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November 2022

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Okonoko, Ngozi Vera; Ikhimeakhu, Dika Sunday; and Amadi, Ozioma Precious, "Rewards and Recognition of Librarians Job Performance in some selected University Libraries in South-South, Nigeria" (2022).

Library Philosophy and Practice (e-journal). 7454.

<https://digitalcommons.unl.edu/libphilprac/7454>

Rewards and recognition of librarians job performance in some selected university libraries in South-South, Nigeria

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Abstract

The study investigates the rewards and recognition of librarian's job performance in some selected university libraries in South-South, Nigeria. A descriptive survey method was adopted for the study. Two research questions were formulated to guide the study. The population of the study consists of 112 librarians in some selected university libraries in South- South Nigeria. A total of 112 copies of the questionnaire were distributed and 101 copies of the questionnaire were retrieved using descriptive statistics mean and percentage mean score of 2.5 and above and percentage score of 50% were considered as acceptable. The study revealed that rewards and recognition enjoyed by librarians in the past five years are: verbal praise, bonuses/monetary value, formal recognition as against written praise and informal recognition. Also, the study further shows how rewards and recognition influence librarians job performance positively. The study recommends that: Hardworking librarians should be rewarded and recognized for their efforts; Library management should always motivate their staff to work hard to earn those rewards and recognition; Equity and fairness should be the guide when rewarding and recognizing librarians and also nepotism should be ruled out when rewarding and recognizing hardworking librarians.

Keywords: Rewards, recognition, job performance, university libraries, librarians

Introduction

University library was established to help the parent institutions' mission and vision be realized. A university library is a library that is set up, funded, and managed within the university to support the achievement of the objectives of the parent institution, claims Reitz (2004). The main objective of the library is to function in a way that ensures the accomplishment of the main reason the institution established it. The university library's support staff and librarians put in a lot of effort to ensure that its goals are met. Rewarding and recognizing these diligent workers at

the appropriate moment is one way to compensate them. In order to actualized the mission of the university system, the library management has to reward and recognized staff that are hardworking and outstanding.

A reward is something that is given or received as payment for labor, achievement, or hardship. Recognizing and rewarding individuals in the university library for their contributions, advancements, and work ethics is known as librarian rewards and recognition. Employees are encouraged and reassured to meet and surpass goals by rewards and recognition. Having respect and awareness for librarians and their work fosters improvement and conveys the importance of each person's contributions to the library. According to Mathis and Jackson (2004), compensation rewards employees through pay, incentives, and benefits for completing organizational tasks. Recognition and rewards are crucial for inspiring librarians and raising standards of performance (Lawler, 2018). The effectiveness of a reward and recognizing librarians can significantly increase and enhance their job performance.

Job performance is considered when evaluating an employee's effectiveness in contributing to organization goals (Motowidlo, 2003). It consists of the visible actions people take at work that are pertinent to the objectives of the organization. Additionally, job performance is defined as the total expected value of an employee's task-related proficiency or the completion of activities specified in the official job description. The aforementioned information suggests that rewards and recognition have an impact on job performance of librarians.

Statement of the problem

Rewards and recognition is a system where librarians in university are acknowledged for their performance in intrinsic or extrinsic ways. In a work atmosphere where librarian's achievements are fairly and promptly acknowledged and appreciated, there is recognition and reward. Librarians can feel valued and honored for their hard work by receiving rewards and recognition. They are inspired to put forth their best for the expansion and success of the university library, and it also improves their performance at work. Literature exist in rewards and recognition of job performance of librarians, but no study has been carried out on the rewards and recognition of librarians job performance in some selected university libraries in South-South, Nigeria, hence the need for this study.

Objective of the study

The general objective of the study is to find out the rewards and recognition of librarians job performance in some selected university libraries in South-South, Nigeria. The specific objectives are:

1. To find out the rewards and recognition enjoyed by librarians in the past five years
2. To determine the influence of rewards and recognition on librarians job performance

Research Question

1. What are the rewards and recognition enjoyed by librarians in the past five years in some selected university libraries in South-South, Nigeria?
2. How does rewards and recognition influence librarian's job performance in some selected university libraries in South-South, Nigeria?

Literature review

Rewards and recognition for librarians have been found to be a highly effective tool for motivation that can significantly improve both employee work performance and overall library performance (Rahim & Duad, 2013). A library's competitive advantage is having highly compensated and respected librarians since their work results in the achievement of the organization's objectives (Nisar & Ahmad, 2014).

According to Blau (2017), who developed the social exchange theory, workers are more loyal to the company when their financial demands are addressed through rewards. As a result, it can be claimed that employee performance and retention are closely correlated with the quantity and caliber of awards and recognition the company provides. As a result, the job relationship's main focus is on rewards and recognition. Rewards can be divided into two categories: monetary and non-monetary, according to Willsen (2020). Non-monetary incentives include flexible scheduling, child care, mentoring programs, financial aid for medical or educational expenses, etc., whereas monetary incentives typically include cash awards, commissions, bonuses, etc. Both can be used to improve an employee's performance. Extrinsic and intrinsic rewards were the two main types of organizational rewards that were later separated (Alhmoud & Rjoub, 2020). Extrinsic rewards take into account material advantages like work-life balance, job advancement, and a variety of growth chances (Sureephong et al., 2020). However, intrinsic benefits are irrelevant because they are more closely linked to the fulfillment that comes from fulfilling one's obligations and having the support of one's coworkers (Hidayat, 2019).

The behavior and performance of librarians can be favorably impacted by rewards and recognition, according to empirical research by economists (Bradler, 2013). There are, however,

still a lot of knowledge gaps in the area of librarian's rewards and recognition, particularly in regards to how rewards and recognition programs truly work in organizations and how they affect both librarians and libraries. Punke (2013) argues that recognition programs should balance performance-based and value-based efforts while also include three different types of acknowledgment: formal, informal, and on-the-go. Similar to Saunderson (2004), who also said that there are three sorts of recognition: official recognition that is given across the corporation, informal recognition that is given only inside a department, and everyday spontaneous acknowledgment. Formal recognition is the process of rewarding and recognizing individuals, teams, or departments on an organizational level for achieving particular business goals, exemplifying particular organizational values, or going above and beyond the call of duty. It entails structured recognition programs with clearly defined objectives, processes, and criteria.

Punke (2013) claims that this method of acknowledging librarians who have contributed for a significant amount of time at the university library is very organized. Informal recognition is mostly focused on individual or team milestones such as monthly or quarterly performance achievements, goal accomplishments, and other milestones. It might consist of inexpensive prizes, reward points, gift cards, and certificates (WorldatWork Report, 2011). Because informal recognition is instantaneous and the work environment is constantly changing, informal recognition programs have been shown to highlight employee worth and contribution at the appropriate time. Since rewards and recognition are now more widely relevant and accepted in libraries aiming to flourish in a time of economic competition since libraries' success is correlated with librarians' performance (Charles & Bisobori, 2012), and its broad breadth offers a variety of alternatives for utilization (Sonawane, 2008). According to Maritz Institute (2011), rewards and recognition cover a range of behaviors and encounters that broaden and enhance a

librarian's skill set. Four methods of employee recognition—personal recognition, recognition of work practices, acknowledgment of job dedication, and recognition of results—have been identified by Brun and Dugas (2008) in their scientific literature review.

Yang and Ai (2020) also claim that a librarian's drive is an inbuilt desire to work more and accomplish more (Mazllami, 2020). Good-paying librarians also feel that the library values them. A librarian will put forth the most effort to achieve his or her objectives if the library management treats them properly and expresses appreciation for their efforts (Jeni, Mutsuddi, & Das, 2020). Librarian's morale declines when rewards and motivator systems are absent (Hammond & Waltemeyer, 2021). Similar to this, Shaikh and Shaikh (2019) have out that organizations with poor motivation and reward systems tend to have higher rates of turnover. It encourages workers to keep aiming for greatness by providing them with motivation (Fanggidae, Nursiani, & Bengngu, 2019). According to Parashakti and Ekhsan (2020), the employee can only perform at the desired level if they have a feeling of mutual respect, trust, and success in their own goals. Therefore, in order to increase librarians motivation and morale and ultimately increase the university library productivity, dynamic firms used to have an effective incentive and recognition program (Hussain et al., 2019).

Methodology

In this study, a descriptive survey design was used. 112 recruited librarians from all the federal university libraries in South-South Nigeria make up the study's population. A total of 112 copies of the questionnaire were issued, and 101 copies were collected using descriptive statistics. The respondents deemed a mean score of 2.5 or higher and a percentage score of 50% to be acceptable.

Table 1**Rewards and recognition enjoyed by librarians in the past five years**

S/N	Items	SA	A	D	SD	-x	Decision
1	Written praise.	12	24	44	31	2.3	Rejected
2	Verbal Praise	42	32	12	15	3.0	Accepted
3	Bonuses/monetary	38	37	19	7	3.0	Accepted
4	Formal recognition	42	32	12	15	3.0	Accepted
5	Informal recognition	12	13	39	37	1.8	Rejected

The data presented in table 1 revealed that five (5) identified items on the rewards and recognition enjoyed by librarians in the past five years in the university libraries under studies are: written praise (2.3), verbal praise (3.0), bonuses/monetary (3.0), formal recognition (3.0) and informal recognition (1.8) respectively. This implies that rewards and recognition of librarians in the university libraries under studies is slightly appreciated by the library management. The library management should therefore try to improve on it in order to enhance maximum job performance.

Table 2**How rewards and recognition influence librarians job performance**

S/N	Items	SA	A	D	SD	-x	Decision
1	Be punctual to work	43	34	12	12	3.0	Accepted
2	Be punctual to meetings	35	42	9	15	2.9	Accepted
3	Work without supervisors	44	41	8	8	3.0	Accepted
4	Identified problems	47	41	15	13	3.5	Accepted

5	Proposed solution to problems	43	40	10	8	3.1	Accepted
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The data presented in table 2 shows those five (5) identified items on how rewards and recognition influences librarians job performance in the university libraries under study. They are: be punctual to work (3.0), be punctual to meetings (2.9), work without supervisors (3.0), identified problems (3.5) and proposed solutions to the problem (3.1) respectively. This simply implies that rewards and recognition influences librarians job performance.

Discussion/findings

The study explored on rewards and recognition of librarian's job performance in some selected university libraries in South-South, Nigeria. Two research questions was formulated to guide the study. The study revealed that rewards and recognition enjoyed by librarians in the past five years. They are verbal praise, bonus/monetary value and formal recognition as against written praise and informal recognition. This simply implies that library management should improve on rewards and recognition of their staff for maximum job performance. The study further affirmed how rewards and recognition influence librarians job performance. They include: Be punctual to work, be punctual to meetings, work without supervisors, identified problems and proposed solutions to the problems. One can therefore infer that rewards and recognition is critical for librarian's job performance in the university libraries under study.

Conclusion

Rewards and recognition of outstanding librarians is critical for the university libraries in order to achieve its aims and objectives. The university library should try as much as possible to appreciate and commend hardworking librarians by rewarding and recognizing them by written

praise, verbal praise, gifts, monetary packages, formal recognition and informal recognition in order to spur the library to a greater height in terms of maximum job performance.

Recommendations

The study recommends thus:

1. Harding working librarians should be rewarded and recognized for their efforts;
2. Library management should always motivate their staff to work hard to earn them rewards and recognition;
3. Equity and fairness should be the guide for rewarding and recognizing librarians and
4. Nepotism should be ruled out when rewarding and recognizing hardworking librarians.

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