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Availability and Influence of Electronic Resources Usage on Job Satisfaction among Publishing Staff in South-west Nigeria.

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TITLE:

**Availability and Influence of Electronic Resources Usage on Job Satisfaction among
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ABSTRACT

This study established the extent to which first generation publishing houses in South-west Nigeria have integrated modern electronic resources into the industry. Further, it investigated the degree of usage of electronic resources among the two major production staff in publishing houses. It also correlated the availability of electronic resources with job satisfaction among the staff. The outcome of the study revealed that the level of electronic resources availability was rated high at 130(86.7%) and 118(78.7%) through internet access and search engines respectively. It also revealed that the level of e-information use by staff in publishing firms is rated high at 96(64.0%) and 82(54.7%), in the areas of content pages in electronic journals and content pages of new pages in the e-library respectively. Finally, it established the level of job satisfaction among staff in publishing firms in South-west, Nigeria as follows; 78(52.0%), 27(36.0%) and 80(53.3%), which are ratings for being able to do the job without feeling its morally wrong, the chance for other workers to look to me for direction and being able to do things that don't go against my conscience very satisfied, respectively. This research recommends that publishers must understand that using new technologies can give companies an edge. New technologies can result in employees "working smarter" as well as providing high-quality products and more efficient services to customers. Also, work, training, programmes and reward systems often need to be reconfigured to support employees' use of new technology, hence, improving satisfaction in their jobs.

Keywords: *Information use, e-resources, job satisfaction, availability*

1.0 Background to the study

Publishing processes take time as it requires painstaking attention to details and correctness of use of language among others thus Undertown (2017) explained in details the processes to include acquisition, planning, editing, designing, art directing, copyediting, production managing, distribution, selling to promoting/marketing. Every stage of these processes needs conscientious determination in order to ensure factual correctness amongst other things. Natarajan and Kaliyan (2009) further made clearer how book publishing is not just a commercial activity. As it is aimed at the education and welfare of the society by scouting for good/talented authors for the task.

In achieving these, a publishing firm, being an information nerve centre, must provide, at all times, the tools to use information as at when needed, especially digital information. It is pertinent for publishing staff to have access to electronic information and use the information to be in tune with current realities. Tise (2009) argue that information is foundational to all spheres of life and critical for the growth of society. Publishers as critical providers of information, have an important role to play in the creation of new information. He argued further that knowledge is functional at many levels: it can alleviate poverty and deprivation, as it serves as a springboard for innovation and changes; and, it is a catalyst for national development and personal achievements.

Due to indigenous publishers' slow rate at adapting to new technologies, lack of online tools for information providers and information consumers to use are having a major impact on the publishing industry (Penny, 2008). Publishers should increasingly use their editorial skills to identify and tag open web content that is relevant. Vertical search solutions that are able to provide greater relevance and accuracy for a search term, because they are focused on a particular subject area and so exclude irrelevant results. Publishers must understand that scholars and students have become technically skilled consumers of digital information, and they have high expectations regarding its format, functionality and delivery (Wittenberg, 2015). This makes it essential that publishers redefine their roles appropriately in this information environment, and begin to understand the strategies that scholars are using in creating their work and the most useful roles for information professionals.

Publishers must begin to view themselves as researchers who play a role in leading innovation, through the creation of new models of tools and dissemination of e-information alongside with the authors. They bring to the table an understanding of the scholarly process, peer review, editorial development, technical capacity, and users' needs. This synergy will

bring about when authors come with a vision of the possibilities presented in a multimedia publishing environment, publishers will have to develop an equally innovative vision of their role in this collaborative process (Wittenberg, 2015).

Turner (2016) however reminds that while publishers are making the shift to information providers, it has only brought a new set of challenges to the front. This is because, while still running the core business, publishers who have embraced innovation by providing information targeted to subgroups of audiences, have changed their business fundamentally to become information providers. Publishers play a major role helping to organise content culled from around the internet, but the process is a lot different from organising materials into a book. It requires new online tools and a type of different interaction between experts and those tools (Walthem, 2003).

It is worthy of note that, in the business of publishing, other business endeavours are often tied to its success, such as author sourcing, paper sales, foreign exchange provision, artistic works provision, special orders for paper, printing and specialised manpower. Publishers are supporters and facilitators of the knowledge-creation and quality-assurance processes and disseminators of the resultant “knowledge units”. They play a key role as promulgators or brokers for supporting research and the presentation of the results, connecting authors, reviewers and editorial boards and assisting users with knowledge access to the resultant knowledge bases (Walthem, 2003). However, without the necessary tools embedded in electronic information gathering, satisfaction may be a far-fetched endeavour. That is why it is very important that that aspect of work delivery is satisfied with all due diligence because, according to Abbas and Karage (2015), job satisfaction has an enormous effect on life of an individual, as he/she spends a big amount of his/her time and energy on the work.

With the advent of modern electronic resources, globally, publishing has been revolutionised. Thus, publishing has been influenced positively in such critical areas as highlighted by Undertown (2017). Specifically the quality of the products whether hard-copies or online has been tremendously improved upon. The rate of returns has equally been positively impacted. It is also to be noted that with the technological advancement in the publishing sector, access to information and information dissemination have been made easier. While all these among other positive influences of modern electronic resources are made possible, as is expected of any new innovation its acceptability and the degree of integration in the face of old technologies could be slow and problematic. Resistance to innovation is very common. Some individuals, organizations, countries may either refuse

totally to accept the innovation on account of being insensitive to its advent. Again for reasons such as lack of skills, financial incapability on the part of the work force, erratic power supply, non-availability of the technologies and challenges of sourcing for them among others may show the process of integration of the new technologies irrespective of the benefits to be associated to them.

Nigeria's history of publishing dated back to the early 60s with the South-West Nigeria championing the course. As at 2018, there were 227 registered publishing firms in Nigeria (Nigerian Publishing Association). Without prejudice, such classifications as reputable and non-reputable, recognised and non-recognised are used especially in the academic environment to classify the publishing outfits. The classification criteria are not far-fetched and in most cases are in tandem with those ones already described by Under town (2017) and writers in this paper.

1.1 Statement of the Problem

Research has shown that employees with higher job satisfaction are usually less absent, less likely to leave, more productive and more likely to display organisational commitment (Lease, 1998). The gap left by inadequate job satisfaction is wide enough to drown a publishing house. This is importantly pertinent due to the fact that publishing requires constant mental activities which are eventually put in a material to be made available to the world for knowledge sharing. Among several indices for the cause of dissatisfaction is the non-availability of electronic resources, which could hamper editors and other publishing staff from making researches and pulling resources from the internet, thereby encouraging them to work faster and smarter. Nigeria, being a developing country, is likely faced with technological handicap, thus leading to dissatisfaction among employees in organisations.

1.2 Research Questions

The under listed questions guided the study:

- What types of electronic resources are made available to staff in publishing firms in South-west, Nigeria?
- What is the level of e-information use by staff in publishing firms in South-west, Nigeria?
- What is the level of job satisfaction among staff in publishing firms in South-west, Nigeria?

1.3 Objectives of the study

The main objective of the study is to investigate information use as correlates of job satisfaction among publishing firms in South-west Nigeria. The specific objectives are to:

- i. find out the level of electronic resources available to staff of publishing firms in South-west, Nigeria;
- ii. Assess the level of electronic information use by staff of publishing firms in South-west, Nigeria;
- iii. Determine the level of job satisfaction among staff of publishing firms in South-west, Nigeria;
- iv. Determine the relationship between e-information use and job satisfaction among staff of publishing firms in South-west, Nigeria.

2.0 LITERATURE REVIEW

2.1 Job satisfaction among staff in publishing firms in South-west, Nigeria

In the average publishing firm in Nigeria, what we see are over-laboured workers, who are responsible for the jobs of much more persons. The stress level of workers in most publishing houses is over-whelming. Primarily, it is common practice to see workers working from Mondays to Saturdays, without any plans for annual leaves or breaks to enable employees refresh at least before the next book season. Editors are expected to face specialised fields, but in most middle and small publishing firms, what is obtainable is a single editor managing a whole firm's editorial needs, irrespective of his or her primary core-competencies. This factor may weigh so much on the employee, to the extent that, it affects his/her overall through-put and his/her level of satisfaction on the job. Many studies have in fact demonstrated an unusually large impact on the job satisfaction on the motivation of workers, while the level of motivation has an impact on productivity, and hence also on performance of business organisations (Aziri, 2011). It is also common knowledge that job retention in the Nigerian publishing space is one of the lowest. In a situation where employees are constantly looking at the next job application, it can be seen that there is a fundamental issue wrong with the essentials in the workplace.

With the current low turnover and profit in book publishing business, according to (Oladipo, 2015) of LearnAfrica, there are some limiting factors such as epileptic power supply, high foreign exchange rates for equipment imports and copyright infringement,

responsible for this low turnover. Assuming these factors have been addressed, there can actually be higher returns. However, in a situation where the status quo remains unchanged, job satisfaction among employees also remains unchanged. This low turnover directly affects the deliverables expected from an employer. Reward-wise, an employee in such a system will be paid lower than his contemporaries in other industries, work tools may not be up to standard and essential requirements that can boost the morale of an employee will be absent. This situation may not necessarily be down to finance alone, it could also be as a result of poor information access or diminishing interests due to lack of work tools. Saari and Judge (2004) also clarified that, contrary to some commonly held practitioner beliefs, the most notable situational influence on job satisfaction is the nature of the work itself - often called “intrinsic job characteristics”, research studies across many years, organisations, and types of jobs show that when employees are asked to evaluate different facets of their job such as supervision, pay, promotion opportunities, co-workers, and so forth, the nature of the work itself generally emerges as the most important job facet (Judge and Church, 2000). However, this is not to say that well-designed compensation programs or effective supervision are unimportant; rather, it is that much can be done to influence job satisfaction by ensuring work is as interesting and challenging as possible. Finance growth and information access work hand-in-hand, and the necessary gear to enable this are entrenched in publishing processes. By meeting sales expectations and increasing turnover, it is expected that some major aspects of job satisfaction among publishing employees will be met. In the same vein, it will also increase the pool of resources needed to help promote better work environment, improve work conditions and a competitive industry.

2.2 Electronic information use among staff in publishing firms in South-west, Nigeria

Computer technology has also permitted the effective use of targeted mailing lists, specialised publicity campaigns and the likes (Altbach, 2014). Another and tremendously important use of computer technology is for the delivery of printed material to readers. This application of technology, linking computers via the Internet as well as other alternative means of document delivery, has profound implications for publishers. Ajeluorou (2014) opined that with the explosion of the internet in recent years, and its phenomenal impact on virtually all facets of life, the book has found a comfortable place in it. The advent of the internet has made some pessimists to proclaim or prophesy the death of the ‘traditional paperback book’. He went further that writers of all shades have lashed onto the borderless

category or community that the internet represents to sell their ideas and ideologies. The book publishing, which is usually regarded as a conservative sector, did not escape being sucked into the pervasive web, with the e-book or e-learning being the vogue. All sorts of devices keep being introduced into the market, and Nigerians have been embracing them as they come. Such devices as *Kindle*, e-reader, iPads, iPones, e-tablet are already defining the e-book revolution. He however questions the fate of publishers in this e-book rat race? How are publishers coping? How involved are they in getting on the web? How would that impact on traditional book publishing? How ready are Nigerian publishers in embracing the new online bug for books?

In Ajelurou (2014)'s submission, issues of concern in the integration of new technologies in publishing include: Infrastructural problems, piracy associated with e-books, availability of electricity to charge the devices, poor maintenance culture, cost of purchasing and maintaining the technologies among others, He however said that e-books were desirable and that Nigerian publishers were positioning themselves for the challenge ahead. He assured that Nigerian publishers were not far behind in embracing the digital revolution hitting the book industry in spite of the teething problems that may be associated with it.

3.0 Research Methodology:

3.1 Research Design: Descriptive survey design was adopted for the study

3.2 Population of the study

There are 227 registered publishing firms in Nigeria; with 75, 52 and 9 publishing firms in Lagos, Oyo and Ogun States respectively according to the Nigerian Publishers Association, as at 2018. The South-west, Nigeria was chosen due to having the largest concentration of publishing firm and also being the pioneer region for publishing, where the most of the old and more developed publishing houses are established. The three selected states are closely related, hence, eased data sourcing and enhanced the results of the study. However, population was drawn randomly from relatively old publishing firms for the study. The target population of this study included all editorial and production staff in publishing firms, since these departments represent the core of any publishing firm. Five of the oldest publishing houses were selected across the states to form the sample size.

3.3 Sampling technique and sample size

Purposive sampling technique was used for the selection of the oldest publishing houses thus all the publishing houses established between 1940 and 1970 constituted the

selected sample for the study. (See table 1) This is due to the varying publishing house concentration in selected states and to help substantiate the reason the old publishing houses may not have been getting it right despite being in the market for so long. Total enumeration sampling method was used for both the editorial and production staff. In each publishing house, editorial and production staff were selected as respondents, thereby making the total universe of study 60 editors and 94 production staff (see table 1).

Table 1 Sample size of the study

| S/N | Publishing Firm | Year of Incorp. | State | No. of Editorial Staff | No. of Production Staff | Total |
|--------------|--------------------------|------------------------|--------------|-------------------------------|--------------------------------|--------------|
| 1 | Evans Brothers Nig. Pub. | 1945 | Oyo | 10 | 18 | 14 |
| 2 | University Press Plc | 1949 | Oyo | 15 | 23 | 21 |
| 3 | Learnafrica Plc/Longman | 1961 | Lagos | 10 | 14 | 15 |
| 4 | Macmillan Nig. Pub. | 1965 | Oyo | 11 | 17 | 11 |
| 5 | HEBN | 1969 | Oyo | 14 | 22 | 19 |
| Total | | | | 60 | 94 | 154 |

3.4 Research instrument

The researcher used a closed-ended questionnaire to collect data for the study. The questionnaire has four sections; with section “A” seeking socio - demographic data such as age, gender, marital status, level of education, years of experience, and respondents’ designations. Section “B” measured the level of electronic resources availability to staff in publishing firms while Section “C” measured the level of e-information use among staff of the publishing firms in with Section “D” that measured the level of satisfaction among members of staff in publishing firms in South-west Nigeria. A total of 150 copies of questionnaire were distributed to editorial and production staff in the selected publishing firms of study. The scale used for the questionnaire is a Likert’s Summated Rating Scale (LSRS) with five-item parameters.

3.5 Validity and reliability of the research instrument

The questionnaire was adapted, and modified from the University of Minnesota questionnaire on job satisfaction and information use scale.

In order to establish the reliability of this instrument, a pilot study was carried out on a sample of 4 editorial and 4 production staff in publishing houses outside the selected population of study. This was to ensure the content validity of the questionnaire, thus provided the empirical basis for ensuring that the questionnaire is not only valid and reliable, but also free from cultural incompatibility. A reliability co-efficient of 0.75 was established for the instrument using a test-retest reliability statistical analysis.

3.6 Method of data analysis

Descriptive statistics such as percentages, Mean and Standard Deviation were used for the research questions.

3.7 Results and Discussion

3.7.1 What is the level of electronic resources availability to staff in publishing firms in South-west, Nigeria?

Table 2 Level of electronic resources availability among staff in publishing firms in South-west, Nigeria (N = 150)

| S/N | Item | VL | L (%) | M (%) | H (%) | VH (%) | Mean | Std. D |
|-----|--------------------------------------|---------|----------|----------|----------|----------|-------------|-------------|
| 1 | Internet Access | 0 (0.0) | 2(1.3) | 18(12.0) | 40(26.7) | 90(60.0) | 4.45 | 0.76 |
| 2 | Search Engines | 0 (0.0) | 8(5.3) | 24(16.0) | 94(62.7) | 24(16.0) | 3.89 | 0.73 |
| 3 | Websites | 0 (0.0) | 30(20.0) | 16(10.7) | 28(37.3) | 24(32.0) | 3.55 | 1.14 |
| 4 | Electronic Images | 0 (0.0) | 40(26.7) | 36(24.0) | 28(18.7) | 46(30.7) | 3.53 | 1.19 |
| 5 | CD-ROMS | 0 (0.0) | 34(22.7) | 32(21.3) | 30(20.0) | 54(36.0) | 3.69 | 1.19 |
| 6 | Software and Hardware Infrastructure | 0 (0.0) | 4(2.7) | 38(25.3) | 80(53.3) | 28(18.7) | 3.88 | 0.73 |
| 7 | Institutional | 0 (0.0) | 32(21.3) | 36(24.0) | 40(26.7) | 42(28.0) | 3.61 | 1.11 |

| | | | | | | | | |
|--|--|---------|----------|----------|----------|----------|-------------|-------------|
| | Repositories | | | | | | | |
| 8 | Electronic atlases, dictionaries, thesauri etc | 4(2.7) | 16(10.7) | 24(16.0) | 54(36.0) | 52(34.7) | 3.03 | 1.10 |
| 9 | Electronic mail | 0 (0.0) | 4 (2.7) | 24(16.0) | 66(44.0) | 56(37.3) | 4.16 | 0.79 |
| Grand mean = 33.88, Std. deviation = 4.37 | | | | | | | | |

VL= Very Low, L= Low, M = Medium H= High, VH = Very High

Table 2 revealed the level of electronic resources availability by staff in publishing firms in South-west, Nigeria as follows; 90(60.0%) and 94(62.7%) of the respondents rated electronic resources availability (internet access and search engines) very high and high with the mean and standard deviation score of 4.45 ± 0.76 and 3.89 ± 0.73 respectively. Fifty-six (37.3%) and 46(30.7%) of the respondents with the mean and standard deviation score of 3.55 ± 1.14 and 3.53 ± 1.19 rated websites and electronic image high and very high respectively. While 54(36.0%) and 80(53.3%) of the respondents with the mean and standard deviation scores of 3.69 ± 1.19 and 3.88 ± 0.73 rated CD-ROM very high and software and hardware infrastructure high respectively. Also 42(28.0) and 54(36.0%) of the respondent with the mean and standard deviation scores of 3.61 ± 1.11 and 3.03 ± 1.10 rated institutional repositories very high and electronic atlases, dictionaries, thesauri etc high respectively and 66(44.0%) of the respondent of the respondents with the mean and standard deviation of 4.16 ± 0.79 rated electronic mail high. These results with the grand mean and standard deviation scores of 33.88 ± 4.37 respectively showed that the respondents rated the availability of electronic resources in publishing firms in South-west, Nigeria. The results concludes that majority of staff in publishing firms possess a high level of electronic resources required to enable improved publishing job processes.

3.7.2 What is the level of e-information use by staff in publishing firms in South-west, Nigeria?

Table 3 Level of e-information use among staff in publishing firms in South-west, Nigeria

| S/N | Item | NU (%) | RU (%) | MU (%) | HU (%) | VHU (%) | Mean | Std.D |
|-----|---|----------|----------|----------|----------|----------|-------------|-------------|
| 1 | Content pages of electronic journals | 2 (1.3) | 14(9.3) | 16(10.7) | 96(64.0) | 22(14.7) | 3.81 | 0.85 |
| 2 | Content pages of new pages in the e-library | 10(6.7) | 26(17.3) | 32(21.3) | 82(54.7) | 0(0.0) | 3.24 | 0.97 |
| 3 | Content pages of new e-books published in your area of interest | 6(4.0) | 20(13.3) | 50(33.3) | 54(36.0) | 20(13.3) | 3.41 | 1.01 |
| 4 | RSS feeds (news feeds from the internet) | 16(10.7) | 26(17.3) | 48(32.0) | 60(40.0) | 0(0.0) | 2.64 | 0.90 |
| 5 | Journal contents pages email alerting services | 16(10.7) | 14(9.3) | 26(17.3) | 40(26.7) | 54(36.0) | 3.07 | 1.11 |
| 6 | Database email alerting services | 12 (8.0) | 22(14.7) | 42(28.0) | 74(49.3) | 0(0.0) | 3.19 | 0.96 |
| 7 | Attending e-conferences, meetings and workshops | 4 (2.7) | 16(10.7) | 26(17.3) | 68(65.3) | 36(24.0) | 3.44 | 0.98 |
| 8 | Discussions on social networks (e.g. Facebook, ResearchGate, Mendeley etc.) | 8(5.3) | 18(12.0) | 44(29.3) | 80(53.3) | 0(0.0) | 3.31 | 0.88 |
| 9 | Subscribing to online current awareness services | 12(8.0) | 22(14.7) | 42(28.0) | 74(49.3) | 0(0.0) | 3.19 | 0.96 |
| 10 | Electronic communication with | 4(2.7) | 16(10.7) | 26(17.3) | 68(45.3) | 36(24.0) | 3.44 | 0.99 |

| | | | | | | | | |
|--|--|---------|----------|----------|----------|--------|-------------|-------------|
| | colleagues within your organisation | | | | | | | |
| 11 | Electronic communication with colleagues outside your organisation | 8(5.3) | 18(12.0) | 44(29.3) | 80(53.3) | 0(0.0) | 3.31 | 0.88 |
| 12 | Internet search tools | 12(8.0) | 22(14.7) | 42(28.0) | 74(49.3) | 0(0.0) | 3.19 | 0.97 |
| Grand mean = 39.23, Std. deviation = 5.64 | | | | | | | | |

NU= Never used, RU= Rarely used, MU = Moderately used HU= Highly Used, VHU = Very Highly Used

Table 3 revealed the level of e-information use by staff in publishing firms in South-west, Nigeria as follows; 96(64.0%) and 82(54.7%) of the respondents rated use of e-information in content pages of electronic journals Content pages of new pages in the e-library high with the mean and standard deviation score of 3.81 ± 0.85 and 3.24 ± 0.97 respectively. Fifty - four (36.0%) and 60(40.0%) of the respondents with the mean and standard deviation score of 3.41 ± 1.01 and 2.64 ± 0.90 rated use of e- information in content pages of new e-books published in your area of interest and RSS feeds (news feeds from the internet) high respectively.

While 54(36.0%) and 74(49.3%) of the respondents with the mean and standard deviation scores of 3.07 ± 1.11 and 3.19 ± 0.96 rated use of e- information in journal contents pages email alerting services and database email alerting services very high and high respectively and 68(65.3%) and 80(53.3%) of the respondents with the mean and standard deviation scores of 3.44 ± 0.98 and 3.31 ± 0.88 rated use of e- information in attending e-conferences, meetings and workshops and discussions on social networks (e.g. Facebook, ResearchGate, Mendeley etc.) high respectively. Also 54(49.3%) and 68(45.3%) of the respondent with the mean and standard deviation scores of 3.19 ± 0.96 and 3.44 ± 0.99 rated the use of e- information in Subscribing to online current awareness services and electronic communication with colleagues within their organisation high respectively. While 80(53.3%) and 94(49.3%) of the respondent of the respondents with the mean and standard deviation of 3.31 ± 0.88 and 3.19 ± 0.97 rated the use of e- information in electronic communication with colleagues outside their organisation and internet search tools high. These results with the grand mean and standard deviation scores of 39.23 ± 5.64 respectively showed that the respondents rated the level of e-information use by staff in publishing firms in South-west,

Nigeria high. It concludes that editors and production staff in publishing staff in South-west, Nigeria, utilise electronic information for the benefit of their respective firms.

3.7.3 What is the level of job satisfaction among staff in publishing firms in South-west, Nigeria?

Table 4 Showing the level of job satisfaction among staff in publishing firms in South-west, Nigeria

| S/N | Item | VD(%) | D (%) | NS (%) | S(%) | VS (%) | Mea n | Std. D |
|-----|--|-----------|-----------|----------|----------|----------|-------------|-------------|
| 1 | Being able to do the job without feeling it is morally wrong | 6 (4.0) | 14(9.3) | 52(34.7) | 0(0.0) | 78(52.0) | 3.81 | 0.85 |
| 2 | The chance for other workers to look to me for direction | 4(2.7) | 24(16.0) | 26(17.3) | 42(28.0) | 54(36.0) | 3.24 | 0.97 |
| 3 | Being able to do things that don't go against my conscience | 2(1.3) | 18 (12.0) | 50(33.3) | 0(0.0) | 80(53.3) | 3.41 | 1.01 |
| 4 | My job security | 6(4.0) | 6(9.3) | 52(34.7) | 78(52.0) | 0(0.0) | 2.64 | 0.90 |
| 5 | The way my job provides for a secure future | 12(8.0) | 18(12.0) | 2 (1.3) | 72(48.0) | 46(30.7) | 3.07 | 1.11 |
| 6 | The way my job provides for steady employment | 12 (2.7) | 24(16.0) | 54(36.0) | 42(28.0) | 0(0.0) | 3.19 | 0.96 |
| 7 | The way layoffs and transfers are avoided in my job. | 18 (24.0) | 32(21.3) | 58(38.7) | 24(16.0) | 36(24.0) | 3.44 | 0.98 |
| 8 | The amount of pay for the work I do | 17(22.7) | 21(28.0) | 28(37.3) | 9(12.0) | 0(0.0) | 3.31 | 0.88 |
| 9 | The way promotions are given out on the job | 6(8.0) | 9(12.0) | 36(48.0) | 23(30.7) | 1(1.3) | 3.19 | 0.96 |

| | | | | | | | | |
|--|---|---------|-----------|----------|----------|----------|-------------|-------------|
| 10 | The spirit of cooperation among my co-workers. | 0(0.0) | 7(9.3) | 6(8.0) | 43(57.4) | 19(25.3) | 3.44 | 0.99 |
| 11 | The working conditions (cooling, lighting ventilation etc) | 8(10.7) | 19 (25.3) | 7(9.3) | 21(28.0) | 20(26.7) | 3.31 | 0.88 |
| 12 | The chance to develop new and better ways to do the job ... | 7(9.3) | 6(8.0) | 21(28.0) | 20(26.7) | 0(0.0) | 3.19 | 0.97 |
| Grand mean = 62.91, Std. deviation = 7.71 | | | | | | | | |

VD= Very dissatisfied, D= Dissatisfied, NS = Not satisfied S= Satisfied, VS = Very Satisfied

Table 4 revealed the rating of the level of job satisfaction among staff in publishing firms in South-west, Nigeria as follows; 78(52.0%), 27(36.0%) and 80(53.3%) with the mean and standard deviation scores of 3.81 ± 0.85 , 3.24 ± 0.97 and 3.41 ± 1.01 rated being able to do the job without feeling its morally wrong, the chance for other workers to look to me for direction and being able to do things that don't go against my conscience very satisfied. Also, at 78 (52.0%) and 72(48.0%) with the mean and standard deviation scores of 3.81 ± 0.85 and 3.24 ± 0.97 of the respondents rated the job security and way the job provides for a secure future satisfied respectively. Fifty - four (36.0%) and 58(38.7%) of the respondents with the mean and standard deviation score of 3.31 ± 0.88 and 3.19 ± 0.96 rated not satisfied with the way my job provides for steady employment and the way layoffs and transfers are avoided in my job respectively. Also 56(37.3%) and 72(48.0%) of the respondents with the mean and standard deviation score of 3.19 ± 0.96 and 3.44 ± 0.98 rated not satisfied with the amount of pay for the work I do and the way promotions are given out on the job respectively.

While 86(57.4%) and 42(28.0%) of the respondent with the mean and standard deviation scores of 3.44 ± 0.99 and 3.31 ± 0.88 rated the spirit of cooperation among co-workers The working conditions (cooling, lighting ventilation etc) satisfied respectively and 42(28.0%) of the respondent with the mean and standard deviation scores of 3.19 ± 0.97 rated not satisfied with the chance to develop new and better ways to do the job. These results with the grand mean and standard deviation scores of 62.91 ± 7.71 respectively showed that the respondents rated the level of job satisfaction among staff in publishing firms in South-West, Nigeria satisfied.

4.0 Summary, Conclusion and Recommendations

4.1 Summary of findings

- i. Majority of editors and production staff in publishing firms in South-west, Nigeria, possess a high level of electronic resources (such as websites, institutional repositories, internet access, software and hardware infrastructure, e-mails etc) required to enable improved publishing job processes.
- ii. Editors and production staff in South-west, Nigeria utilised electronic information for the benefit of their respective firms.
- iii. Job satisfaction among staff of publishing firms of South-west, Nigeria, was found to be high.
- iv. Findings showed a significant relationship between e-information use and job satisfaction.

4.2 Conclusion

Contrary to expected level of satisfaction among staff in publishing firms in South-west, Nigeria, the staff were rated satisfied with their jobs. Therefore, the study concludes that while staff in publishing firms in South-west, Nigeria have taken steps to be e-information compliant with the available work-tools, it also evident that there is room for improvement to further boost the job satisfaction level of publishing staff in South-west, Nigeria.

4.3 Recommendations

Based on the findings from this research work, the study therefore recommends that:

1. Management of publishing firms in South-west, Nigeria, should ensure staff are exposed to new and recent technological trends, for better performance.
2. Management of publishing firms in South-west, Nigeria, capacity building and training programmes, workshops, and skills sharing should be encouraged to enable new areas with which e-information can be of use. This is because under-utilisation of e-information is a factor that could hinder publishing firms from reaching their potentials.
3. Management of publishing firms in South-west, Nigeria should take as priority the need to further expose staff to the best practices in the developed world. This would encourage e-information exchange and enhance quality of service.

4. Management of publishing firms should come to the realisation that e-information use is the bane of any 21st century publishing firms, and as such they should form partnerships with foreign firms for mentorship and capacity building of staff.
5. Management of publishing firms should model new ways or channels to boost income, so as to be able to create the enabling environment for workers to thrive and be more creative in their work environment.
6. Management of publishing firms in South-west, Nigeria should improve on the level of electronic resources available to staff, especially as it concerns acquisition of verified software and not counterfeits, routine maintenance of hardware and update of software applications, so that the electronic resources can continually give reliable and useful e-information at all times.

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