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INFLUENCE OF PHYSICAL WORK ENVIRONMENT ON SERVICE DELIVERY BY LIBRARY PERSONNEL IN FEDERAL UNIVERSITIES IN SOUTH WEST NIGERIA

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Abstract

Library aimed to provide quality services and lifetime learning facilities to its users. However, there are evidences of poor service delivery due to physical work environment in federal university libraries. The study therefore, investigated the extent to which physical work environment influenced service delivery of federal university libraries in South-West, Nigeria. Descriptive research design was used. The population consisted of 218 librarians and library officers from six federal universities in South-west, Nigeria. Questionnaire with four sub-scales: Physical Work Environment ($\alpha = 0.71$), Library Services Delivery ($\alpha = 0.79$), was used as data collection instrument. Out of 218 copies of the questionnaire administered, 176 representing 80.7% were retrieved and used for data analysis. Descriptive statistics of frequency counts, percentages, mean and standard deviation were used to analyse the research questions while Pearson product moment correlation was used to test the hypotheses at 0.05 levels of significance. Findings revealed that the rate of library service delivery in federal universities in South-west Nigeria was moderate ($\bar{x} = 72.96, SD = 26.948$). Specifically, photocopying and reprographic service ($\bar{x} = 4.07, SD = 4.202$); manual reference service ($\bar{x} = 4.04, SD = 1.420$) and internet services ($\bar{x} = 4.03, SD = 1.235$) were highly delivered while provision of inter-resources through consortium ($\bar{x} = 2.67, SD = 1.28$), compilation of bibliographies ($\bar{x} = 3.02, SD = 1.296$) and multimedia services ($\bar{x} = 3.32, SD = 1.020$) were the least delivered. There was positive and significant relationship between physical work environment and service delivery ($r=0.336$; $P < 0.05$). Thus, it was recommended that ICT based services such as online reference, library consortium, inter-library loan should be embraced and provided while library management should improve work environment and physical facilities in terms of provision of more conventional workspace, work tools and equipment to work with and aesthetics to enhance effective and efficient services delivery.

Keywords: Physical Work Environment, Service Delivery, Library Personnel, Federal Universities, Nigeria.

Introduction

Academic libraries have been making meaningful involvement to their parent institutions. They support teaching, learning and research towards the attainments of good academic performance of students, lecturers, and other member of the institution. Academic libraries provide bibliographic service, reference service, referral service, current awareness service (CAS), selective dissemination of information (SDI), multimedia, virtual library service, on-line reservation of books, distance learning services, e-database search service, instant message service to the staff, students and their institution immediate environment. These services are important to the attainments of the institution's scholarly learning, intellectual and other area of interest of students and staff therefore reflecting the quality of teaching and research of the institution. This is confirm by Adeniran (2010) study that academic libraries contributed immensely to knowledge creation, and serves a large number of knowledge seekers.

However, the services of the library will be effectively delivered to the users when the library is situated in a good, standard, favourable and conducive academic work environment. Personnel in the library are the wheelers and dealers of functions and services there in, as they acquire skills and trainings in collection development, organising information resources, user education and services (Amusa, Iyoro and Ajani 2013). Library personnel are in two categories, the professional librarian and para-professional librarian. A professional librarian possess first degree in Library and Information Science (LIS) or any first degree with a postgraduate degree (MLIS or PhD) in Library and Information Science while para-professional hold a Diploma or certificate in Library and Information Science (Iwu, 2011). The provision of conducive and stress free physical work environment cannot be overlooked, particularly when employees spend most time in the office and when the environment is un-conducive there is a tendency for service

delivery to be poor. Also both the internal and external library ambient need to also be attractive and welcoming in its physical beauty as this could create a centre of attention to library users (Kisiedu, 2010).

According to Nzewi, Chiekezie and Alphonsus (2017) environment is man's immediate surrounding which he manipulates for his existence. When environment is wrongful manipulated there is environmental hazard, thus environment become unsafe and hamper employee's job performance. Physical environment affect how workforce interact, direct and perform tasks in an organization. It also directly affected the human sense and precisely changed interpersonal interactions and worker's commitment (Ajala, 2012). Workplace environment is a broad concept of physical, psychological and social working conditions that involves all the aspects which act and react on the body and mind of an employee (Jain and Kaur 2014). Amir (2010) asserted that a physical workplace in an organization must be well arranged in order to achieve the goal of the company in such a way that the totality of both the internal and external work environments has influence on the service delivery of library personnel.

Workplace environments facilities among others including noise, fittings and fixtures, lighting, humidity, existence of windows, they influence employees' attitudes, behaviours, job satisfaction and job performance. However, working environment is usually swayed immensely on employees' performance towards negative or positive outcomes (Chandrasekar, 2011). A good workplace environment in library leads to an increased productivity and better outcomes, thus give boost to library personnel and ultimately improve the service they discharged. There are few researches on physical work environment on services delivery by library personnel.

Statement of problem

Academics libraries in Nigeria universities have contributed cogent or important input to their parent institutions. They provide various services such internet services, interlibrary loan, photocopy service, current awareness services, selective dissemination services and many more to the students, and staff of the institution for the attainment of academics performance. Despite all these immerse contribution, the potential basic of this organization seem to be impeded by physical work environment. Libraries performance depend on services been delivered by the library personnel; whilst the performance of service of library personnel depends on the physical workplace environmental factors. It was assumed that library personnel who are contented with physical work environment produce better service than others. On the contrary studies show that there exists poor job performance among library personnel thus they demonstrate lack of commitment and non-allegiance to duties. It was observed that the work environment in most federal institution libraries is chancy and feeble, due to obsolete work tools and equipment, poorly designed and layout shelves arrangement, lack of proper ventilation, that is, temperature or atmosphere, open work space, poor internet connectivity, inappropriate lighting, substandard rest room, excessive noise, bad furniture. Library personnel working in this environment are inclines to job-related hazard and frustration and thus effect on job performance as well as service delivery. Therefore, based on the aforementioned, the study investigated the influence of physical work environment on service delivery by library personnel in federal universities in South-west, Nigeria.

Objectives of the study

The main objective of the study is to find out the influence of physical work environment on service delivery by library personnel in federal universities in South- west, Nigeria. The specific objectives are as follows:

1. Ascertain the level of library services rendered by library personnel in federal universities in Southwest, Nigeria;
2. To examine physical work environment in federal universities in southwest Nigeria,
3. To examine the effect of physical work environment on library service delivery in federal universities in southwest Nigeria,

Research questions

1. What is the level of library services rendered in federal university libraries?
2. What is the nature of physical work environment in federal university libraries?

Hypothesis of the study

1. There is no significant relationship between physical work environment and library service delivery.

Literature review

Physical work environment

Work environment includes materials, tools, working conditions, deed of co-workers, conduct of leaders, policies and aim of organization, availability of required information and time (Srivastava, 2008). Amusa, Iyoro and Ajani (2013) viewed work environment as the “physical, social, psychological and technological conditions that are found in the work places that impart the job performance of librarians”. Studies have demonstrated that physical work environment

constructs could have effect and impact on wellbeing, satisfaction, performance and productivity of library personnel. These constructs include temperature/atmosphere, office furniture, work space, work tools and equipment and lighting, facilities, noise. Temperature/atmosphere of the library must be conducive for personnel, must not be too hot and too cold, must be moderate to deliver library services.

According to Adenike (2011) and Al-Saudi, (2012) workplace environment is considered decisive in the organizations existence due to its clear effects and impact on employee's motivation, conduct, attitudes and potentials, as well as its influence on organizational productivity, employees' satisfaction and job performance. Numerous studies have shown that climatic factors such as temperature impinge both health and service delivery i.e performance of personnel. It tends to decrease personnel concentration on their works. However library personnel will concentrate more when climatic factors is favourable. Research carried out by Kamarulzaman; Saleh; Hashim and Abul-Ghani (2011) shows that employees feels more comfortable in their work space when air condition system was introduced thus increasing productivity from 5% to 15%. In nutshell, temperature; heat; dirty and dusty in work space seriously affect service delivery giving pressure to librarians and thus could affect library services. Work space layout is another fundamental aspect of physical work environment that can seriously affect services delivery. Studies said there is conventional and open-plan work space. Open-plan work space gives room for work efficiency and communication but create problem for personnel's' perception on noise, lack of privacy and other distraction. Research suggested flexible and adjustable furniture in work stations benefits the organization, can improve job satisfaction and work performance. Badly fitting office furniture has been linked to an increase in personnel developing musculoskeletal disorders which can contribute to work related absenteeism thus leading to irregularity of service delivery (Evans and Johnson, 2000).

Library service delivery

According to Adeniran (2011) library is established in the university as service oriented cog to provide relevant information resources, facilities and quality services to user needs and satisfaction. Service delivery is sine qua non to drive information sources and resources to the end users. It is the aggregate of all actions carried out to repackage sources and resources in the simplest form to make accessibility, retrieval and use easy for the users.

Adeyemi (2015) affirmed that services delivery in library is charged with the responsibility of assisting users in the use of information resources within the library wall as distinguished from the withdrawal of books and other library materials for use at home. Services in the library are provided by professionals whose primary task is to identify users need and provide answers using different tools. Ogunsola (2011) and (Aina 2004) categorised library services into three namely, collections development, technical services and library service delivery. Furthermore, library services can be group into traditional and digital service: traditional services represent the key services in the libraries since the ancient times while digital library services are brought by with the introduction of information communication technology (Roopa and Krishnamarthy, 2010). Studies revealed that bibliographic service, display, photocopy, reference service, referral service, user service, current awareness service, audio/visual/multimedia service, virtual library service, on-line reservation of books, distance learning services, selective dissemination of information, e-database search service, instant message service, abstracting and indexing, orientation and instruction services are been discharge in library (Jack 2005, Li, 2006, Dongardive, 2013 Madu 2008, Suleiman 2012). Siriwardena (2005) presented status of Current Awareness services in special libraries and university libraries in Sri Lanka, and found that informal and conventional methods were used in providiing Current Awareness services while Okafor and Ukwoma (2007) found that lecturers in science and engineering in some Nigeria

universities do not frequently use current awareness services, and neither consult with librarians nor visit exhibitions to access information in the library.

Physical Work Environment and Service Delivery

Ozongwu (2013) observed that physical work environment of most government owned universities in Nigeria leaves much to be desired as their work environment is arguably poor while Chobelueh (2012) confirmed that despite several fiscal intervention programmes announced by the federal government to boost tertiary institutions, the impact is yet to be felt as all resources required for educational production process appear to be dismally in short supply in Nigerian universities. Parveen, et al (2014) found that 58% of the respondents agreed that good room temperature increases employee work performance. The result corroborates with Amusa, Iyoro and Olabisi (2013) findings that library tools and equipment are fairly adequate. Parthasarathy (2015) used 50 samples with correlation and chi-square test to measure the role of physical work environment on organizational performance of Mysore Milk Union Ltd, Mysore. The results revealed a positive relationship existed between physical work environment and organizational performance, hence concluded that physical work environment can be used to assess organizational performance. Hughes (2007) examined 2000 employees on different levels in various organizations and industries. It was revealed that 90% agreed that a workspace quality affects the attitude of employees and invariably increases job performance. This finding agreed with (Ajala 2012) that workplace features and good communication network have efficiency on productivity and service delivery. Ali, Abdiaziz and Abdiqani (2013) confirmed that working conditions was significantly related to employee productivities, and offices that are too hot and poorly ventilated affect employee commitment. The study recommended enough supply of protective clothing, drinking water, rest rooms, toilets and first aids facilities. Orji and

Enyiamaka (2017) in their research carried out on effect of work environment and commitment to duty. The results revealed that interpersonal relationship, workload and physical working condition determine teacher's commitment level and the findings is agreement with (Nzewi; Chiekezie and Alphonsus 2017).

Methodology

Descriptive survey research design of correlational type was adopted for the study. The total population of library personnel is two hundred and eighteen (218) library personnel; one hundred and twenty one (121) librarians and ninety seven (97) para-professionals or library officers. The total enumeration method was used to cover all the six (6) federal universities in South-west, Nigeria due to small size. Structured questionnaire which is titled Physical Work Environment and Service Delivery by Library Personnel in Federal Universities in South West Nigeria was used for data collection. The questionnaire was sectionalized into three (3). Section A focused on the demographic information of respondents. Section B focused on service delivery and the Likert scale was used for this section is Very High Delivered = 5; High Delivered = 4; Moderately Delivered = 3; Low = 2; Never = 1. Section C addressed nature of physical work environment using the Strongly Agree=4; Agree=3; Disagree = 2; Strongly Disagree = 1 scale. Data were analysed with the use of the Statistical Package for the Social Sciences (SPSS), simple regression analysis and presented in the form of descriptive statistics of frequency counts and percentages. 218 copies of the questionnaire were administered to the librarians and library officers in federal Universities in south-west, Nigeria, out of which 176 copies were returned and found useful for analysis giving a response rate of 80.7%.

Research question one: What is the level of library services rendered by library personnel in federal universities in South- west, Nigeria?

Table 1: Level of service delivery by library personnel in federal universities

	Library Services	VHD		HD		M		L		N		Mean	STD
		N	%	N	%	N	%	N	%	N	%		
1	Current awareness services	70	39.8	42	23.9	29	16.5	29	16.5	6	3.4	3.59	1.056
2	Indexing and abstracting	6	3.4	17	9.7	65	36.9	48	27.3	40	22.7	2.86	1.051
3	Internet services	78	44.3	53	30.1	11	6.3	29	16.5	5	2.8	4.03	1.235
4	Manual/electronic document delivery	52	29.5	47	26.7	41	23.3		13.6		6.8	3.34	1.045
5	Inter library loan	35	19.9	24	13.6	59	33.5	23	13.1	35	19.9	3.17	1.410
6	Provision of digitised resources	40	22.7	54	30.7	12	6.8	47	26.7	23	13.1	2.68	1.050
7	Referral services	35	19.9	47	26.7	53	30.1	11	6.3	30	17.0	3.52	1.156
8	Selective dissemination of information	23	13.1	65	36.9	35	19.9	12	6.8	41	23.3	3.57	1.207
9	Compilation of bibliographies	24	13.6	24	13.6	47	26.7	46	26.1	35	19.9	2.02	1.296
10	Literature search	47	26.7	30	17.0	53	30.1	35	19.9	11	6.3	3.79	1.409
11	Manual reference services	77	43.8	30	17.0	40	22.7	17	9.7	12	6.8	4.04	1.420
12	Exhibition and display	40	22.7	84	47.7	23	13.1	23	13.1	6	3.4	2.53	1.134
13	Online reference services	30	17.0	12	6.8	77	43.8	17	9.7	40	22.7	3.61	1.381
14	Provision of inter-resources through consortium	9	5.1	18	10.2	17	9.7	83	47.2	15	8.5	2.67	1.280
15	Multimedia service	18	10.2	52	29.5	76	43.2	12	6.8	18	10.2	3.32	1.020
16	Library orientation	64	36.4	18	10.2	52	29.5	30	17.0	12	6.8	3.72	1.249
17	Library instruction	35	19.9	65	36.9	41	23.3	23	13.1	12	6.8	3.44	1.227
18	Readers advisory services	24	13.6	30	17.0	45	25.6	30	17.0	47	26.7	2.86	1.364
19	Photocopying/reprographic	89	50.6	12	6.8	36	20.5	34	19.3	5	2.8	4.07	1.202
20	Bindery services	41	23.3	23	13.1	65	36.9	12	6.8	35	19.9	3.64	1.244
21	Reservation of document	12	6.8	64	36.4	30	17.0	52	29.5	12	6.8	3.11	1.280
22	OPAC	41	23.3	54	30.7	51	29.0	12	6.8	18	10.2	3.38	1.232
	Overall mean	72.96					Standard Deviation					26.948	

Key: VHD= Very Highly Delivered; HD= Highly Delivered; M=Moderate, L=Low, N=Never

The result in Table 1 revealed that the three most highly rated services delivered by library staff are photocopying and reprographic services (mean = 4.07, Std = 1.202); manual reference services (mean = 4.04, Std. = 1.420) and internet services (mean = 4.03, Std. = 1.235) respectively. Specifically, for photocopying/reprographic services, 89(50.6%) of the respondents indicated that this was very highly delivered, 12(6.8%) posited that it is highly delivered, 36(20.5%) indicated that it was moderately delivered while only 5(2.8%) respondents were never in their responses to this item. Similarly, 77(43.8%) of the respondents asserted that manual reference services were very highly delivered, 30(17.0%) indicated that manual reference services were highly delivered, 40(22.7%) posited that manual reference services were moderately delivered, 17(9.7%) believed that manual reference services were lowly delivered while 12(6.8%) respondents chose neutral as their options. 78(44.3%) of library staff opined that internet services were very highly delivered, 53(30.1%) indicated highly delivered, 11(6.3%) chose moderately delivered while 29(16.5%) stated that it was lowly delivered.

On the other hand, the least three lowly rated services delivered by library personnel as shown in Table 4.3 were provision of inter-resources through consortium (mean = 2.67, Std. = 1.280), compilation of bibliographies (mean = 3.02; Std.= 1.296) and multimedia services (mean = 3.32, Std=1.020) respectively. 9(5.1%) of the respondents indicated that provision of inter-resources through consortium was very highly delivered, 18(10.2%) indicated highly delivered while a whopping 83(47.2%) indicated lowly delivered. This means that the rate of provision of inter-resources through consortium was lowly delivered.

Further analysis was obtained using a test norm where a maximum obtainable mean score was 110.00 and mean scores of 1.00-36.67 indicates a low rate of service delivery, 36.68-73.33 indicates a moderate rate of service delivery and 73.34-110.00 denotes a high rate of service delivery. From Table 1 the overall mean score is 72.96 which fall within moderate rate of service

delivery. The inference from this is that the rate of library services delivered by library personnel in federal universities in south-west Nigeria was moderate.

Research question 2: What is the nature of physical work environment of libraries in federal universities in South-west Nigeria?

Table 2: Nature of Physical work environment in the library

S/N	Items	SA		A		D		SD		Mean	Std. D
	Design and layout of shelve arrangement (Mean=8.051; St.D=3.124)	N	%	N	%	N	%	N	%		
1	Current library shelves are well arranged	42	23.9	59	33.5	35	19.9	40	22.7	2.574	1.144
2	The library shelves are well situated	41	23.3	77	43.8	40	22.7	18	10.2	3.074	1.048
3	The shelves are arranged according to the classification number	24	13.6	71	40.3	58	33.0	23	13.1	2.403	0.932
	Facilities (Mean=7.865; St.D=2.679)										
4	The ICT facilities such as printer, scanner etc are available in the library to carry out services delivery	42	23.9	64	36.4	53	30.1	17	9.7	3.007	0.936
5	There is regular power supply to carry out services delivery	17	9.7	41	23.3	54	30.7	64	36.4	1.977	0.785
6	The light in the library is bright to carry out all activities and services	35	19.9	41	23.3	59	33.5	41	23.3	2.881	0.958
	Internet connectivity (mean=7.921; St.D.=3.085)										
7	The internet connectivity is always available for provision of service delivery	42	23.9	46	26.1	29	16.5	59	33.5	2.239	1.095
8	The internet connectivity is available in all sections of the library	40	22.7	59	33.5	42	23.9	35	19.9	2.506	1.053
9	The internet connectivity available is strong to carry out library services delivery	46	26.1	59	33.5	30	17.0	41	23.3	3.176	0.937
	Work tools and equipment (Mean=7.816; St.D.= 2.663)										

10	There is adequate work tools to carry out library service delivery	28	15.9	48	27.3	53	30.1	47	26.7	2.197	0.936
11	The equipment available are appropriate to discharge library service delivery	17	9.7	54	30.7	64	36.4	41	23.3	2.875	0.797
12	Broken work tools are replaced/repared immediately	30	17.0	65	36.9	41	23.3	40	22.7	2.744	0.930
Office furniture (Mean=9.017; St.D.=3.120)											
13	The furniture available in the library is in good condition	41	23.3	77	43.8	53	30.1	5	2.8	3.136	1.066
14	The furniture available in the library is adequate	45	25.6	48	27.3	59	33.5	24	13.6	2.676	1.038
15	The furniture is well arranged in the library	58	33.0	71	40.3	24	13.6	23	13.1	3.205	1.016
Atmosphere/ Temperature (Mean=10.268; St.D=2.725)											
16	The atmosphere is conducive for my work	41	23.3	64	36.4	54	30.7	17	9.7	3.028	0.941
17	The atmosphere is save for my work	59	33.5	64	36.4	29	16.5	24	13.6	3.641	0.813
18	The library is well ventilated	53	30.1	77	43.8	41	23.3	5	2.8	3.599	0.971
Workspace (Mean=7.909; St.D=3.101)											
19	I have enough space to perform duties	30	17.0	59	33.5	46	26.1	41	23.3	2.227	1.087
20	The library has wide office space	48	27.3	53	30.1	47	26.7	28	15.9	2.602	1.020
21	Walkway space in the library is wide enough for users to pass	46	26.1	65	36.9	41	23.3	24	13.6	3.080	0.994
Rest room (mean=8.091; St.D=2.997)											
22	There is standard rest room in the library	65	36.9	69	39.2	24	13.6	18	10.2	2.932	0.995
23	The restroom has all needed facilities to function	54	30.7	64	36.4	41	23.3	17	9.7	2.756	0.921
24	The restroom available is functioning	47	26.7	53	30.1	48	27.3	28	15.9	2.403	1.081
Overall mean = 66.938						St.D = 23.494					

Key: SA=Strongly Agree, A=Agree, D=Disagree, SD=Strongly Disagree

The result as presented in Table 2 above revealed that for design and layout of shelve arrangement the mean score was 8.051 (StD.=3.124). For the items under design and layout of

shelve arrangement, 42(23.9%) of the respondents strongly agreed, 59(33.5%) of the respondents agreed that current library shelves are well arranged while the 35(19.9%) and 40(22.7%) of the respondents disagreed and strongly disagreed with this item respectively. Also, 41(23.3%) of the respondents strongly agreed that the library shelves are well situated, 71(43.8%) agreed with this statement while 40(22.7) disagreed with this and 18(10.2%) strongly disagreed. Similarly, in terms of facilities 42 (23.9%) of the respondents mean score of 7.865 and standard deviation of 2.679 strongly agreed that ICT facilities such as printer, scanner etc are available in the library to carry out services delivery; 64(36.4%) agreed, 53(30.1%) disagreed while 17(9.7%) strongly disagreed. On the other hand, the item “There is regular power supply to carry out services delivery” had the least mean score of 1.977 under facilities as only 17(9.7%) strongly agreed with the statement while the majority 64(36.4%) strongly disagreed and 54(30.7%) disagreed with the statement.

Table 3: Relationship between physical work environment and service delivery

Variables	Mean	St. dev.	N	Df	R	Sig. p.	Remark
Physical Work environment	66.938	23.494	176	2	0.336	0.000	Sig.
Service delivery	72.964	26.948	176				

Table 3 above showed the result of hypothesis using the Pearson Correlation Coefficient (r) and revealed that there was a positive and significant relationship between physical work environment and service delivery by library personnel. The null hypothesis is thereby rejected based on the result ($r=0.336$; $P<0.05$), which states that there is no significant relationship between physical work environment and service delivery of library personnel. This

means that there is a significant relationship between physical work environment and service delivery of library personnel in federal universities in South-west, Nigeria

Discussion

The study revealed that photocopying and reprographic services; manual reference services and internet services respectively are services that are highly delivered. This findings might not be unconnected with the fact that most of the services delivered in federal university libraries in South-west Nigeria tends towards manual services in spite of the global drive towards information and communication technology. Also, the finding shows the moderately rated services which are literature search; library orientation; bindery services; online reference services; current awareness services, and selective dissemination of information respectively. This finding on the other hand say the least three lowly rated services delivered by library personnel in federal universities in south-west, Nigeria were provision of inter-resources through consortium, compilation of bibliographies and multimedia services. The finding also showed that the rate of library services delivered by library personnel in federal universities in south-west, Nigeria was moderate. This finding corroborates that of Childer, (2005) and Nwegbu, (2005) that provision of library services delivery goes beyond the actual use of reference books, and daily routine of responding to users queries. It covers anything necessary to help the reader in his or her quest for information education and knowledge. The finding is also in line with Jack, (2005) that “another facility for libraries service delivery includes reprographic by means of photographic or photocopying equipment”. These facilities will reduce mutilation of books and theft to the barest minimum in the reference sections and readers section of universities libraries. The result also revealed that atmosphere/temperature was found conducive for service delivery, the furniture and design and layout of shelve arrangement were adequate whereas inadequate

power supply, internet poor connectivity and working tools were relatively inadequate. The finding is in agreement with Adenike, (2011) that workplace environment has impact on employee's motivation, behavior, attitudes and potentials, which, in turn is predicted to influence organizational productivity. This findings also corroborated with Akinyele, (2010); Yusuf and Metiboba, (2012) and Assaf, and Alswalha, (2013). Conducive workplace environments give pleasurable experiences to the employees and help them actualise in the dimensions of personality profile while toxic workplace environments give painful experiences and de-actualise employees' behaviour.

The result of hypothesis revealed that physical work environment positively influenced service delivery ($r = 0.336$; $P < 0.05$). This outcome was supported by Parveen, et al (2014) who found out that 58% of the respondents agreed with the opinion that good room temperature increases their work performance. Also in line with the findings of Amusa, Iyoro and Olabisi (2013) that physical facilities such as academic library tools and equipment are fairly adequate. In the vein Orji and Enyiamaka (2017); Ali, Abdiaziz and Abdiqani (2013) and Ajala (2012) reported that physical work environment will definitely increase, performance, productivity; commitment level and service delivery. Apparently it can be concluded based on the outcome of this research that, physical work environment of employees must be conducive in order for the service delivery to be effective. Libraries must also pay attention to motivating factors because of its ability to boost service delivery.

Conclusion and Recommendations

Physical work environment of library personnel working in federal universities in South-West Nigeria comprises all the internal and external factors that influence service delivery. These factors such as atmosphere/temperature, work space, work tools and equipment etc are fairly

favourable i.e moderate to the librarians. This indicates a positive correlation between physical work environment and service delivery. Based on the conclusion drawn from this study, the following were recommended: Efforts should be made by library management to put machinery in place to enhance effective and efficient services delivery. This could be achieved by adopting more of ICT –based services such as online reference services, library consortium and inter-library loan services. Management of federal university libraries should make it a point of duty to periodically train their personnel in the emerging trends in library and information profession with respect to information and communication technology in order to enhance ICT skills of their personnel. This is because the twenty first century librarianship is ICT driven and libraries must key in to this so as to ensure effective information service delivery. Physical work environment of librarians need to be improved in order to make them more favourable and conducive. Distinctively, physical facilities should be improved upon in terms of provision of more workspace, more equipment to work with, and more attractive environment.

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