

EFFECTIVENESS OF PROFESSIONAL DEVELOPMENT AND JOB SATISFACTION AMONG LIBRARIANS IN AKWA IBOM STATE TERTIARY INSTITUTIONS

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ABSTRACT

This study was to find out the effectiveness of professional development and job satisfaction among librarians in Akwa Ibom state tertiary institutions. The study adopted the descriptive survey design of correlation type. The study area was University of Uyo, Uyo. The population of the study comprised 598 professional / para professional librarians in Akwa Ibom State polytechnic, Akwa Ibom State University, College of Education, Afaha Nsit, University of Uyo while simple random sampling technique was used to select 379 from the population. The main instrument of the study was a questionnaire. Face and content validation of the instrument was carried out to ensure that the instrument has the accuracy, appropriateness, completeness and the language of the study under consideration. Cronbach Alpha technique was used to determine the level of reliability of the instrument. The reliability coefficient obtained was 0.80 and this was high enough to justify the use of the instrument. The researcher subjected the data generated for this study to appropriate statistical techniques such as PPMC. The test for significance was done at 0.05 alpha levels. The study concluded that that there is a proportional association between Liberian practices and attitude towards professional development and their job satisfaction among librarians in Akwa Ibom State tertiary institutions. Based on the findings in this study, it is recommended that the library management should endeavour to sponsor their librarians to both national and international conferences, workshops and seminars. The library management should also endeavour to acquire and install adequate infrastructures required for effective professional development.

1.0 INTRODUCTION

Academic library's main function is to support her parent organization in achieving the organizations objectives. As the name implies, academic libraries are involved in providing support for the research and educational activities of the institutions. Their functions include content development, acquisition, technical services, provision of institutional repositories; inter library loans, and document delivery services, current awareness services (CAS) and so on. The library therefore is made up of three (3) fundamental Bs, which are Books, Buildings and Brains. The functionality of any library including University library, lies on the last B. (The Brain or the human). The human resources in the library include the librarians at the management level and other staff members who are either Professional and Para Professional librarians (Singh & Tiwari, 2011).

Professional development refers to continuing education and career training after a person has entered the workforce in order to help them develop new skills, stay up-to-date on current trends, and advance in their career. It is a process that aims to improve and increase the capabilities of staff through access to education and training opportunities in the workplace, through an outside organization or through watching others perform their job (Powell et al, 2010). This activity has gradually gained prominence in bridging the gap between academic work and professional knowledge and skill required to be successful employees. Professional development has been identified to be an effective motivational tool to attract and maintain high quality employees in the process of ensuring growth and development within any business environment. In short it is an effective tool for attracting and maintaining high quality staff. This factor equally provides an avenue for employees to develop and improve their skills and knowledge which helps in effective service delivery in their individual organization. Also for effective job satisfaction the librarians needs enough remuneration.

In the last decade, there has been huge technological¹ advancement and changes in every aspect of human endeavours and the library is not an exception. This advancement has affected library operations and services, library staff, user's information needs and availability of information resources. These have posed a serious challenge to library management and information professionals in trying to look for effective and efficient way to satisfy their employees and even the user's need.

As observed by the researcher it has been noticed that, the dwindling economy in the country in the last decade, has brought about defect in the part of the management of both the library and the parent institution at large and this has in turn hinder the provision of librarians motivation in the University libraries. It therefore seems inadequate provision of motivation has posed a serious problem to librarians job satisfaction. This therefore raises curiosity, could librarian's job dissatisfaction be attributed to inadequate provision of motivational indicators such as professional development.

2.0 PROFESSIONAL DEVELOPMENT AND JOB SATISFACTION

Professional development is needed because staff required continuous training on emerging issues in the library operations and services, objectives implementation. Professional development can provide opportunities for librarians to grow personally and professionally and increases their capacity for effectiveness. In addition, such experiences increase the opportunity to interact with colleagues to get afresh vision for carrying out their task, to learn or develop a new method of discharging their services to the clientele. Participation in professional development activities signals staff level of commitment to their organizational overall objectives. Professional development is a means for increasing professionalism among library staff.

The Conference Board (2018) explained the low ranking of professional development and suggest that organizations striving to attract and retain talent should try and provide necessary professional development to their staff. Additionally, with the

numerous job opportunities available, organizations must intentionally focus on job satisfaction of employees for retention and productivity. This development is for the purpose of developing skills, modifying behavior and increasing competences. According to Malaolu and Ogbuabor (2013) employees training are very vital to job productivity and organization performance since formal educational system does not adequately provide specific job skills for a position in a particular organization. While few individuals may have the requisites skills, knowledge, abilities and competences needed to fit into a specific job function, some others may require extensive training to acquire the necessary skills to be able to fit into a specific job function and also make significant contribution to the organization's performance.

In the view of Jacobson (2012) professional development is define as a systematic acquisition and development of the knowledge, skills, and attitudes required by employees to adequately perform a task or job or to improve performance in job environment. This implies that for any organization to succeed in achieving the objective of its training program, the design and implementation must be planned and systematically tailored towards enhancing performance and productivity. The author further view job performance as consisting of planned programs designed to improve performance at the individual, group and or organizational levels. It is a kind of training that aim at giving trainee a particular or specialized knowledge, skill and attitude which he must possess to effectively perform in a given position while development is concerned with specific programmes designed to prepare and groom a worker with particular education and training for higher responsibilities.

For employees' success and job satisfaction professional development plays a significance role. Adio and Popoola (2010) found that professional development has significant influence on job satisfaction of librarians. The author suggested that, librarians in Nigerian universities should be trained in modern theory and practice of job satisfaction for them to be highly developed to their professionalism because lacked of training in their chosen profession will lead to job dissatisfaction and non-commitment to their profession. This statement is true because inadequate development in individual profession may often lead to inefficient job performance that can result in job satisfaction. In the other hand, the employers feel their employees lack skills while the employees become de-motivated and frustrated.

Training and development of employees is tremendously important in the library for effective management and maintenance of a skilled work force. Professional development is one way of improving organization's effectiveness. Hamid (2015) maintained that organizations that have policies which are more progressively peoples' oriented have excelled, leaving the competitors behind. The main reason is that when organizations invest in people's development, they obtain higher skill and greater competences that help improve morale and productivity (Devi & Shaik, 2012). Regardless of the size of the organization, professional development is very important and can have a measurable impact on performance. Also Alao (2010) asserted that in the development of organizations development of staff plays a crucial role and improves

performance, increase productivity and eventually put organization in the pole position to face competition and stay at the top.

The truth remains that professional development generate benefits for the employees as well as for the organization by positively influencing employees performance through the development of employees knowledge, skills, abilities, competencies and behavior (Sultana, et al, 2012). Development programmes could help employees to manage the implementation of new technologies, work practices and business strategies. Such developments can also serve as a benchmark for future recruitment and quality practices. Providing quality training and development benefits both the organization and its employees (Serbes & Albay, 2017). Professional Development is of benefit to the organization and employee whether through formal training or other professional development opportunities, research has shown that professional development remains necessary to enhance skills and knowledge (Society of Human Resource Management (SHRM), 2016).

Both the organization and employees benefit from the enhancement of knowledge and skills through professional development (Serbes & Albay, 2017). According to the view of Bashir and Jehanzeb (2013) the authors emphasized that an ideal training and development program should include an amalgamation of knowledge, career development, and goal setting. By incorporating training and development programs and professional development opportunities, employees typically feel valued, supported, show more engagement, and exhibit increased productivity and job performance (Cascio, 2015). The most successful and productive employees are those who have received training and development programmes and they are seen often as the strongest stake in the future of the organization.

Professional development does not only arm the staff with the needed professional or technical skills but it also shows that the organization has invested in them and interested in bringing them into the future of the organization. This helps keep employees motivated and involved. Society of Human Resource Management (2016) described professional development as receiving learning opportunities through formal and informal training and obtaining certificates or degrees. Also, attending conferences or workshops, online educational programs, taking academic courses or mandatory skills training programs are professional development opportunities that assist in informal learning (Blimling 2014). Additionally, organizations should consistently seek feedback from employees to determine the professional development needs of employees to improve job satisfaction and mitigate intent to leave (Lee, 2018).

Hence, by allocating a budget for professional development, employees feel valued and supported by the organization. Organizations really attract personality from investing in professional development when employees gain more skills and knowledge and master their job responsibilities. This adds to job productivity and satisfaction. Society of Human Resource Management (2016) posited that 59% of participants reported satisfaction with their organization's contribution to professional development. Organizations that budget for professional development show pride in investing in employees. Additionally, Bashir and Jehanzeb (2013) asserted the necessity of

organizations' investment in training and development in order to prepare employees to keep pace with the quickly changing business environment and remain competitive in the job market. With increased knowledge, employees become more competitive for promotions and advancement opportunities. Identifying training and development needs assists organizations in determining best practices for employees in the workplace.

3.0 METHODOLOGY

The research area for this study was in selected tertiary institutions in Akwa Ibom State. Akwa Ibom State Polytechnic Ikot Osurua was established by Akwa Ibom State Government Edict No. 11 of 1991. The design of the study was ex-post facto. Ex-post facto is an enquiry design in which the researcher has no control over the independent variables because they have already occurred. Asika (2000) stated that ex-post facto design investigate consequence and searching back by analyzing to establish possible causal factors. The researcher compared the independent variable on the dependent variable. The difference in the dependent variable was attributed to the impact of independent variables.

The population of the study comprised 598 professional / para professional librarians in Akwa Ibom State polytechnic, Akwa Ibom State University, College of Education, Afaha Nsit, University of Uyo. The sample of this study consisted of three hundred and seventy nine (379) respondents were selected for the study. The simple randomly sampling technique was adopted in selecting the respondents the study area. The balloting system was used in selecting the sample. The questionnaire was used to obtain data on the independent and dependent variables presented in both sections A and B of the questionnaire. Section A measured demographic data of the respondents such as name of the organization, names of respondents, gender, age, educational qualification, profession and marital status, while Section B contained information on the independent and dependents variables.

In order to establish the validity of the instrument, three research experts were given the instrument for vetting. The items in which at least two experts agreed upon were regarded as suitable and used in the instrument. The items in the questionnaire were consequently properly worded to meet the respondents' level of understanding.

The questionnaire was administered on a sample of 30 respondents who were not part of the sample used for the main study. The internal consistency reliability of the instrument was determined by split-half method whose correlation coefficient was converted to that of the full length of the instrument using the Spearman Brown formula. The coefficient obtained was 0.80 and was deemed acceptable for the use of the instrument in the study. Data gotten from the field were presented on tables which were calculated to descriptive analysis based on the answers elected from the respondents.

4.0 RESULT

Hypotheses Testing

Hypothesis One

There is no significant relationship between professional development practises and job satisfaction among librarians in Akwa Ibom State tertiary institution. Pearson Product Moment Correlation analysis was then used to analyze the data in order to determine the relationship between the two variables (see table 1)

TABLE 1

Pearson Product Moment Correlation Analysis of relationship between professional development practises and job satisfaction among librarians in Akwa Ibom State tertiary institutions

| Variables | | professional development practises | Job satisfaction |
|------------------------------------|---------------------|------------------------------------|------------------|
| professional development practises | Pearson Correlation | 1 | .828** |
| | Sig. (2-tailed) | | .000 |
| | N | 379 | 379 |
| Job satisfaction | Pearson Correlation | .828** | 1 |
| | Sig. (2-tailed) | .000 | |
| | N | 379 | 379 |

****. Correlation is significant at the 0.01 level (2-tailed). df =377; N =379; critical r-value = 0.113**

Source: Author's computation (SPSS Version 20.0 IBM)

Table 1 presents the obtained r-value as (0.82). This value was tested for significance by comparing it with the critical r-value (0.113) at 0.025 levels with 377 degree of freedom. The obtained r-value (0.82) was greater than the critical r-value (0.113). Hence, the result was significant. The result therefore means that there is significant relationship between professional development practises and job satisfaction among librarians in Akwa Ibom State tertiary institutions.

Hypothesis Two

There is no significant relationship between Liberians attitude towards professional development and job satisfaction among librarians in Akwa Ibom State tertiary institutions. Pearson Product Moment Correlation analysis was then used to analyze the data in order to determine the relationship between the two variables (see table 2)

TABLE 2

Pearson Product Moment Correlation Analysis of the relationship between Liberians attitude towards professional development and job satisfaction among librarians in Akwa Ibom State tertiary institutions

| Variables | | Liberians attitude towards professional development | job satisfaction |
|-----------------------------------------------------|---------------------|-----------------------------------------------------|------------------|
| Liberians attitude towards professional development | Pearson Correlation | 1 | .879** |
| | Sig. (2-tailed) | | .000 |
| | N | 379 | 379 |
| job satisfaction | Pearson Correlation | .879** | 1 |
| | Sig. (2-tailed) | .000 | |
| | N | 379 | 379 |

****.** Correlation is significant at the 0.01 level (2-tailed). df =377; N =379; critical r-value = 0.113

Source: Author's computation (SPSS Version 20.0 IBM)

Table 2 presents the obtained r-value as (0.87). This value was tested for significance by comparing it with the critical r-value (0.113) at 0.025 level with 377 degree of freedom. The obtained r-value (0.87) was greater than the critical r-value (0.113). Hence, the result was significant. The result therefore means that there is significant relationship between Liberians attitude towards professional development and job satisfaction among librarians in Akwa Ibom State tertiary institutions.

5.0 CONCLUSION

Based on the study's data review, the researcher envisaged that there is a proportional association between Liberian practices and attitude towards professional development and their job satisfaction among librarians in Akwa Ibom State tertiary institutions.

6.0 RECOMMENDATIONS

Based on the findings in this study and the discussions that followed, it is recommended that

The library management should endeavour to sponsor their librarians to both national and international conferences, workshops and seminars.

The library management should also endeavour to acquire and install adequate infrastructures required for effective professional development.

Liberians with NCE should strive to improve their knowledge in library information management by acquiring additional qualification through in-service training or part-time or sandwich degree programme in the Universities around their place of working. **References**

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