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THE EFFECT OF STRESS ON PROFESSIONAL LIBRARIANS JOB PERFORMANCE IN NIGERIAN UNIVERSITY LIBRARIES

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Abstract:

This study was carried out to investigate the effect of stress on professional librarian's job performance in University of Lagos, Akoka and Lagos State University, Ojo, Lagos.

The descriptive survey design was employed in this study. The sample size of this research study comprised of fifty (50), Lagos State University, Ojo and University of Lagos, Akoka both in Lagos, Simple random sampling technical was adopted. A well-structured questionnaire with up to fifteen items based on 5 – point likert scale.

The findings showed that Professional librarian's quality in terms of job performance in relation to their job demand and expectation can be affected as a result of enormous stress. Professional librarians who engage in other activities aside their primary assignment for which they were employed are more prone to stress than the others, thereby affecting their job performance negatively. Professional librarian's absence as a result of job related stress is definitely going to affect the overall university library productivity as well as objectives. Occupational stress is identified as one of the cardinal problems militating their wellbeing, commitment as well as job performance of professional librarians.

The deleterious implication for these to professional librarians and university libraries are manifold, and can result in serious physical and physiological illness for professional librarians and major resource loss for university libraries.

It was recommended that, university librarians and management team should guarantee and facilitate the overall health stability of their professional librarians by ensuring that conducive working environment is encouraged at all times for efficient job performance.

Keywords: Job performance, Job stress, Effects of stress, Professional Librarian

INTRODUCTION

Stress is part of human life and every living organism undergoes series of stress as a result of daily life activity. Stress at work is one of the major psychosocial risks at work. Work related stress is a problem and is of great concern to employees, employers, psychologists and counselors (Joseph, 2013). Stress is a pattern of negative physiological states and psychological responses occurring in situations where individuals perceive threats to their well-being, which they may be unable to meet. Whether stressors are harmful or not depends solely on individuals appraise the stressors and how the mind interprets them (Dawson et al, 2015)

Stress therefore is the way the individual responds to conditions that scarce, threaten anger, bewilder or excite them. Stress is a psychological concept that can affect health, wellbeing and job performance in negative dimensions, (Casey, 2013). Job stress is a condition where in job – related factors interact with the worker to change his psychological or physiological condition such that he is forced to deviate from normal functioning (Ozioko, Uwakwe, and Asadu, 2014)).

Evidently, in university libraries in Nigeria there are life threatening harmful and challenging situations which are stressful to professional librarian's existence and wellbeing. Some of these include economic instability (caused by drastic fall in oil world market), unconducive working environment, incessant power outage, vandalism of information materials, defective information services, insufficient funding and fuel shortage (Amusa et al ,2013; Isebe ,2015 and Komolafe-Opadeji, and Haliso, 2012).

Emerging issues in the profession that pose a threat or stress factor to professional librarians, include new expectations, and the constantly changing role of Librarians due to the dynamic nature of information and its delivery in the University system triggered by the emergence of information technology IT in the library and information practice (Shah, 2015). The funding

problems that have continued to plague Nigerian libraries (Dina, 2013), lack of enough human and other resources and role conflict or ambiguity are increasing the librarian's stress (Ajala, 2011). Stress may manifest by the presence of headache, sleep disturbances difficulty in concentration, hot temper, upset stomach job dissatisfaction and low morale. Other manifestations or indications of the presence of job stress include muscular tensions and ache, tightness in the chest, high blood pressure heat problems, snapping and arguing with others, aggressive or hostile behavior, blaming others or administration for tension, and absenteeism (Jamadin et al, 2015)

PURPOSE OF STUDY

The primary objectives of this study are to:

- Assess the relationship between stress on professional librarian's work load and job performance.
- Discuss the effects of stress on professional librarian overall health and job performance.

STATEMENT OF PROBLEM

University libraries in Nigeria have become a source of extreme stress as a result of technological changes, information overload, and demand for effective job performance and fierce competition (Ugwuanyi and Ugwu 2011). Stress in library environment is not good for the university libraries as it leads to decrease in quality of service delivery and job performance. It is also not good for the professional librarian either as it leads to job dissatisfaction and low morale (Wijetunge, 2012).

In Nigeria today, there appear to be perceived increase in the stress cases among professional librarians as a result the state of economy of the nation among others.

HYPOTHESIS OF THE STUDY

The following hypothesis shall guide this study:

- H₀ – Work related stress would not negatively affect professional librarian commitment and performance.
- H₁ – Work related stress would negatively affect professional librarian commitment and performance.

H₀ – There is no relationship between job stress and professional librarian emotional and psychological dispositions.

H₂ – There is relationship between job stress and professional librarian emotional and psychological dispositions.

H₀ – The quality of professional librarian performance would be affected by job – related stress.

H₃ – The quality of professional librarian performance would not be affected by job – related stress.

SIGNIFICANCE OF STUDY

The study provides beneficial insight to management of public and private universities, professional librarians, librarian professional bodies and other stakeholders on various negative effects work – related stress could have on professional librarian's health as well as commitment to job performance. It will equally help university library employers of labor (federal, state or private) on ways to get the best of their professional librarians in less stress work situations on job performance.

LITERATURE REVIEW

DEFINITION AND CONCEPT OF WORK RELATED STRESS

Stress is a word derived from the Latin word stringere, meaning to draw tight' (Arnold and & Robertson, 1995).

Stress is usually triggered by external problems faced by individuals as by the way they cope or fail to cope with these problems. Once an individual fails to deal adequately with pressure, symptoms of stress appear (Jayaprakash and Rajendiran, 2013)

Occupational stresses on the other hand possess a risk to most and it is important to meet the challenges by dealing with excessive and long term causes of stress. Stress reduces employee wellbeing and excessive or sustained work pressure can lead to stress which affects job performance (Ebenezer and Bamini, 2013).

According to Ikonne, (2015) stress is an important psychological concept that can affect health, well-being and job performance in negative dimensions. It is regarded as a force that pushes a

physical or psychological factor beyond its range of stability, producing a strain within the individual.

Stress is the process by which environmental events threaten us, how these threats are interpreted, and how they make us feel (Raja, 2011). Lazarus (1993) conceived stress to be a threat of anticipation of future harm, either physical or psychological events that lower an individual self-esteem. It is an affective behavior and physical response to aversive stimuli in the environment.

Selye (1983) posited stress as a state within the organism characterized by general adaptation syndrome. It is the nonspecific response of the body to the demand made upon it. It suggests excessive demands that produce disturbance of psychological, sociological and psychological systems.

Stress may be acute or chronic in nature (Akinboye et al, 2002). It exists in different forms. It may be psychological, emotional, social, occupation or job relate. Similarly, Adedayo (2005,) described workload as the total energy output of a system, particularly of a person or animal performing a strenuous task over time. Kannan (2011) described it as “the perceived relationship between the amount of mental processing capability or resources and the amount required by the task

Occupational stress is currently one of the most costly occupational health issues (Akintayo, 2012). Stress is a constituent of modern organizations and it would remain a constant phenomenon in the workplace (Beheshtifar and Nazarian, 2013). Daily demands in the work place are a constant challenge to the assimilative and adaptive capabilities of employees. Thus, an employee, who is overtaxed and unable to cope with environmental demands, would develop stress reactions or emotional exhaustion, which in turn, will adversely affect the employee’s job performance (Bamber, 2011).

Work related stress may additional result from a poor balance at the home-work interface, with particularly severe consequences when poverty, risk of unemployment and poor living condition

coverage (Buckley, 2015). Selye (1983) and Gibbons (2012) were of the view that stressors is identified and manifested in the following physical indicators

- Elevated blood pressure; increased muscle tension in neck, shoulder, back;
- Elevated pulse and /or increased respiration Sweaty palms,
- Cold hands and feet, slumped posture, tension headaches, upset stomach, higher pitched voice;
- Change in appetite, urinary frequency, restlessness, difficulty in falling asleep or waking up and dry mouth and throat.

The behavior indicators are:

- Decreased productivity and quality of job performance;
- Tendency to make mistakes, poor judgment, forgetfulness and blocking, diminished attention to details;
- Pre-occupation, day dreaming, inability to concentrate on tasks, reduced creativity, Increased use of alcohol and or drugs, increased absenteeism and illness, lethargy, loss of interest and accident proneness

Emotional indicators include:

- Emotional outbursts and crying, irritability and depression;
- Withdrawal, hostile and assaultive behavior;
- Tendency to blame others, anxiousness and suspiciousness

MANAGING LIBRARY JOB RELATED STRESS

Kio Jo et al. (2015) and Lemu, (2007) enumerated the following as steps involved in stress management.

1. Healthy living: Get enough sleep, eat a balanced diet, and exercise regularly. Learn to relax, deep breathe is a natural relevant. Eat regularly, take a full launch hour break, take lot of water less sugar, and practice simple relaxation exercises. Take a brisk walk, run, play tennis or dance to stimulate blood flow.

2. Self-Awareness: recognize the signs of stress within you. Identify what thoughts, feelings, and behaviors you exhibit when under stress. Get to know your body; so that you can recognize the first signs of stress.
3. Coping strategies: Learn effective relaxation techniques, think positively, priorities and set limits and develop sense of humor. Learn to accept things and people. Learn to smile and laugh and to balance work and recreation.
4. Support: share your concerns with empathic family members, co-workers, and friends if necessary, seek professional counseling create and use support network, from members of a reliable and caring work, family or social group, everyone needs someone to trust and with whom stress producing situations can be discussed in department without fear or rejection.
5. Job satisfaction: Know what type of work and environment you enjoy and seek to find it. Take one thing at a time.

Conclusively, the scholars all agreed indeed that though stress is something which cannot be avoided in life, but high stressor or one that is not properly managed is dangerous both to professional librarians and library. It is believed that sources of stress vary and such imbalance when it occurs particularly among professional librarians could lead to, high blood pressure, intense headaches, restlessness, feeling of depression, work overload, loss of self-confidence, anxiety, anger and dimmished motivation.

SAMPLE SIZE AND SAMPLING TECHNIQUES

The sample size of this research study comprised of two hundred (50), Lagos State University, Ojo and University of Lagos, Akoka both in Lagos, Simple random sampling technical was adopted in this study.

RESEARCH INSTRUMENTS

The researcher made use of a well-structured questionnaire with up to twenty items. The items were skillfully designed in order to elicit possible answers to the research. The questionnaire is highly structured and based on 5 – point likert scale as follow:

- SA = Strongly Agree
- A = Agree
- D = Disagree
- SD = Strongly Disagree
- U = Undecided

DATA PRESENTATION

This section consists of two categories namely, section A and section B

SECTION A:

Table 1: Bio Analysis of Biographical data of respondents

Sex	Frequency	Percentage
Male	28	56
Female	22	44
Total	50	100

From the table, 28 (56%) represents in the number of male respondents while 22 (44%) were female. This implies that male participated more than the female in the treatment of the questionnaire.

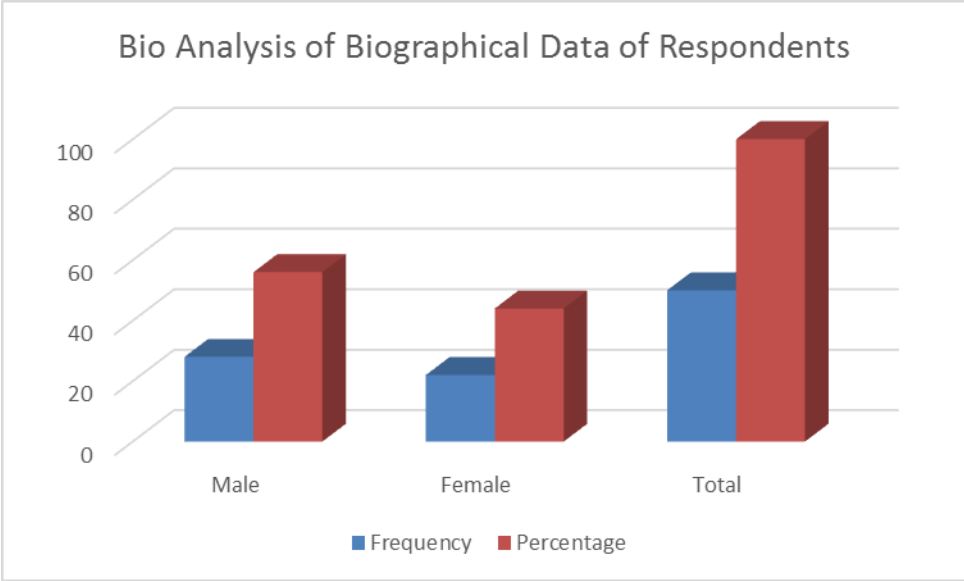


Table 2: Age of Respondents

Age	Frequency	Percentage
20 – 25	11	22
26 – 31	24	48
32 – 37	8	16
38 – 43	4	8
44 above	3	6
Total	50	100

The table above shows that majority of the respondents are by 26-31 with 48%. The age bracket of other respondents was for 20 – 25, 22%, for 32 – 37, 8% for 38 – 43 and 6% for 44 above.

Age of Respondents

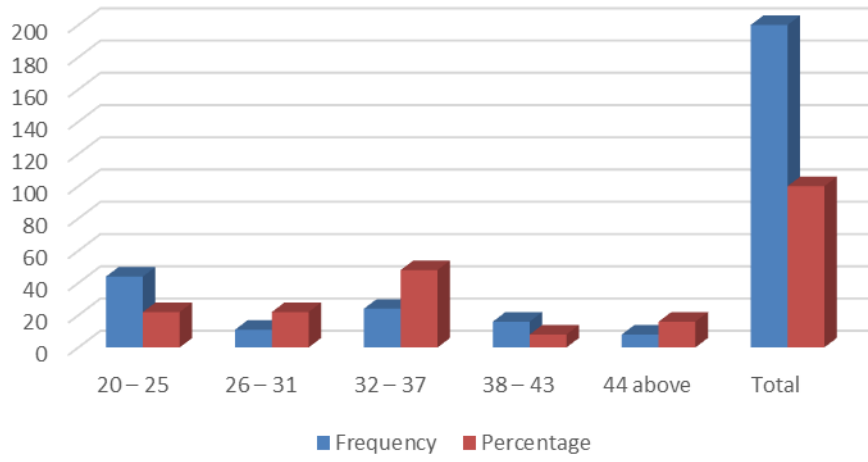
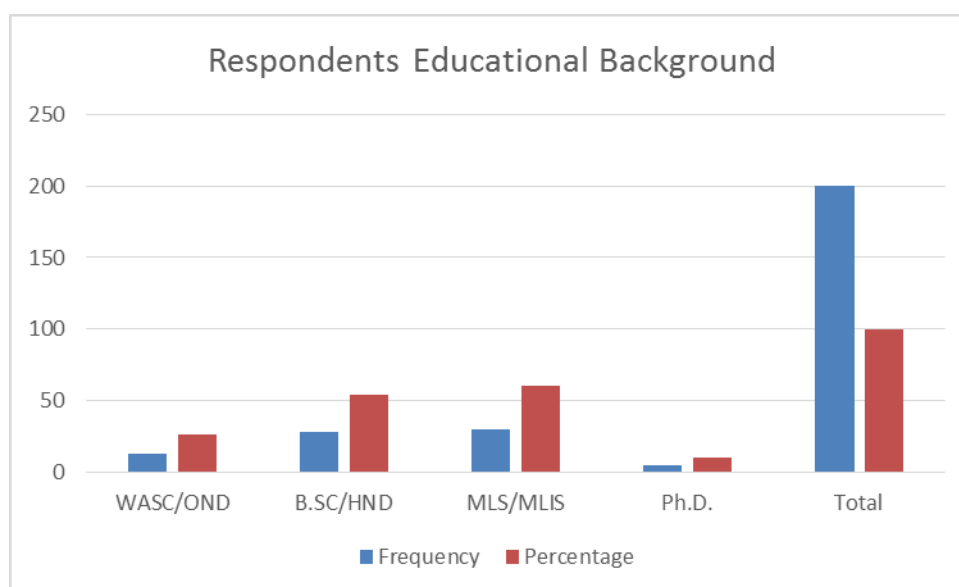


Table 3: Respondents Educational Background

Qualification	Frequency	Percentage
WASC/OND	13	26
B.SC/HND	22	44
MLS/MLIS	10	20
Ph.D.	5	10
Total	50	100

The above table indicates that the educational background of the WASC/OND respondents were 26%, 44% were B.Sc./HND, 20% were MLS/MLIS and Ph.D. 10% .This implies that majority of the respondent have B.Sc./HND qualification.



ANALYSIS OF DATA

The following were the response to the section B of the questionnaire derived from the three hypothetical statements.

Table 4 (Hypothesis one): Stress and professional librarian's commitment and productivity.

S/N	ITEMS	SA	%	A	%	D	%	SD	%	U	%
1.	My absence at work cannot affect my Library's job performance	4	8	2	4	16	32	25	50	3	6
2.	I engage in other activities aside from the primary assignment in library.	22	44	10	20	7	14	11	22	--	--
3.	My job and management requires me to work harder and extra hours to meet targets.	23	46	24	48	3	6	--	--	--	--
4.	I am given enough time in the library to get my job properly done.	22	44	8	16	8	16	9	18	3	--
5.	I can take a break from the library job at my will.	2	4	--		27	54	20	40	1	2

From table 4, which is (12%) agreed that being absent from work cannot affect their professional librarian's performance, while 41 that is (82%) disagreed and 3 which is (6%) were undecided. This implies that the job performance of the professional librarians will be low.

In item 2 of table 4, 32 which is, (64%) affirmed that they engaged in activities outside their primary assignment, while 18 respondents representing 36% disagreed. The implication is that due to various activities engaged in, the level of stress on professional librarians increases when they are not able to balance it, in turn affect their job performance.

Also, 47 that is, (94%) disagreed that they can't take a break at their own will, while 2 that is (4%) agreed and 1 which is (2%) were undecided. However, these imply irrespective of their fatigue they can't take a break until they achieve their set target for the day, thereby affecting their job performance.

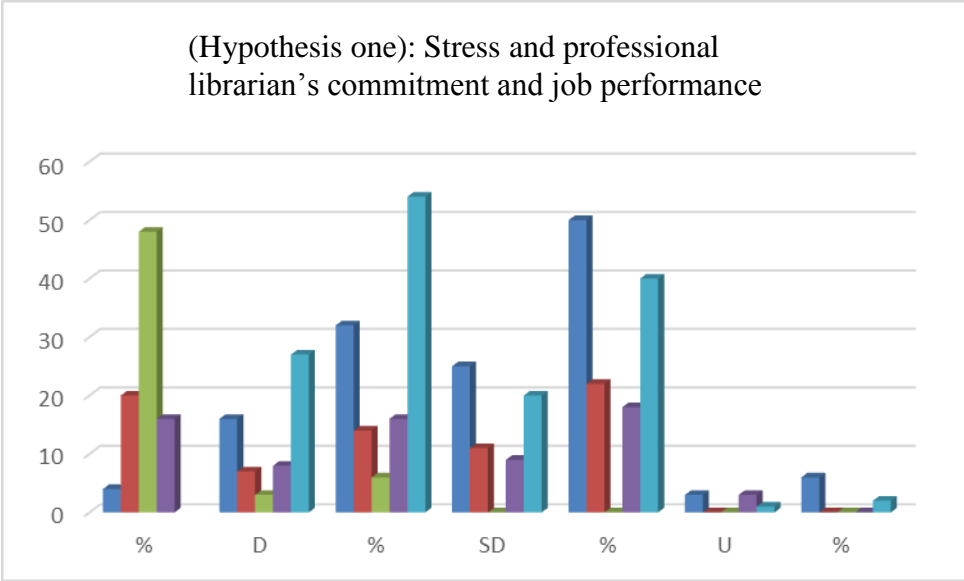


Table 5: Job stress and workers emotional and psychological disposition

S/N	ITEMS	SA	%	A	%	D	%	SD	%	U	%
6.	I am usually tired after day's work in the library	22	44	21	42	3	6	4	8	--	--
7.	I have been absent from work as a result of stress	22	44	21	42	3	6	4	8	--	--
8.	I feel used up at the end of the day's work in the library	32	64	18	36	--	--	-	--	--	--
9.	Am sometimes exposed to unfavorable physical situations	9	18	5	10	23	46	12	24	1	2
10.	I do arrive home very late at night	19	38	19	38	12	24	--	--	--	--

The table above indicates that many of the respondents 43 in all representing (86%) affirmed that they are usually tired after day's work, with 86% of the respondents on item 7 asserted also, that their absence from work is as a result of stress. In addition, majority of the respondents which is 76% affirmed that they arrive home very late which could cause insecurity to their life.

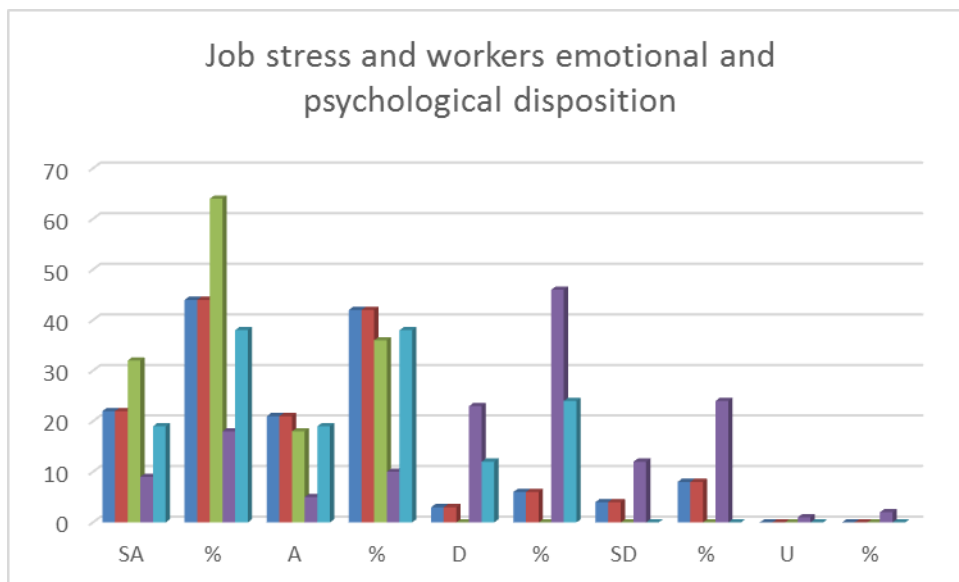
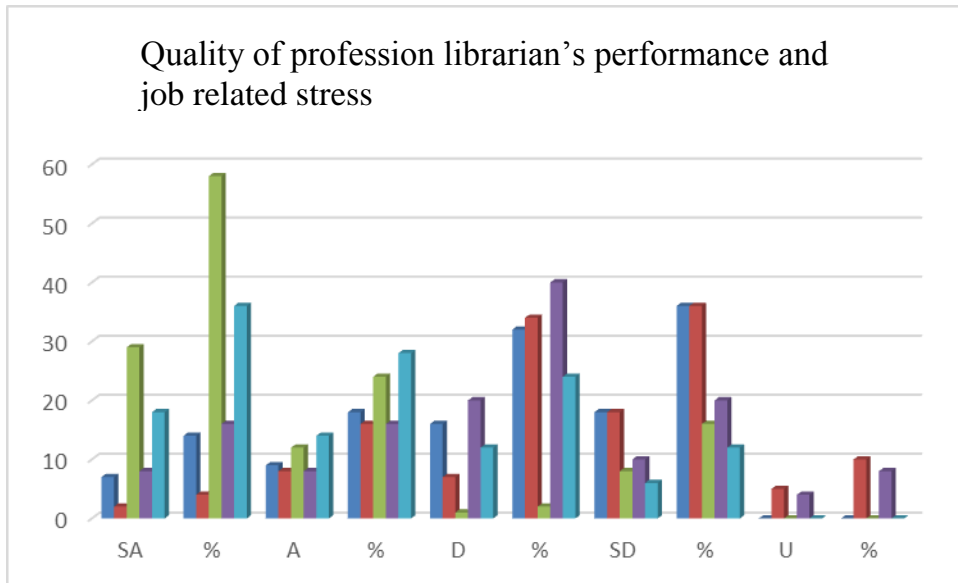


Table 6: Quality of professional librarian's performance and job related stress

S/N	ITEMS	SA	%	A	%	D	%	SD	%	U	%
11.	As a professional librarian, I shoulder more responsibilities in the library alone.	7	14	9	18	16	32	18	36	--	--
12.	Reduced working capacity of professional librarians cannot job performance	2	4	8	16	7	34	18	36	5	10
13.	I always achieve work targets set for me on schedule as a professional librarian	29	58	12	24	1	2	8	16	--	--
14.	As a professional librarian ,my work in the library are usually hundred percent done	8	16	8	16	20	40	10	20	4	8
15.	I do not get support from my supervisor and	18	36	14	28	12	24	6	12	--	--

professional colleagues.										
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HYPOTHESIS 2

Table 7: Stress and professional librarian's commitment and job performance

0	E	(0-e)	(0-e) ²	(0-e) ² /e
4	14.6	-10.6	112.36	7.7
2	8.8	-6.8	46.24	5.3
16	12.2	3.8	14.44	1.2
25	13	12	144	11.1
3	1.4	1.6	2.56	1.8
22	14.6	7.4	54.76	3.8
10	8.8	1.2	1.44	0.2
7	12.2	-5.2	27.04	2.2
11	13	-2	4	0.3
--	1.4	-1.4	1.96	1.4
23	14.6	8.4	70.66	4.8
24	8.8	-6.4	40.96	4.7
3	12.2	-9.2	84.64	6.9
--	13	-13	169	13

--	1.4	-1.4	1.96	1.4
22	14.6	7.4	54.76	3.8
8	8.8	-0.8	0.64	0.07
9	13	-4	16	1.2
3	1.4	1.6	2.56	1.8
2	14.6	-12.6	158.76	10.9
--	8.8	-8.8	77.44	8.8
27	12.2	14.8	219.04	17.9
20	13	7	49	3.8
1	1.4	-0.4	0.16	0.1
				115.57

$$X^2_c = 115.57$$

Decision rule 16 (0.05)

$$(C-1) (r-1) (0.05) \quad X^2_c = 115.57$$

$$(5-1) (0.05) \quad x^2_t = 26.30$$

(4) (4) (0.05)

Since the level of significance = 0.05

Table calculated > table value = 115.57 > since at 0.05

Significance value is greater than value, 26.30, we therefore reject H_0 and accept H_1 , and this implies that work related stress would negatively affect professional librarian's commitment and job performance.

Table 8: Job stress and professional librarian's emotional and psychology disposition.

0	E	(0-e)	(0-e) ²	(0-e) ² /e
22	20.8	1.2	1.44	0.06
21	16.8	4.2	17.64	1.1
3	8.2	-5.2	27.04	3.3

4	4	0	0	0
--	0.2	-0.2	0.04	0.2
22	20.8	1.2	1.44	0.06
21	16.8	4.2	17.64	0.1
3	8.2	-5.2	27.04	3.3
4	4	0	0	0
--	0.2	-0.2	0.04	0.2
32	20.8	11.2	125.44	6
18	16.8	1.2	1.44	0.08
--	8.2	-8.2	67.24	8.2
--	4	-4	16	4
--	0.2	-0.2	0.04	0.2
9	20.8	-11.8	139.24	6.7
5	16.8	-11.8	139.24	8.3
23	8.2	14.8	219.04	26.7
12	4	8	64	16
1	0.2	0.8	0.64	3.2
19	20.8	-1.8	3.24	0.2
19	16.8	2.2	4.84	0.3
12	8.2	3.8	14.44	1.8
--	4	-4	16	4
--	0.2	-0.2	0.04	0.2
				94.2

$$X^2c = 94.2$$

Decision rule

$$X^2c = 94.2$$

(C-1) (r-1) (0.05)

$$x^2t = 26.30$$

(5-1) (5-1) (0.05)

(4) (4) (0.05)

(16) (0.05)

Table calculated > table value = 94.2 > since at 0.05

Significance value is greater than table value, 26.30,

We therefore reject H_0 and accept H_1 and conclude that there is a relationship between job stress and professional librarian's emotional and psychological dispositions.

Table 9: Quality of professional librarian's performance and Job related stress

0	E	(0-e)	(0-e) ²	(0-e) ² /e
7	12.8	-5.8	33.64	2.6
9	10.2	-1.2	1.44	0.14
16	13.2	2.8	7.84	0.6
18	12	6	36	3
--	1.6	-1.6	2.56	1.6
2	12.8	-10.8	116.64	9.1
8	10.2	-2.2	4.84	0.5
17	13.2	3.8	14.44	1.1
18	12	6	36	3
5	1.6	3.4	11.56	7.2
29	12.8	16.2	262.44	20.5
12	10.2	1.8	3.24	0.3
1	13.2	-12.2	148.84	11.3
8	12	-4	16	1.3
--	1.6	-1.6	1.56	1.6
8	12.8	-4.8	23.04	1.8
8	10.2	6.8	46.24	3.5
10	12	-2	4	0.3
3	1.6	1.4	1.96	1.2
18	12.8	5.2	27.04	2.1

14	10.2	3.8	14.44	11.4
12	13.2	-1.2	1.44	0.1
6	12	-6	36	3
--	1.6	-1.6	36	1.6
				79.34

$$X^2_c = 79.34$$

Decision rule

(C-1) (r-1) (0.05)

(5-1) (5-1) (0.05)

(4) (4) (0.05)

(16) (0.05)

$$X^2_c = 79.34$$

$$X^2_t = 26.30$$

Level of significance = 0.05

Table calculated > greater table value = 79.34) since at 0.05 significance value is greater than value, 26.30, we therefore reject H_0 and accept H_1 . The implication is that the quality of professional librarians performance would be affected by job related stress.

TEST OF HYPOTHESIS

The three stated hypotheses will be tested using chi-square statistical which is stated as:

$$X^2 = \frac{\sum (O - E)^2}{E}$$

Where X^2 = Chi square

O = Observed frequency that is responses to be the statements or variables in the questionnaire administered on the respondents

e = Expected frequency: that is expected frequency or variable. This is also derived from the responses from the field survey using the questionnaire administered.

Σ - sigma that is "Total sum of" Decision Rule (Dr)

The decision rule for the test of hypotheses using Chi-square is to reject your null hypotheses (Ho) If $X^2_{cal} > X^2_{tab}$ this accept the alternative hypotheses (Hi). To get the chi-square table value we need our degree of freedom (d.f) and its formula is: $d: f = (C-1)(r-1)$ where c = number of columns R = number of rows.

DISCUSSION OF FINDINGS

Consequent upon the study carried out among professional librarians in Lagos State University, Ojo and University of Lagos, Akoka and the results of the findings as contained in the tables above, the researcher made some discoveries which are explained in the preceding paragraphs.

The result of the hypothesis I tested shows, that professional librarian's quality in terms of job performance in relation to their job demand and expectation can be affected as a result of enormous stress, majority of the respondents that is 32 representing 64% believed that professional librarians who engage in other activities aside their primary assignment for which they were employed are more prone to stress than the others, thereby affecting their job performance negatively. 41 respondents (82%) affirmed that professional librarian's absence as a result of job related stress is definitely going to affect the overall university library productivity as well as objectives. The results also shows that 47 representing 94% of the respondents agreed that professional librarian's job entails sometimes leading to late night closure so as to meet up with set target. The findings affirmed the position of (Babatope, 2013) that occupational stress is identified as one of the cardinal problems militating their wellbeing, commitment as well as job performance of professional librarians.

Furthermore, it was discovered from the responses, that high job related stress go a long way in affecting both emotional and psychological wellbeing of the professional librarians, majority of the respondents that is 43 representing 86% were of the view that they usually get tired and worn out after returning from office in similar vein 43 respondents that is 86% agreed that they have being quite some occasions when they had to absent from office as result of stress and burn out. This findings again collaborated with the findings made by (Kan and Yu, Xiaosong , 2016)) that stressful working conditions are related to psychosocial hazards such as; a fast work pace or time pressure a lack of control over workload and work processes, lack of social support from professional colleagues and or supervisors, discrimination, isolation psychological harassment poor communication or information flow, job insecurity lack of opportunity for growth, lack of advancement or promotion irregular working hours and being exposed to unpleasant or dangerous physical conditions, and not being able to control them affect job performance negatively.

Finally the researcher in the course of the study also discovered that the quality of professional librarian's performance can in one way or the other be negatively affected by increasing an unmanaged stress. This ascertain that many of the respondents, 35 representing 70% affirmed to have a negative impact to the overall sustainability and development of the nation's knowledge society since this is capable of reducing professional librarian working capacity and capability. Again this finding finds credence to the work of (Olanrewaju, 2015) that working conditions for majority of sectors in knowledge society is so high that sometimes its affects the quality of professional librarians performance, particularly affected according to these scholars are women in countries where gender disparities are strong, responsibilities at work may conflict with family responsibilities such as care for a sick child or an elderly relative, or commitments to family and friends.

RECOMMENDATION

Based on the findings of the study the researcher suggests the following recommendations:

1. To ensure efficient service delivery in the nation's university libraries the employers in Federal, State and private universities should help in reducing sources of stress among others in university libraries, thereby ensuring better professional librarian's job performance.
2. The Council or Board of Trustees (private universities) as well as management of university libraries should ensure they improve the working conditions of professional librarians with regular payment of salary to have a favorable job performance
3. It is equally important that university librarians and indeed management ensure that professional librarians get promotion as at when due to boost their morale for effective job performance.
4. It is also the opinion of the researcher that university librarians and management team should guarantee and facilitate the overall health stability of their professional librarians by ensuring that conducive working environment is encouraged at all times for efficient job performance.

SUMMARY

To examine effect of stress on workers, questionnaires were prepared and administered on 50 randomly selected professional librarians in Lagos State University Library Ojo, and University of Lagos, Akoka. The data collected was carefully represented interpreted and analyzed, part of the findings indicate that the quality of professional librarian's output is most often affected by job related stress, it was also gathered that the women folks are more affected in this scenario because of their dual responsibilities. The nation's university libraries more often than others as in terms of stress related responsibilities her professional librarians.

CONCLUSION

Stress indeed is an important psychological concept that can affect health, wellbeing and job performance in negative dimensions. Occupational or job stress on the other hand has been found to be negatively related to job satisfaction in another way. The deleterious implication for these

to professional librarians and university libraries are manifold, and can result in serious physical and physiological illness for professional librarians and major resource loss for university libraries.

Finally, it is the view of the researcher that university librarians and management should as a matter of utmost priority take the overall welfare (Job satisfaction) of their professional librarians very serious.

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