4.3%)	-	3.24	.519
30.	I easily adjust to change in my work	61(32.6%)	124(66.3%)	2(1.1%)	-	3.32	.488
	<b>Grand Mean</b>					<b>98.26</b>	<b>16.24</b>

In order to determine the level of perceived job performance of university libraries' personnel, a test of norm was conducted. The scale between "0 – 40" shows that the level of perceived job performance of university libraries' personnel is low, the scale between "40 – 80" indicates that the level of perceived job performance is moderate, and the scale between "80-120" shows that the level of perceived job performance is high. Thus, the overall mean for perceived job performance as indicated by the responses of the university libraries' personnel is 98.26 which fall between the scales "80-120". Therefore it could be deduced that the level of perceived job performance of university libraries' personnel in Oyo State, Nigeria is high.



The ranking of the scale on perceived job performance of university libraries' personnel with the highest means includes: libraries' personnel keep in mind results they had to achieve in their work (mean=3.36), they were able to meet their appointments (mean=3.38), they take on challenging work tasks when available (mean=3.29), they were able to cope well with difficult situations and setbacks at work (mean=3.32), and they were able to cope well with uncertainty and unpredictable situations at work (mean=3.25) respectively.

### Testing of hypothesis

Ho1: There is no significant relationship between the use of Information and Communication Technology by the university libraries' personnel and their perceived job performance.

**Table 6: PPMC summary table showing the relationship between the use of ICTs by the university libraries' personnel and their perceived job performance.**

Variables	N	Mean	Std.Dev	Df	R	P	Sig.
Use of Information and Communication Technology	187	43.3422	5.19724	185	.052	.483	Not Sig.
Perceived job performance.	187	52.0642	12.47605				

Table 6 shows a low use of Information and Communication Technology on libraries' personnel perceived job performance (Df= 185, N= 187, r= .052, P > 0.05). Based on this, the null hypothesis is accepted. Therefore, there is no significant relationship between the use of Information and Communication Technology by the university libraries' personnel and their perceived job performance.

### Discussion of the findings

The study revealed that majority (54.0%) of the libraries' personnel that participated in the study were females while the remaining (46.0%) were males. The age distribution of respondents showed that majority (55.1%) were between 31 and 40 years of age, followed by (27.8%) that were within 21-30 years of age, followed by (11.2%) that were between the ages 41-50 years, followed

by (3.2%) that were within 51-60 years and (2.7%) were less than 21 years. The academic qualification of the respondents shows that majority (35.8%) have Master's Degree Certificate, followed by (29.4%) that have Bachelor's Degree Certificate, (16.6%) possess HND Certificate, (6.4%) possess NCE Certificate, (5.9%) have Ph.D. Certificate, (3.2%) respondents possess ND Certificate, followed by (2.7%) that have SSCE Certificate. Also, majority (50.8%) were library officers, (36.9%) were librarians and (12.3%) were library assistants. The work experience showed that (48.1%) have 1-10 years' work experience, (43.9%) have 11-20 years' work experience and (8.0%) have 21-30 years of experience respectively.

Findings revealed that preparing reports, scanning of documents, sending and receiving e-mail messages, lamination, photocopying library materials needed by students/lecturers, Word processing of document, cataloguing and classification, among others were the purposes for which ICTs are utilised by the university libraries' personnel. This finding is in line with the findings of Ugwuanyi (2012) that the utilisation of Information and Communication Technology in university libraries has brought significant changes in their operations leading to automated cataloguing, information retrieval, circulation, electronic document delivery, and CD-ROM databases. Uchendu (2017) citing Okebukola stated that Information and Communication Technology can be used in libraries for resource sharing as no single library can have it all. Internet has made the acquisition of information materials like books, journals and electronic publications simple and speedy.

The result of the study also revealed that computer, telephone, photocopier, email, printers, Internet, Google search engine, social media, television and SMS were the major ICTs used daily by the university libraries' personnel. The finding agreed with that of Asemi (2015), he investigated on the frequent use of ICTs and findings showed that all the respondents were frequently having access to internet facilities because all senior personnel were offered Internet connectivity. The study also showed that all researchers in the university were receiving relevant and quality information via the Internet. Devendra (2020) conducted a research on the use of the Internet services at the University of Agriculture and Technology, Meerut. The results showed that internet facilities were majorly used by the library users daily for the research purpose.

Results revealed that limited budget for the library was the major challenge to use of Information and Communication Technologies by the university libraries' personnel. While the least of the challenge was difficulty to cope with all the ICTs jargons. This is in line with the

findings of Verma (2018) who mentioned these challenges to include insufficient funding, compatibility with state -of -art technology, inadequate technological infrastructure among others. In the same vein, Sahabi and Otobo (2021) in their study on academic library and challenges of service delivery in Nigerian Universities in the digital era mentioned low funding, incompetence, lack of knowledge of technology, low Internet Connection and insufficient energy supply as some of the challenges of providing information services in a digital society.

Findings revealed that the university libraries' personnel have high level of perceived job performance as majority of the respondents agreed that they keep in mind results they had to achieve in their work, they were able to meet their appointments, and they take on challenging work tasks when available among others. This finding agreed with a study conducted by Dash and Singh (2018), they reported that factors such as performing well, chances of promotion, compensation and incentive schemes and professional growth are perceived by employee as motivating factors. Stup (2013) also explained that to have a standard performance, employers have to ensure that tasks are performed on track so as to achieve the organisation goal or target. By ensuring that the work or job done is on track, employers could be able to supervise their employees and help them to improve performance.

The study also shows that there is no significant relationship between the use of ICTs by the university libraries' personnel and their perceived job performance. The study is supported with the study of Bradley (2016) who opined that with the evolvement of Information and Communication Technology, university libraries and library personnel now have new and more dynamic functions to play in the knowledge society and as the library personnel are affected by Information and Communication Technology, they can also influence the technology.

## **Conclusion**

Perceived job performance of university libraries' personnel must be given adequate attention. The university libraries' personnel must be optimistic and have strong perception towards their job as much as they have the ability to use available resources in the library to support their services provision to meet user's needs. One of the important resources in the library is the use of ICT facilities that enables libraries to provide quick and adequate information for users. Therefore, university libraries' personnel must have ICTs skills to enable them use ICTs effectively in their daily job routine in the library in order to facilitate service provision. Nevertheless, limited budget for the library was the major challenge to use of Information and

Communication Technologies by the university libraries' personnel. While the least of the challenge was difficulty to cope with all the ICT jargons.

### **Recommendations**

The following recommendations were made based on the findings of this study:

1. The library personnel should keep updating themselves with new trends of ICTs. This will be useful in the provision of library services and to keep developing the library to suit that of the present 21<sup>st</sup> century library.
2. The problem of limited budget for the library should be addressed by the university administrators by ensuring that appropriate funds are allocated for the acquisition of modern Information and Communication Technology tools in the library for library operations to enhance the perceived job performance of the library personnel.
3. The University libraries management should ensure that they have good Internet services that the library personnel can use to upgrade themselves in the use of available ICTs equipment.
4. The University library should also endeavour to always provide alternative power supply to enable the library personnel use ICTs in the library.

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