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Users' motivation and satisfaction as predictors of lecturers' use of Library Resources in Colleges of Education in southwest, Nigeria

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Abstract

The study investigated users' motivation and satisfaction as predictor of lecturers' use of library resources in colleges of education in southwest, Nigeria. This is to reveal that library user motivation and satisfaction will predict lecturers' effective use of library resources. . The descriptive research design was adopted, while a multi-stage sampling procedure was used in the study. Simple random sampling method was employed to select respondents from the selected colleges of education. A total of 568 lecturers (297 males and 271 females) participated in the study. A structured questionnaire tagged "Questionnaire on Users' Motivation, Satisfaction and Library Material on Lecturers Use of Library in Colleges of Education South West Nigeria (QMSLMLULCESWN), four research questions were answered. The results showed that the motivational level lecturers in colleges of education on the use of library is low, although the finding revealed that majorly of them frequently use the library. Also, the finding revealed that lecturers' level of satisfaction is at average level and users' motivation and satisfaction can predict lecturers' use of library. Therefore lecturers' motivation and satisfaction is necessary to enhance their use of library resources.

Introduction

Human resources can be regarded as one of the most important elements of an institution or organisation. Its major responsibility is to facilitate service provision and delivery. This shows that no organisation can survive without the full support and contribution of the workforce and the consumers of their product and services. The significance of human resource in libraries has been further emphasised by Oyelekan and Iyortsuun (2011) who reiterated that in this information and technological era, the quality of library information services is anchored on certain factors such as the nature of information resources, facilities and most importantly, the library personnel and the clienteles. Libraries and information centres are one of vital department for today communities particularly for organizations such as educational institution and researching institutions, because the library tries to support educational, research, and social performances by providing proper information services. The library provide variety of information services that greatly gives satisfaction to the expectation of users, which increase accessibility to facilities make Information field competitive like many other business fields.

In every professional field there is always competition as each professional tries to use advantageous mechanisms to attract customers. The information profession is a unique centre of attraction that provide information services for other profession such as delivery of documents, electronic data interchange system or direct and indirect, selection and organization of local and regional knowledge in the every field of human endeavours either in

written form, citation database, and the great spectrum of academic addressees which enhance research and development activities. Therefore, the management of this information service centre are confronted with the issues of satisfying the large number of users of the libraries, especially academic and research libraries.

A library as information service providing centres that is their survival significantly depends largely on the existence of users. Tertiary education in Nigeria is facing a critical challenge in meeting new demand on the ever increasing population growth, inadequate library facilities and resources. Adequate library resources and services at the appropriate level for courses offered should be available to support intellectual, cultural, and technical development of students enrolled in Nigerian tertiary institutions, and students developing students' interest on admission courses offered which are not course of choice. Toner (2008) in a study identified reluctance in using libraries in global level leading to decrease in identified users of the library facilities. the reason he identified is that the effectiveness range of libraries information centres, particularly in person and in place information services is limited to the specific geographical field audiences, lack of interest and usage of librarian services is a serious threat for life of these organizations, Therefore, Kiilu and Otike (2016) express lack of users interest in information services of libraries as the reason of pressures on libraries to justify their high costs.

The mission of academic libraries is to create a learning environment in which faculty and students are provided with a variety of library resources and ultimately, become competent users. The academic library, therefore, performs these varieties of functions, by providing the academic community access to information materials such as, text books, reference books, periodicals, and other materials by providing a large number of bibliographical tools and up-to-date literature on every subject for users; as well as by maintaining an efficient reference and information service including e-resources. According to Quadri, Adetimirin and Idowu (2014), both lecturers and students of tertiary institutions need information to satisfy their social and psychological needs to promote and enhance their academic pursuit and long life learning experience. The use of information resources in the academic libraries are aimed at broadening the range of available information within the library and adding value to the content by making them accessible through digital means so that students, researchers, and the entire members of the academic community can access them anytime and anywhere.

Therefore, understanding library users and their information seeking behaviour can be regarded as the first step of information service provision efforts in any library. In librarianship profession, emphasis is placed on understanding library users and their behaviour thoroughly (Edem and Edem, 2002; Cram, 1995; Weingand, 1987). This knowledge of users behaviour has bring about review of library performance and services necessary to be able to keep the library services user cantered. In other words, satisfying library users' needs through information services and librarian as reference point contain a positive message from library to persuade users to prefer the information services of this centre for further turns.

In field of management studies, various consumer mechanisms are a tool to understand users' selections wills, setting services and products interest. Since library service is about individual users' imagination on the library environment particularly products and services interaction with them and perceiving their perception is essential to set goal revisions by providing information services and product from one hand and using results on the other hand. One of important approach is customer satisfaction through motivational approach that organizations emphasize on its perception, setting, and providing their products and services based (Anderson and Kotler, 2002). In other words, using information service and products is the purposeful and motivation supported behaviour. Customers' perception and behaviours intention about services and products can make organization action more notable, efficient, purposeful, and effective (the library inclusive).

Motivation is a human psychological characteristic that contributes to individuals' degree of commitment, this concept relates to forcing and orienting human behaviour; what makes behaviour resistant, powerful, and full of effort and focus on a specific goal or outcome (Saika and Gohain, 2013). According to organizational idea, it includes internal factor that changes behaviour and movement in development path and organizational goals (Ghorbani, 2010). It includes the factors that cause, channel, and sustain human behaviour in a particular committed direction. Much of the researches on motivation took place in the field of industrial psychology, focusing on ways to motivate people in the workplace. Within the past decade there has been focus on the importance of identifying effective motivational techniques for improving library operation but less work on users' motivation and accommodating the ever-decreasing diversity of user populations (Wlodkowski 1981). As a

result, a number of researchers have begun to focus on ways to apply some of the same theories and concepts found to be effective in industry to library environment.

Instructions that encourages student to take more internal responsibility for their own learning success or failure, will help to motivate them to continue learning. However there are, times when it is inappropriate for students to have an internal attribution but appropriate to have an external attribution. Librarians, working with classroom teachers, should focus on student effort and ability for understanding and using information retrieving skills to achieve related learning objectives.

Literature has distinguished motivation into two types of motivational orientations, they are Intrinsic and Extrinsic Orientation. Students exhibiting an intrinsic orientation, participate in learning task that motivate their learning process at the desired end. Students exert effort because the task itself stimulates curiosity and interest through uncertainty and challenges, it promotes learners satisfaction through feelings of competence and control (Lepper 1988). While on the other hand students with an extrinsic orientation perform a task as a means to achieve a desired end, typically some external reinforcement, such as a tangible reward. Marshall (1987) found that when teachers used intrinsic motivators, there was a higher rate of on-task behaviour and higher motivation toward the task.

The limited research on motivation in the field of library and information science has largely focused on student behaviours and outcomes in relation to the information search. According to Kuhlthau, (1993) work has explored the thoughts, behaviours, and feelings students experience as they go through various stages of the information research process. She describes the exploration stage of their academic information search as the most difficult, when information gotten by student is inconsistent and incompatible and does not match their information needs. This is situation is in line with Day's zone of anxiety, where an activity that has too much uncertainty results in students feeling overwhelmed and anxious (Kuhlthau 1993). Also during the focus formulation stage, this uncertainty is resolved and confidence is restored in information seeker. It is at this point that the library users return to the moderate, pleasurable tonus level (Kuhlthau 1993).

The essence of the library is to satisfy the information needs of her several users by providing information resources and services that meet the institutional programmes curriculum. Users' satisfaction is the means by which users determine that a product or service meet the required

needs and expectations. In case the products or services do not meet individual needs or expectations, it is therefore assumed that users are dissatisfied with the product or services, (Zeithman and Bitmar, 2000). Also, Iwhiwhu and Okorodudu (2012) stated that users' satisfaction in library information resources and services is a way by which users judge the adequacy of library information resources and services rendered to their users. Library user satisfaction is expressed on how users feel after using the information resources and services and their willingness to return to the library when next they need information (Ikenwe and Adegbilero-Iwari, 2014).

In a study on user satisfaction with library information resources and services in Nigeria Agricultural Research Institutes Ezeala and Yusuff (2011) stipulated that library users were dissatisfied with the library orientation, photocopying services, bindery services, inter library loan services, weekend library services, electronic library information resources and internet services. Oyelekan and Iyortsuun (2011) conducted a study on evaluative study of reader services in University of Agriculture library, Makurdi, the finding revealed that users were satisfied with lending services, reserve materials services and bindery services. The study also showed users dissatisfaction on inter library loan, current awareness, library orientation and photocopying services. Ogbuiyi and Okpe (2013) evaluated the use of library materials and services in private universities in Nigeria. The finding that 60% of the respondents agreed that the textbooks were adequate, 72% of the respondents agreed that the supply of newspaper in the library was regular and 59.9 % respondents accepted that the reference services were perfect.

Ikolo (2015) examined user's satisfaction with library services in Delta State University Library, it was discovered that library users were not satisfied with reference services, inter-library loan services, electronic database services, photocopying services, bindery services, weekend library services, book lending services, CD- ROM services and indexing and abstracting services. It was also seen that library users were not satisfied with the existing textbooks, internet services, newspapers/ magazines, journals and the inability to borrow books from the library. Although, the library users were satisfied with working hours of the library, dissertation services. Thus, the availability of quality information resources and services in libraries do have a significant influence on users' satisfaction. This shows that when users are satisfied with library information resources, they will always come back use the library and make effective use of the resources. It is therefore important to investigate

Users' motivation and satisfaction as predictors of lecturers' use of Library Resources in Colleges of Education in southwest Nigeria in order to assure that users' information needs are continually being met.

Objectives of the study

The main objective of this study is to investigate the influence of motivation and materials on use of library by lecturers in colleges of education in South-western Nigeria. The specific objectives are: To

1. identify the motivational factors that attract users in the colleges of education in Southwest, Nigeria;
2. find out the frequency of lecturers use of the library resources in colleges of education in Southwest, Nigeria;
3. examine the level of lecturers satisfaction lecturers derive from the use of the library in colleges of education in Southwest, Nigeria;
4. find out the efficiency of the library resources to lecturers in colleges of education in Southwest, Nigeria;

Research Questions

This study will provide answer to the following research questions:

1. What are the motivational factors attracting lecturers into the library in colleges of education in Southwest, Nigeria?
2. What is the frequency of lecturers' use of library materials in colleges of education in Southwest, Nigeria?
3. What is the level of satisfaction lecturers derive from using library resources in colleges of education in Southwest, Nigeria?
4. What is the correlation between lecturers' use of library resources, motivation and level of satisfaction and lecturers' use of library resources in colleges of education in Southwest, Nigeria?

Methodology
Research Design

The study adopted a descriptive survey design of correlation type. This design was adopted for the study because the existing variables were investigated in the study, there was no manipulation of any variable.

Population and Sampling Techniques

The total population for this study was based on lecturers in colleges of education in south-western Nigeria. Multi-stage sampling procedure was adopted. Stratified sampling method was used to select colleges of education and simple random sampling method was used to select lecturers for the study. This method was employed for equal representation of respondents from the selected colleges of education in South-western Nigeria. Meanwhile sample of 600 lecturers were selected for the study.

Instrumentation

The main instrument for data collection is the structured questionnaire tagged Questionnaire on Users' Motivation, Satisfaction and Library Material on Lecturers Use of Library in Colleges of Education South West Nigeria (QMSLMLULCESWN). The items in the questionnaire were designed by the investigators. The questionnaire was administered to selected lecturers from the selected Colleges of Education which consisted of both Federal and state. The items were designed to examine the influence of motivation and library materials on lecturers use of library in colleges of education in south-west, Nigeria. The questionnaire was validated and trial-tested on 20 lectures apart those used for the study. The reliability coefficient is 0.86 which was found reliable and adequate for the study.

Data Analysis

The data collected were analysed using frequency, percentage, mean, standard deviation, and multiple regression.

Response rate

The sample for the study consisted of 600 lecturers, out of which 568 (94.7%) copies were found usable and valid for analysis as shown in Table 1

Table 1:   **Distribution of respondents by College of Education**

College of Education	Frequency	Percent
FCE Abeokuta	127	22.4
FCE Akoka	160	28.2
FCE Oyo	34	6.0
COE Omu	66	11.6
COE Ijanikin	88	15.5
EACOE Oyo	93	16.4
Total	**568**	**100.0**

Table 1 above showed that 127 (22.4%) of the respondents are from FCE Abeokuta, 160 (28.2%) are from FCE Akoka, 34 (6.0%) are from FCE Oyo, 66 (11.6%) are from COE Omu, 88 (15.5%) are from COE Ijanikin, and lastly 93 (16.4%) are from EACOE Oyo. This implies that FEC, Akoka and FEC, Abeokuta had the highest contributor in the study, while FCE, Oyo had the least contribution.

Table 2:   **Distribution of respondents by Gender**

Gender	Frequency	Percent
Male	297	52.3
Female	271	47.7
Total	**568**	**100.0**

Table 2: above showed that 297 (52.3%) of the respondents are males while 271 (47.7%) are their female counterparts. This implies that male lecturers were in colleges of education in south west, Nigeria.

Table 3:   **Distribution of respondents by School in the Institution**

School in the Institution	Frequency	Percent
Art & Social Sciences	134	23.6
Education	79	13.9
Language	135	23.8
Sciences	86	15.1
Vocational	134	23.6
Total	**568**	**100.0**

Table 3 above showed that 134 (23.6%) of the respondents belong to school Art & Social Sciences, 79 (13.9%) belong to school of Education, 135 (23.8%) belong to school Language, 86 (15.1%) belong to school of Sciences and lastly 134 (23.6%) belong to school Vocational. This implies that school of Art and Social Sciences had the highest respondent, this could be as a result of more departments in the school.

Findings

Table 4: Motivational factors attracting lecturers into the library in colleges of education in South-west, Nigeria

List of items	SA	A	D	SD	Mean	Std. D
The location of the library motivates me to use of library resources	142 25.0%	66 11.6%	36 6.3%	324 57.0%	2.95	1.30
Availability of up to date library resources motivate my effect use of the library	148 26.1%	107 18.8%	145 25.5%	168 29.6%	2.59	1.17
Staff attitudes enhance my effective use of the library resources	161 28.3%	113 19.9%	143 25.2%	151 26.6%	2.50	1.16
Internet connectivity in the library motivate my use of library resources	194 34.2%	115 20.2%	211 37.1%	48 8.5%	2.20	1.01
Access to up to date database and electronic resources motivate my use of library resources	234 41.2%	56 9.9%	229 40.3%	49 8.6%	2.16	1.07
The atmospheric condition of the library motivate me to use the library regularly	256 45.1%	132 23.2%	108 19.0%	72 12.7%	2.04	1.30
The comfort ability of the furniture in me library motivate me to use the library	202 35.6%	236 41.5%	79 13.9%	51 8.9.0%	2.03	1.60
The hospitability of the staff attitudes motivate me to use library resources regularly	262 46.1%	82 14.4%	196 34.5%	28 4.9%	1.98	1.00
The structural design of the library motivate my regular use of library material	130 22.9%	367 64.6%	43 7.6%	28 4.9%	1.95	.71
My easy access to information search to improve academic work motivate my use of the library	246 43.3%	189 33.3%	59 10.4%	74 13.0%	1.93	1.03
N 568 Weighted Mean = 2.22						

Table 4 showed the factors that motivate that attract lectures into the college library. The table revealed that the location where the library is sited in motivate lecturers to use the library with mean (2.95), availability of up to date library resources also motivate lecturers effective use of library resources (2.59), staff attitude enhance lecturers use of library resources (2.50), internet connectivity in the library motivate lecturers to use library resources (2.20), lecturers access to up to date database and electronic resources motivate them to use library resources (2.16). Also lecturers attested the conducive atmospheric condition of the library motivate lecturers to use library resources (2.04), the hospitality of the staff attitude motivate lecturers to use library resources with mean (1.98), the structural design of the library motivate lecturers use of library resources (1.98) and easy access to information search motivate lecturers to use library resources (1.93). The finding lecturers are not motivated with the use of library resources since the weighted mean of 2.22 is less than the criterions of 2.50.

Table 5: Types and frequency of lecturers' use of Library material in colleges of education in South-west, Nigeria

Library resources	Daily	Weekly	Monthly	Never	Mean	Std. D
Textbooks	294 51.8%	244 43.0%	27 4.8%	3 .5%	3.46	.61
Journals	217 38.2%	261 46.0%	12 2.1%	78 13.7%	3.28	.78
Newspapers	193 34.0%	238 41.9%	110 19.4%	27 4.8%	3.05	.85
Reference materials	53 9.3%	228 40.1%	177 31.2%	110 19.4%	3.02	.98
Audiovisual resources	32 5.6%	105 18.5%	261 46.0%	170 29.9%	3.00	.84
Special collections and government publications	48 8.5%	134 23.6%	255 44.9%	131 23.1%	2.83	.88
Student long essays and projects	62 10.9%	139 24.5%	203 35.7%	164 28.9%	2.83	.97
Electronic resources	245 43.1%	101 17.8%	147 25.9%	75 13.2%	2.82	.97
Offline database	46 8.1%	135 23.8%	260 45.8%	127 22.4%	2.82	.87
Online information resources	244 43.0%	138 24.3%	134 23.6%	52 9.2%	2.81	.90
N 568 Weighted Mean = 2.99						

Table 5 revealed the types and the frequency used library materials in colleges of education in south-west, Nigeria by lecturers. The table showed that lecturers frequently utilise library materials are textbook with mean (3.46), Journals (3.28), newspapers (3.05), reference materials (3.02), audiovisual materials (3.00) special collections and government publications (2.85), student long essays and projects (2.83), electronic resources (2.82), offline database (2.82) and online information resources (2.81). This implies that lecturers frequently utilise library materials since the weighted mean of 2.99 greater than criterion mean of 2.50

Table 6: level of satisfaction lecturers derive from using library resources in colleges of education in South-west, Nigeria

List of items	SA	A	D	SD	Mean	Std. D
I am satisfied using the library due to the location of the library in the colleges	81 14.3%	106 18.7%	206 36.3%	175 30.8%	2.84	1.02
I derive high satisfaction due to availability of up to date library resources in the library	73 12.9%	155 27.3%	156 27.5%	184 32.4%	2.79	1.03
I am satisfied with the staff attitude because it enhance my effective use of the library	108 19.0%	139 24.5%	197 34.7%	124 21.9%	2.66	1.35
I derive high satisfaction using the internet connectivity in the college library	108 19.0%	174 30.6%	169 29.8%	117 20.6%	2.52	1.02
I am satisfied with the access to up to date database and electronic resources in the college library	123 21.7%	162 28.5%	156 27.5%	127 22.4%	2.50	1.06
I am satisfied with the atmospheric condition of the college library	162 28.5%	115 20.2%	208 36.6%	83 14.6%	2.37	1.05
I am comfortable and satisfied with quality and arrangement of the furniture in the college library	157 27.6%	159 28.0%	146 25.7%	106 18.7%	2.35	1.08
I derive high level of satisfaction from the hospitality and the staff	156 27.5%	152 26.8%	168 29.6%	92 16.2%	2.35	1.05

attitudes in the colleges library						
The structural design of the college library gives me high level of satisfaction compared to other colleges of education	162 28.5%	125 22.0%	205 36.1%	76 13.4%	2.34	1.03
I am satisfied with the easy access to library resources to improve my academic work	154 27.1%	192 33.8%	140 24.6%	82 14.4%	2.26	1.01
N 568			**Weighted Mean = 2.50**			

Table 6 showed the level of satisfaction derived by lecturers from using library resources in colleges of education in south-west, Nigeria. From this table, lecturers indicated they derive satisfaction in the location of the library (2.84), they derive satisfaction in the availability of up to date library resources (2.79), lecturers derive satisfaction in the attitude of library staff in the use of library (2.66), lecturers derive satisfaction in internet connectivity in the library (2.52). They also indicated satisfaction on their access to up to date database and electronic resources (2.50), lecturers indicated that they derive satisfaction in the atmospheric condition of the library (2.37), they indicated satisfaction on the quality and arrangement of furniture in the library (2.35), lecturers are also satisfied with the hospitable attitude of library staffs (2.35), they indicated that they derive satisfaction on the structural design of the library (2.34) and the indicated satisfaction in their easy access to information search which enhance their academic work (2.26). This implies that lecturers derive satisfaction in the use of library resources in the library, since the weighted mean of 2.50 is equal to the criterion mean of 2.50.

Table 7: Relationship among use of library resources, motivation and level of satisfaction of lecturers in colleges of education in South-west, Nigeria

R	R Square		Adjusted R Square	Std. Error of the Estimate		
.578	.334		.331	6.6910		
A N O V A						
Model	Sum of Squares	DF	Mean Square	F	Sig.	Remark
Regression Residual Total	9748.844 19475.010 29223.854	2 435 437	4874.422 44.770	108.877	.000	Sig.

Table 7: shows the relationship among library resources utilization, user motivation and user satisfaction in colleges of education in southwest, Nigeria. The table indicates a coefficient of multiple correlation (R = .578 and the multiple R2 of 334. This means that 13.7% of the variance was accounted for by the independent variables when taken together. The analysis of variance is [F(.......=108.877) P<.05]. This implies that the joint contribution of the independent variables to the dependent variable was significant and that other variables not included in this model may have represented the rest of the change. It can be inferred from the result that users' motivation and satisfaction have joint significant influence on lecturers' use of library resources in colleges of education in south-west, Nigeria.

Discussion of findings

The findings revealed that lecturers are well motivated with the location where the library is sited, availability of up to date library resources also motivate lecturers effective use of library resources, staff attitude enhance lecturers use of library resources. Also from the study there is need for college libraries to improve users' accessibility to internet connectivity, lecturers' access to up to date database and electronic resources, conducive environment of the library, the hospitality of the staff attitude and accessibility to information search motivate lecturers to use library resources.

Moreover the study revealed that lecturers frequently use textbook, Journals, newspapers, reference materials, audiovisual materials, special collections and government publications, student long essays and projects, electronic resources, offline database and online information resources. Also the findings revealed that lecturers derive satisfaction in the location of the library, they derive satisfaction in the availability of up to date library resources, lecturers derive satisfaction on the attitude of library staff, lecturers derive satisfaction in internet connectivity in the library and access to up to date database and electronic resources. The finding revealed that there is need to improve on the atmospheric condition, the quality and arrangement of furniture in the library, the hospitality attitude of the library staff, the structural design of the library and easy access to information search which enhance their academic work The study revealed that there is relationship among library resources utilization, user motivation and user satisfaction, this inferred that users' motivation and satisfaction influence on lecturers' use of library resources in colleges of education in south-west, Nigeria.

Conclusion and Recommendations

Users' satisfaction depend largely on the extent the library integrate users need into the development policy of the library. It is interesting to state that library user in this study are not satisfied with the electronic resources (both online and offline) in the library although, they showed satisfaction on print materials, material arrangement and structure of the library. Based on the findings of this study, the following recommendations are made:

- The institution management should provide adequate fund to the college libraries and judiciously use of intervention funds from both government, non-governmental philanthropies to enable the library improve their stocks and services to the academic community.
- Levis paid by students for library development should be geared towards ICT services to improve internet connectivity and electronic database system in the library.
- There is also need to constantly expose library staff to training and development schemes in order to improve library services rendered to individual users of library resources.

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