LAFIA JOURNAL OF LIBRARY AND INFORMATION SCIENCE
LJLIS Volume 1, Number 1, 2022
https://lalibjournals.org/index.php/LJLIS
ISSN: Print - 2814-0702, Online - 2814-0710
(LJLIS)

INFLUENCE OF IN-SERVICE TRAINING ON JOB PERFORMANCE OF LIBRARIANS IN FEDERAL UNIVERSITY LIBRARIES IN SOUTH-SOUTH, NIGERIA

[1]Mohammed Saba Adamu
University Library Services,
Federal University of Technology Minna, Niger State, Nigeria
Email: mohd.adamu@futminna.edu.ng

[2]Samuel J. Udoudoh Ph.D
Department of Library Information Technology,
Federal University of Technology Minna, Niger State, Nigeria
Email: sam.udoudoh@futminna.edu.ng
&
[3]Gideon A. Babalola Ph.D
Department of Library Information Technology,
Federal University of Technology Minna, Niger State.
Email: g.babalola@futminna.edu.ng

Abstract
This study investigated the influence of in-service training on job performance of librarians in federal university libraries in South-South, Nigeria. Three research questions guided the study in line with the research objectives. One null hypothesis was formulated and tested at 0.05 level of significance. Descriptive survey research design was used and the target population of ninety-one (91) librarians in the three selected federal university libraries in South-South, Nigeria was adopted for this study. A close ended structured questionnaire was designed and used. Total frequencies and median as a measure of central tendency or average were statistical tools used to answer research questions while Spearman's rho rank correlation analysis was used to test the null hypothesis. Results showed that level of job performance of librarians is moderate; influence of in-service training on job performance of librarians is moderate and in-service training has a positive and moderate relationship with job performance of librarians in federal university libraries in South-South, Nigeria. The study concluded that provision of constant electricity power supply and organising regular training for librarians would enhance job performance of librarians. The study recommended that university libraries should make their library working environment more conducive for both staff and users, provide alternative source of electricity power supply and encourage librarians to utilise other ways of in-service training.

Keywords: Influence, in-services training, Job performance, Librarians, South-South, Nigeria.

Introduction
It is pertinent to note that no university library can be effective or successful in its activities without the presence of qualified librarians who have been trained on how to provide relevant information resources and services to the user community. Thus, librarians have the responsibility of acquiring, organising, preserving and disseminating information. University libraries refer to those libraries established in

universities to support and strengthen the academic programmes of such institutions of learning as they contribute to the total development of their users' community by broadening their intellectual horizons and inculcating in them a lasting desire to study and carry out research. Ode and Ode (2018) defined university libraries as those libraries that are established in universities as higher institution of learning to collect, organise, preserve and store information for the use of users such as students, lecturers, researchers and university community. Librarians perform a wide range of services such as technical, readers', reference, serial and administrative related services in the university libraries. Saidu, Saka and Kur (2020) defined a librarian as one who undergo Library and Information Science (LIS) training in any approved institution of learning and has obtained first or higher degree in librarianship and perform professional duties such as selection and acquisition, cataloguing and classification, conducting reference services and bibliographic services.

In-service training is concerned with activities that focus on improving the job knowledge, performance and productivity of the library staff. It entails education, training and re-training of staff to acquire job knowledge, skills, abilities, increase efficiency and improve competencies of librarians on the job in order to contribute to the achievement of the organisational goals. Saha and Chand (2017) defined in-service training as a process of raising productive potentialities of manpower resources in terms of knowledge, skills and capabilities through appropriate mechanisms such as education and training, counselling, career planning, performance or self-appraisals, awards or rewards. In-service training benefits both the individual and the institution. With regards to the individual, the acquisition of new knowledge of skills promotes job competencies for performance upgrades and promotion. With regard to the institution, in-service training programme offers institutions with a corporate strategy for dealing with change.

Statement of the Problem

The working environment of the library personnel is fast changing which demands new skills and competencies for them to perform their job effectively and efficiently. In-service training of library personnel constitutes an integral aspect of library management. For university libraries to achieve maximum productivity in terms of supporting learning, teaching, research and service to host community where the universities are located, library personnel are expected to perform the statutory functions so as to achieve the set objectives of their university library. Thus, the job performance of librarians in federal university libraries in South-South, Nigeria was below expectation as Aboyade (2014) found that the job performance of professional librarians in Nigerian federal universities was on low level. Extant literature and researchers' observation have shown that, some librarians in federal university libraries in South-South, Nigeria were not familiar with the conventional and technological operations of the libraries which may invariably affects their job performance. Could the challenges be due to inadequate training, epileptic electricity power supply and poor working environment? To proffer solutions to these problems, the researcher examined the influence of in-service training on job performance of librarians in federal university libraries in South-South, Nigeria.

Objectives of the Study

The objectives are to:

1. determine the level of job performance of librarians in federal university libraries in South-South, Nigeria;

2. determine the influence of in-service training on job performance of librarians in federal university libraries in South-South, Nigeria;
3. find out the in-service training factors inhibiting job performance of librarians in federal university libraries in South-South, Nigeria.

Research Questions

The following research questions guided the study:

1. What is the level of job performance of librarians in federal university libraries in South-South, Nigeria?
2. What is the influence of in-service training on job performance of librarians in federal university libraries in South-South, Nigeria?
3. What are the in-service training factors inhibiting job performance of librarians in federal university libraries in South-South, Nigeria?

Research Hypothesis

The below null hypothesis was tested at 0.05 level of significance:

1. There is no significant relationship between in-service training and job performance of librarians in federal university libraries in South-South, Nigeria

Review of Related Literature

In-service training is a significant issue in a changing library environment as well trained and equipped library personnel are key resources to developing and maintaining a high-quality library. To ensure the maximum exploitation of staff skills, efforts need to be made to determine ways of assessing skill level requirements and performance and training effectiveness. Job performance is a commonly used concept in industrial and organizational psychology. It referred to how people perform their task or work in an organisation.

Saidu & Madu (2020) conducted a study to investigate the perception of librarians on staff development in enhancing job performance in State Public Library Boards in North-Central, Nigeria and was guided by two research questions. The study adopted descriptive survey and explanatory research method. The population of the study comprised of 62 librarians working in state public library boards in six (6) states in North-Central geo-political zone of Nigeria. Data collection instrument was questionnaire. Data were analysed through frequency counts and percentages, mean and standard deviation to answer the two research questions and Pearson Product Moment Correlation (PPMC) was used to test the null hypothesis of significant relationship between staff development and job performance. The result showed that holders of first degree in librarianship as the highest of the respondents and that staff development programmes were not adequately provided and there was no significant relationship between staff development and job performance among librarians in state public library boards in North central geo-political zone of Nigeria. The study concluded that the possession of first degree in librarianship will enhance high level of job performance while non-provision of opportunities for staff development can lead to poor or low level of job performance among librarians. The study recommended among other things that the concerned state ministries of education and information in collaboration with the management of state public library boards be committed to organise regular training programmes for librarians in North-Central, Nigeria.

Eyo and Afebende (2019) conducted a study to investigate staff development and job performance of library personnel in public universities in South-South, Nigeria with objective to examine the relationship between staff development and job performance of library personnel in public universities in South-south, Nigeria. The

study adopted descriptive survey design of correlation type. Data collection instrument was questionnaire. Pearson Product Moment Correlation (PPMC) was used for data analysis. The result showed that staff development was essential for job performance of library personnel. The study concluded that the quality of staff development programmes adopted by library management to develop library personnel in public universities in South-South, Nigeria could determine and enhance the level of job performance of library personnel. The study recommended among other things that, the management of public university libraries in South-South, Nigeria should sustain and improve on staff development to enhance the level of job performance of library personnel in public universities in South-South, Nigeria.

Obot, Bamgbose & Okoro (2018) conducted a study to investigate education and training of library and information professionals for National Integration and Development in tertiary institutions in Akwa Ibom and Cross River States of Nigeria was guided by two research questions. The study adopted survey design method. The population of the study comprised of 91 librarians working in the eight (8) tertiary institutions in Akwa Ibom and Cross River States. Data collection instrument was a researcher-developed questionnaire. Hypothesis was tested using Pearson Product Moment Correlation Coefficient (PPMC) at 0.05 level of significance. The result showed a high positive correlation (0.61) between education of information professionals and national integration and development. The study concluded that education of information professional was a strong determinant of national integration and development. The study recommended among other things that government and stakeholders must rise to the challenge of supporting the education and training of information professionals so as to foster national integration and development through the custody and dissemination of information materials by educated and trained information specialists.

Methodology

This study adopted a descriptive survey research design. Descriptive survey research design was used for this study because data were collected in order to investigate the influence of in-service training on job performance of librarians in federal university libraries in South-South, Nigeria. The population of the study comprised of ninety-one (91) librarians working in Nyong Essien Library; University of Uyo, Federal University of Petroleum Resources Library, Effurun and John Harris Library; University of Benin. The entire population was adopted for the study. A close ended structured questionnaire was used as data collection instrument. Research questions were descriptively analysed using total frequencies and median as a measure of central tendency or average with a decision criterion of fx ≥ median = (high or agreed) and fx < median = (low or disagreed). The drafted copies of questionnaire were validated by four lecturers in the Department of Library Information Technology and a Statiscian from Department of statistics all from Federal University of Technology, Minna and modified version were pre-tested on 30 librarians of Kebbi State University of Science and Technology Library, Aliero, and Abubakar Gimba Library; Ibrahim Badamasi Babangida University Lapai respectively using test re-test method. The reliability coefficient of 0.92 was obtained. The figure is above half (1/2), which is an indication that the instrument is excellent and reliable. A total of 91 copies of questionnaire were administered to librarians in the federal university libraries in South-South, Nigeria. A response rate showed the retuned of 91 copies of the questionnaire representing 100 percent. Research hypothesis was inferentially analysed using Spearman's rho rank correlation analysis tested at 0.05 level of significance.

Data Analysis

Research Question One: What is the level of job performance of librarians in federal university libraries in South-South, Nigeria?

The response on the level of job performance of librarians in federal university libraries in South-South, Nigeria is presented in Table 1.

Table 1: Response on the level of job performance of librarians in federal university libraries in South-South, Nigeria

S/N	Statements	Total *Fx*	Median M=2025	Decision
	Motivation (Personal Desires and Preference)			
1	The prompt payment of staff salary encourages industrial harmony and enhance my job performance in the library.	2189	*f*x ≥ M	High
2	Regular promotion of staff motivates me to come up with new ideas and better ways of doing things in the library thus enhancing job performance.	2145	*f*x≥M	High
3	The reward system for dedicated staff motivates me to make meaningful contributions during meetings in the library and this enhance job performance.	2114	*f*x≥M	High
4	Career prospects motivate me to work harder and meets work deadlines in the library thus enhancing job performance.	2205	*f*x≥M	High
	(Work Environment)			
5	The library working environment is quite conducive for both staff and users and this enhance job performance.	934	*f*x< M	Low
6	The requirements needed for promotions in my university encourages me to publish more locally and internationally thus enhancing job performance.	2007	*f*x<M	Low
7	There is constant provision for acquisition of required skills for library personnel and this enhance job performance.	1438	*f*x<M	Low
8	There is constant electricity power supply for hitch free operations in the library working environment and this enhance job performance.	1749	*f*x<M	Low
	Skill (Mental Ability)			
9	Ability to comprehend complex ideas enables me acquire ICT skills to perform my job efficiently and this enhance job performance.	1835	*f*x<M	Low
10	My ability to reason quickly facilitates speedy completion of routine duties thus enhancing job performance.	1882	*f*x<M	Low
11	My ability to learn fast enables me to acquire ICT skills to perform my job better and this enhance job performance.	2004	*f*x<M	Low
	(Physical Ability)			
12	My ability to move around enables me to acquire ICT skills and this enhance job performance.	2247	*f*x≥M	High
13	My ability to see properly enables me to acquire ICT skills and work effectively thus enhancing job performance.	2173	*f*x≥M	High
14	My ability to hear properly enables me to acquire ICT skills and work better and this enhance job performance.	2135	*f*x≥M	High
	(Experience)			
15	My years of experience on the job improves my skills and abilities to perform my work very well thus enhancing job performance.	1955	*f*x<M	Low
16	My experience on daily tasks improves my skills and knowledge and this enhance job performance.	1951	*f*x<M	Low
17	Experiences acquired through various in-service training attended improves my knowledge to perform any task assigned to me efficiently thus enhancing job performance.	2205	*f*x≥M	High
	Facilities			
18	Use of ICT facilities helps me reduce redundant work and this enhance job performance.	1749	*f*x<M	Low
19	Use of ICT facilities improves my competencies to work better thus enhancing job performance.	2119	*f*x≥M	High
20	Use of ICT facilities enables me to provide quality library services and this enhance job performance.	2042	*f*x≥M	High

Key 1: fx ≥ Median = High Performance; fx < Median = Low Performance.

The data presented in Table 1 were analysed for level of job performance of librarians. The result on Table 1 showed that the respondents indicated High performance to ten statements out of the twenty items listed on the level of job performance of librarians as frequency scores were greater than or equal to the median score. On the other hand, respondents indicated Low performance to the other ten statements as frequency scores were lower than the median score.

Research Question Two: What is the influence of in-service training on job performance of librarians in federal university libraries in South-South, Nigeria?
The response on the influence of in-service training on job performance of librarians in federal university libraries in South-South, Nigeria is presented in Table 2.

Table 2: Response on the influence of in-service training on job performance of librarians in federal university libraries in South-South, Nigeria

S/N	Statements	Total *Fx*	Median M=2189	Decision
	Training Needs (TN)			
1	TN 1: I need in-service training to improves my competencies to perform my job or tasks better in the library thus enhancing job performance.	1996	*f*x<M	Low
2	TN 2: I need in-service training to enhance my performance in contributing my quota to the overall development of the library and this enhance job performance.	2005	*f*x<M	Low
3	TN 3: I need in-service training to improves my performance to provide quality library services thus enhancing job performance.	2229	*f*x≥M	High
	Training Design (TD)			
4	TD 1: In-service training as improves my performance in terms of working relationship with my colleagues in the library thus enhancing job performance.	2229	*f*x>M	High
5	TD 2: In-service training as improves my performance to facilitate planning in the library and the institution at large and this enhance job performance.	2287	*f*x≥M	High
6	TD 3: In- service training as developed my skills to do number of jobs thus enhancing job performance.	2238	*f*x≥M	High
	Trainer Performance (TP)			
7	TP 1: Methods of teaching used by the facilitators attract me towards attending in-service training regularly and this enhance job performance.	2161	*f*x<M	Low
8	TP 2: The training aids used in the conferences, seminars and workshops always encourage me to attend in-service training thus enhancing job performance.	2185	*f*x<M	Low
9	TP 3: Regular in-service training organised in my library as make a great impact towards enhancing my job performance.	2005	*f*x<M	Low
	Trainee Performance (TP)			
10	TP 1: In-service training as increased my confidence to understand tasks better and this enhance job performance.	2192	*f*x≥M	High
11	TP 2: In-service training as prepared me for better job assignments thus enhancing job performance.	2200	*f*x≥M	High
12	TP 3: In-service training as increased my technical abilities, salary and greater opportunity for promotion and this enhance job performance.	2161	*f*x<M	Low

Key 1: fx ≥ Median = High Influence; fx< Median = Low Influence.

The data presented in Table 2 were analysed for the influence of in-service training on job performance of librarians in South-South, Nigeria. The results on Table 2 showed that the respondents indicated high influence to six statements out of the twelve items listed on the influence of in-service training on job performance of librarians as frequency scores were greater than or equal to the median score. On the other hand, respondents indicated low influence to other six statements as frequency scores were lower than the median score.

Research Question Three: What are the in-service training factors inhibiting job performance of librarians in federal university libraries in South-South, Nigeria?
The response on the in-service training factors inhibiting job performance of librarians in federal university libraries in South-South, Nigeria is presented in Table 3.

Table 3: Response on the in-service training factors inhibiting job performance of librarians in federal university libraries in South-South, Nigeria

S/N	Statements	Total *Fx*	Median M=2160	Rank	Decision
	Factors of In-service Training (Organisational Factors)				
1	Poor managerial support and unfavourable environment towards in-service training inhibits my job performance.	2192	*f*x≥M	2nd	Agreed
2	Lack of training motivation by library management inhibits my job performance.	1927	*f*x<M	6TH	Disagreed
3	Lack of good and flexible existing training policy in the library inhibits my job performance.	2187	*f*x≥M	3rd	Agreed
	(Human Factors)				
4	Librarian's individual attitudes to transfer trained knowledge and skills back to the job inhibits job performance.	2143	*f*x<M	4th	Disagreed
5	Self-sponsor to attend conferences, workshops and seminars before reimbursement of training registrations inhibits my job performance.	2200	*f*x≥M	1st	Agreed
6	Lack of open-mindedness of trainee's and trainer's towards in-service training inhibit job performance.	1944	*f*x<M	5TH	Disagreed

Key 1: fx ≥ Median = Agreed; fx < Median = Disagreed

The data presented in Table 3 were analysed for in-service training factors inhibiting job performance of librarians based on ranking. The results on Table 3 showed that respondents agreed to three statements out of the six items listed on the in-services training factors inhibiting job performance of librarians based on ranking as frequency scores were greater than or equal to the median score. On the other hand, respondents disagree to other three statements as frequency scores were lower than the median score.

Null Hypothesis

There is no significant relationship between in-service training and job performance of librarians in federal university libraries in South-South, Nigeria?

Table 4: Correlation coefficient test result between in-service training and job performance of librarians in federal university libraries in South-South, Nigeria.

Correlations

			Job Performance	In-service Training
Spearman's rho	Job Performance	Correlation Coefficient	1.000	.503**
		Sig. (1-tailed)		.000
		N	91	91
	In-service Training	Correlation Coefficient	.503**	1.000
		Sig. (1-tailed)	.000	
		N	91	91

**. Correlation is significant at the 0.01 level (1-tailed).

Table 4 showed that Spearman's correlation coefficient $r_s = 0.503^{**}$, and that this is statistically significant at (p = .000 which is less than 0.05 level of significance). **Therefore, the null hypothesis is rejected**. This means that in-service training has a positive and moderate relationship with job performance of librarians in federal university libraries in South-South, Nigeria. The Spearman's correlation coefficient for this relationship is 0.503, this number is positive, meaning that every time there is an increase in the in-service training, job performance will also increase by 0.503 points.

Discussion of Findings

Response to research question one sought to find out the level of job performance of librarians in federal university libraries in South-South, Nigeria. The result showed that level of job performance of librarians is moderate. The finding is supported by a similar study by Agada *et. al*. (2021) that, job performance is a measure of how effectively library staff carry out their duties or responsibilities in order to accomplish specific and desirable results. This finding does not corroborate the findings of Aboyade (2014) and Akor (2009) who both reported that job performance of professional librarians in Nigerian federal universities and government-owned universities in North-Central, Nigeria was on a low level. Consequently, this finding does not corroborate the finding of Adeeko *et. al.* (2017) who reported that the level of job performance of library personnel in universities of Southwest Nigerian is high.

Response to research question two sought to find out the influence of in-service training on job performance of librarians in federal university libraries in South-South, Nigeria. The result showed that influence of in-service training on job performance is moderate. This finding does not corroborate the findings of Mohammed *et. al.* (2017) and Saka and Haruna (2013) who in their studies reported that training has positively influence job performance of library staff in tertiary institutions in Niger State. This finding corroborates the finding of Saidu *et. al*. (2020) who reported that staff in state library boards in North Central, Nigeria have not been enjoying adequate staff development.

Response to research question three sought to find out the in-service training factors inhibiting job performance of librarians in federal university libraries in South-South, Nigeria. The study revealed that respondents agreed to three statements out of the six items listed on the in-service training factors inhibiting job performance of

librarians as the fx ≥ Median of 2160 (greater than or equal to 2160). This finding corroborates the findings of Mohammed *et. al*. (2017) who reported that conditions as well as requirements for the training has adverse effect on job performance of librarians and library officers in tertiary institutions in Niger State, Nigeria while Ogbonna (2018) discovered low extent of sponsorship/attendance and inadequate staff were among others. Consequently. This finding corroborates the findings of Osadebe *et. al*. (2018) who in their finding discovered that among other challenges faced by librarians in attending continuous professional development (CPD) is lack of vigorous government support due to low political gain by government in power from library and information systems and services.

Conclusion

Based on the findings, the study concluded that the level of job performance of librarians in federal university libraries in South-South, Nigeria is moderate, the influence of in-service training on job performance of librarians is moderate, the top 3 in-service training factors inhibiting job performance of librarians are: Self-sponsor to attend conferences, workshops and seminars before reimbursement of training registrations, Poor managerial support and unfavourable environment towards in-service training and Lack of good and flexible existing training policy in the library. Hypothesis testing result showed that in-service training has a positive and moderate relationship with job performance of librarians in federal university libraries in South-South, Nigeria. This implies that, there would be high level of performance among librarians in Federal University Libraries in South-South, Nigeria, if university libraries provide conducive working environment for both staff and users, constant electricity power supply, organise regular training for librarians and sponsor each librarian for training on annual basis.

Recommendations

1. Federal university libraries in South-South, Nigeria should make their working environment more conducive for both staff and users, provide constant avenue for acquisition of required skills, constant electricity power supply, acquire high quality of ICT facilities and henceforth employ librarians with high mental abilities.
2. Federal university libraries should implore and encourage librarians to utilise other ways of in-service training such as mentoring, peer coaching, virtual conferences, workshop and seminars which are more effective and less expensive and modern methods of teaching should be used to teach the participants in the training. Federal Government of Nigeria and donor agencies should complement the effort of federal university libraries by providing funds to support in-service training of their personnel.
3. Federal universities management in South-South, Nigeria should provide solar inverter system or stand-by electricity generators in the university libraries to serve as alternative to power outage. Provide good and flexible existing training policy and make funds available for librarians while embarking on Conferences, Workshops and Seminars.

References

Aboyade, W. A. (2014). *Influence of job motivation, emotional intelligence and self-concept on job performance among library workers in federal universities in Nigeria* (unpublished Ph.D. thesis). University of Ibadan, Nigeria.

Agade, E. O., Tofi, S. T., & Theresa, O. O. (2021). Perceived influence of library automation on the job performance of library staff in academic librarians in Benue State, Nigeria. *Nigerian Libraries*, 54 (1), 16 – 28.

Agba, A. M., Ogaboh, M. S., & Mboto, W. A. (2013). Wages or other conditions: Critical assessment of factors in worker's performance in Nigeria. *International Journal of Academic Research in Business and Social Science*, 3(7), 62-73.

Bamgboye, S. (2013). Techno stressed out: How to cope in the digital age. *Library Journal*, 121 (7), 30 - 32.

Eyo, E. B., & Afebende, G. B. (2019). Staff development and job performance in public university libraries in South-South, Nigeria. *Ebonyi Journal of Library and Information Science*,6 (1), 79 - 88.

Goshie, R. W.; Jimada, A., Abdullahi, M. B. & Aliyu, H. (2017). Continuing `professional development for information professionals through the Nigerian Library Association. In Proceedings *of 5th International Conference of School of Science and Technology Education* held at Federal University of Technology, Minna, 3rd - 6th October, 2017, 343-350.

Mohammed, G. S., Akor, P. U., Alhassan, J. A., & Abdullahi, M. A. (2017). Influence of training on the job performance of professional and para-professional library staff in tertiary institutions in Niger State, Nigeria. *Samaru Journal of Information Studies*, 17, (2), 37-52.

Obot, N. I., Bamgbose, O. J., & Okoro, C. P. (2018). Education and training of library and information professionals for national integration and development. *Information Impact: Journal of Information and Knowledge Management*, 9 (4), 100-105

Ode, I. M., & Ode, U. A. (2018). Application of information communication technologies on library services in university libraries in Nigeria: Contemporary issues and prospects. *Review of Information Science Technology Journal (RIST), 4*, 73-82.

Osadebe, N. E., Ewa, B. O. & Njoku, E. O. (2018). Academic librarians and continuous professional development programmes in Enugu State, Nigeria. *Review of Information Science Technology Journal (RIST), 4*, 64-72.

Saha, K., & Chand, N. (2017). Training and development of library professionals for IT application in University Libraries: An overview. Proceedings of PLANNER- 2017, 7-8 December, Gauhati University, Guwahati, 293-302.

Saka, K. A., & Haruna, I. (2013). Relationship between staff development and job performance among personnel in branch library, University of Maiduguri, Nigeria. *Mediterranean Journal of Social Sciences*, 4 (5), 40 -51.