

Correlational Analysis of Technostress and Job Productivity of Library Staff in Selected Academic Libraries in Kwara State

Yahaya Aliyu Ismaila^{1*}, Abdul Hadi Ayodeji²

Abstract

This study investigated correlational analysis of technostress and job productivity of library staff in selected academic libraries in Kwara State. Descriptive survey research design was adopted and a sample of 53 library staff were selected from Kwara State University Library, Al-hikmah University Library and Crownhill University Library by using total enumeration sampling technique. A structured questionnaire was designed to obtain information from 53 participants, 51 were returned and fully completed. While PPMC was employed to test the study's only null hypothesis, frequency counts and percentages were utilized to examine the data gathered for the five research topics. The survey indicated that the respondent had a high degree of job productivity. The study also found that majority of the respondents experience eye pain; backaches; headaches; blurred vision; and tiredness as the technostress symptoms while poor working conditions, work overload, lack of technical support, lack of technological competence and expertise, and technophobia are some of the causes of technostress to the respondents. The result further revealed that technostress affects job productivity of the respondents to some extent while technology-based training; getting adequate user-friendly software; staying healthy and eating proper dieting; effective time management; and taking frequent break are some of the ways of managing technostress by the respondents. The outcome also indicated a strong correlation between technological stress and the library staff's ability to do their jobs effectively. The study recommends that the management should organize technology-based training on the use of computer system, software and hardware for their staff which will help them to be more conversant with the use of the adopted ICTs which will make them less predisposed to experience technostress; and they should get adequate user-friendly software which will be easy for the staff to use without stressing themselves before completing a certain task.

Keywords: ICT, technostress, job productivity, library, library staff

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INTRODUCTION

The concept of productivity of an employee in any organizational settings including the library can be linked to the quality and quantity of output, timeliness, efficiency and effectiveness in their place of work [1]. Made the argument that employee output—the results of their labor—is what determines productivity [2]. Posited that there are three major factors that make it possible for an employee in any organization to have high productivity or perform better than others. Declarative knowledge, procedural knowledge, and motivation are some of these components. Before the advent of Information and Communication Technologies (ICTs), the

organization's activities were done manually, and makes their work more tedious. However, the advent of ICTs had brought tremendous changes to the way most of the organization carry out their activities. Furthermore, with the introduction of ICTs, the employees' works are more easier and also increase their productivity. Most importantly, in this 21st century, many libraries were forced to integrate a number of technological tools and services into their operations with the aims of improving the work efficiency and services delivery of the library in the area of acquisition, circulation, references, cataloguing and classification, and serials controls [3]. Among the numerous technological tools used in the library include computer system, reference managers software, Internets, Web 2.0 applications, Social Networking Sites (SNS) such as video-sharing sites, wikis, blogs, WhatsApp, Facebook, Instagram, Twitter, folksonomies among others. These technologies have the capability to improve the work efficiency, effectiveness, productivity and users' experience.

However, despite the fact that these technologies play important role in the day-to-day activities of the library, it has also brought about a reasonable degree of stress to the library staff while carrying out library services. The term "technostress" is often used to describe this kind of stress, which is often linked to everyday challenges with using and adjusting to the technology utilized in libraries. This means that the inability of the staff to adapt to the changes associated with the introduction of ICTs into the library could be a source of technostress [4]. Described technostress as a modern disease of adaptation caused by inability to adapt with the new computer technologies in a healthy way or manner which is made visible by human attitude to the acceptance, rejection or association with the computer system in any organization. According to [5], who made this claim in support of it, this kind of stress may cause negative emotional and behavioral issues like mood swings, anxiety disorders, and panic attacks. The study went on to say that the negative impacts of stress may decrease dedication to tasks, productivity, and interpersonal harmony, which may make it less appealing for workers to arrive at work on time and complete their allocated organizational duties on schedule.

According to [6], there are five components of technostress which may affect the productivity of library staff. These elements include Techno-overload, which is a circumstance in which ICT users are required to operate more quickly and for longer periods of time; Technology users who believed they might be contacted at any moment or continuously, perhaps causing a blurring of the lines between personal and professional situations, are said to be experiencing techno-invasion; Techno-complexity is the feeling among ICT users that their abilities are insufficient owing to the complexity of using technology, which may cause them to invest more time and effort in learning and comprehending various parts of technology; Techno-insecurity, or the feeling that one's employment will be replaced by technology or by someone more skilled in technology than oneself, is a condition in which people who utilize technology feel threatened; and Techno-uncertainty, or a condition where ICT users feel confused and uneasy as a result of ongoing technological advances. Based on the above submissions, it is therefore presumed that if the issues of technostress are not properly managed, the essence of introducing ICT into the library with the intention to boost the productivity of the staff may not be achieved, and there is likely to be a downward trend in the productivity of the library staff. Therefore, it is against this backdrop that this study intends to examine the correlational analysis of technostress and job productivity of library staff in selected academic libraries in Kwara State.

Problem Statement

The acquisition, processing, organization, and dissemination of information resources have undergone significant changes as a result of the use of information and communication technologies (ICTs) to library operations. Despite the numerous benefits that ICTs offered to the library, it is unfortunate that many staff are experiencing technostress (physical or emotional stress) in their efforts to adapt to the emerging technologies which may have negative effect on their productivity [7]. This issue of technostress among the library staff may lead to a higher burden on the management because of a decrease in the productivity of the staff [8]. In looking at this proliferation, there is a need to

address this issue so as to have higher productivity from the staff. Over the years, many researchers such as [9, 5, 6, 3]; as well as [1] had carried out studies on the effect of technostress in many organizations. However, it is regrettable that none of these previous researchers had examined the correlational analysis of technostress and the job productivity of library staff in selected academic libraries in Kwara State. It is important to investigate how common technostress is among library employees and how it affects their output. This study was created to investigate the relationship between technological stress and work productivity of library employees in a few chosen university libraries in Kwara State.

Objectives of the Study

The broad objective of this study is to examine the correlational analysis of technostress and job productivity of library staff in selected academic libraries in Kwara State. Specifically, the study will:

1. Determine the level of job productivity of library staff in selected academic libraries in Kwara State;
2. Identify type of technostress experienced by the library staff in selected academic libraries in Kwara State;
3. Identify the causes of technostress among the library staff in selected academic libraries in Kwara State;
4. Determine the extent to which technostress affects the productivity of library staff in selected academic libraries in Kwara State; and
5. Identify ways of managing technostress by the library staff in selected academic libraries in Kwara State.

Research Questions

In order to achieve the following objectives, the following research questions will be answer.

1. What is the level of job productivity of library staff in selected academic libraries in Kwara State?
2. What are the types of technostress experienced by the library staff in selected academic libraries in Kwara State?
3. What are the causes of technostress among the library staff in selected academic libraries in Kwara State?
4. To what extent does technostress affect the productivity of library staff in selected academic libraries in Kwara State?
5. What are the ways of managing technostress among by the library staff in selected academic libraries in Kwara State?

Hypotheses of the Study

The following null hypotheses will be tested at 0.05 level of significant.

H_{01} : There is no significant relationship between technostress and job productivity of library staff in selected academic libraries in Kwara State.

Scope of Study

This study examined the correlational analysis of technostress and job productivity of library staff in selected academic libraries in Kwara State. The study will only focus on technostress (independent variable) and job productivity of library staff (dependent variable). Geographically, the study will be limited to Kwara State University; Al-Hikmah University and Crownhill University. All of the librarians at the libraries of Kwara State University, Al-Hikmah University, and Crownhill University will make up the study's population. Questionnaire will be the only tool to get information from the respondents. In order to assess the data gathered for the research questions, frequency counts and percentages will be used, and Pearson Product Moment Correlation (PPMC) will be used to test the study's null hypothesis.

Review of Related Literature

Previous researchers had operationalized the concept of technostress and productivity in different ways. For example, Technostress was first defined as a modern disease of adaptation in 1984 by clinical psychologist Dr. Craig. He said it was brought on by an inability to deal with new computer technology in a healthy way. The struggle to accept computer technology and the more specialized kind of over identification with computer technology are two more manifestations, according to the author, that are separate but connected. In a similar vein, [5] described technostress as a person's fear, uneasiness, anxiety, or nervousness brought on by the direct or indirect application of technology. Accordingly, technostress is the inability of an organization's employees to emotionally, mentally, or behaviorally adjust to information and communication technologies. According to [10] as well as [11], inadequate technological competence and expertise, a sense of incompetence or illiteracy, fear of modern technology, an inadequate work environment, and health implications are some of the causes of technostress among employees in any organization. However, [1] defines productivity as the quantity and quality of output as well as the timeliness, efficiency, and effectiveness of the task that is performed. In a similar spirit, [12] defines productivity as the effort made by a worker inside an organization to attain specific pre-determined results through the utilization of available resources.

A study carried out by [13] on the job productivity of librarians in universities in South-east, Nigeria is high. Similarly, [14] examined staff motivation as correlates of job performance of library staff in Osun state University, Osogbo, Nigeria. The researchers reported that the job performance of the selected staff is high. However, a study conducted by [15] showed that the job performance of professional librarians in government-owned universities in North-Central, Nigeria is very low. On the other hand, many empirical studies had been carried out on the influence of technostress on the job productivity of staff in different organizations including the library. For instance, [16] examined the degree of technostress among academic librarians in Malaysian public institutions. In total, 162 academic librarians from nine public universities in West Malaysia were chosen for this study. Data were gathered through an online self-administered survey for a cross-sectional study. The study's findings indicated that the majority of academic librarians dealt with a mild level of technological stress at work. Additionally, the findings showed that respondents reported high levels of technological uncertainty, as well as moderate levels of technological overload and complexity. However, the survey found that the respondents only felt a minimal amount of techno-invasion and techno-insecurity [1]. Conducted a study on the effects of technological stress and occupational stress on academic librarian productivity in three federal universities in Southwest Nigeria, namely the University of Lagos in Lagos State, the University of Ibadan in Oyo State, and the Federal University of Agriculture Abeokuta in Ogun State. A total of 84 questionnaires were distributed to the respondents as part of the descriptive survey approach, and 59 of them were duly completed and deemed appropriate for the study. The study used total enumeration technique as a result of the small population size. The results revealed that factors that aid job productivity are leadership style, working environment and staff motivation. The result further revealed that techno-stress factors such as eye strain, backaches, headaches, chest pain, and emotional stress are common symptoms experienced by the respondents. The results also showed that getting adequate user-friendly software, maintaining an ever-present system of training and education to new and old technologies are the major ways to manage technostress among the academic librarians.

Similar to this, [17] found a few elements that cause technological stress among employees. The study generally demonstrated that there are two main categories of factors that contribute to technostress: environmental factors, which are frequently referred to as poor working conditions, poor lighting, inadequate equipment, inadequate security measures, user incompatibility, noisy equipment, software limitations, lack of funding, electrical issues, risk of accidental data loss, inadequate maintenance knowledge, and insufficient senior staff may result in people suffering from technology-related stress. Additionally, [18] listed a number of factors, including lack of training, performance anxiety, organizational issues, inadequate personnel, information overload, the rapid speed of change, intimidation due to language barriers, and many interfaces, that contribute to technostress.

In a 2017 study by [19], on the impact of technostress on work performance and coping mechanisms among academic staff at a tertiary institution in North-central, Nigeria, 78 (54.2%) respondents claimed to have experienced technostress, while the remaining respondents said they had not. Additionally, the survey found that 57 respondents (39.6%), 47 respondents (32.6%), 27 respondents (18.8%), and 13 respondents (9%) significantly experienced negative effects from technostress on their ability to execute their jobs. Neck pain and cloudy vision were the two most prevalent signs of technostress, each reported by 66 people (45.8%), (42.4%). The best solutions for dealing with technostress, according to the respondents, were technology-based training and efficient time management. In a further study, [20] found that more than 30% of computer-using workers experience neck and back discomfort, hand and arm pain, tingling, and numbness, as well as weariness as signs of technostress. In 2014, the European Agency for Safety and Health at Work reported that more than one third of European workers experienced back pain when using computers. However, [21] postulated that technostress can be eliminated by staying healthy and eating proper dieting, taking frequent breaks, time management, taking a technology time-out, awareness of technostress amongst others.

Similarly, [22] looked into the prevalence and correlates of technostress among the University of Jos' academic staff. In order to choose academic personnel for the 12 faculties of the University of Jos in Nigeria, a cross-sectional design was utilized in conjunction with a multistage sampling method. A semi-structured, self-administered questionnaire was used to gather the data. Only 31.3% of respondents recognized what technostress was and had information about it, according to the study, which revealed that nearly half of respondents (48.6%) were unaware of its existence. Technostress was prevalent (54.2%), and respondents with more than 20 years of work experience were at least three times more likely than those with less than 10 years to not report experiencing it. The prevalence of technostress was 54.2 percent, and respondents with more than 20 years of work experience are at least three times more likely than respondents with fewer than 10 years to not report experiencing technostress. The study also found that variables contributing to technostress included a sluggish internet connection, an increased workload, the need to stay current and work effectively with new technology, a lack of technical help, and the unreliability of technology. The study's findings showed that there was no statistically significant association between respondents' levels of technostress and their age group, gender, participation in technology-related training, daily average time spent using technology, number of years they had been using computers, or their productivity ($p > 0.05$). Additionally, [23] looked at the connection between technological stress and worker performance while using training and creative self-efficacy as limit conditions. 222 Pakistani university professors who conducted their job remotely during COVID-19 lockdown were chosen as a sample. Data were gathered using a questionnaire that was closed-ended. The data were analyzed using PROCESS Macro by Hayes (2013) and stepwise linear regression. According to the study, technological stress enhanced employee performance rather than having a negative impact. The key finding showed that despite the prevalence of technostress, the personnel maintained high levels of performance. Therefore, there is no discernible connection between employee performance and technological stress.

[9] looked at the effects of technostress on Covenant University's librarians. To find out how technostress affects librarians as they go about their daily lives, the study used a descriptive survey. A questionnaire in particular was created and given to the librarians. Simple percentages were employed to examine the data, which was presented in tables. According to the study, technostress has some effect on librarians' ability to perform their duties. According to the study, other factors contributing to technological stress include seating positions and a sluggish internet connection.. In a same vein, [3] investigated the root causes of technostress among library personnel at Landmark University, Omu-Aran, and offered remedies. 20 librarians were purposefully chosen for the survey, which used an adopted survey methodology. Data were gathered using a standardized questionnaire. Software called Statistical Package for the Social Sciences (SPSS) was used to examine the data that had been gathered. According to the survey, all library staff members were aware of technostress, and the majority of them had personally experienced it. The survey also showed that the most frequent source

of technological stress is spending extended amounts of time in front of a computer. The study also discovered that better ergonomic practices, regular breaks, appropriate workplace furnishings, and regular training will all help to reduce technological stress.

METHODOLOGY

Descriptive survey research design was adopted for the conduct of this study. This design was considered appropriate because it helps the researcher to seek for the opinion of the respondents about a particular phenomenon through the use of questionnaire. The target population of this study consists of all the library staff in Kwara State University; Al-Hikmah University and Crownhill University. According to the Academic Planning Unit of the selected university, as at 2021/2022 academic session, the total number of the library staff in Kwara State University Library; Al-Hikmah University Library and Crownhill University Library is 23; 17 and 13 respectively bringing it to a total of 53 (Academic Planning Unit, 2022). Due to the limited number of the respondents, the study used total enumeration sampling technique which therefore gives a sample size of 53. A questionnaire titled "Questionnaire on Correlational Analysis of Technostress and Productivity of Library Staff" (QCATPLS) was used to collect data from the respondents. The questionnaire was divided into two sections, that is, Section A and B. Section A focused on the bio-data of the respondents while Section B was sub-divided to five (5) sections to gather data for the research questions and hypothesis of the study. The instrument was validated using face and content validity by giving three copies of the questionnaire to the research experts. The study used Cronbach alpha technique for the reliability test of the instrument with a reliability co-efficient of $r = 0.75$. The researcher personally administered 23; 17 and 13 copies of the questionnaire to the respondents in Kwara State University Library; Al-Hikmah University Library and Crownhill University Library respectively bringing it to a total of 53 copies of the administered questionnaire. This was done in their various units and they were persuaded to fill it and return it immediately so as to have maximum response rate. Out of 53 copies of the questionnaire that were administered, 51 copies were returned and completely filled given 96.2% response rate. The data collected for the five research questions were coded into Statistical Packages for Social Science (SPSS) Version 21.0 and were analyzed using frequency counts and percentages while Pearson Product Moment Correlation Co-efficiency (PPMC) was used to test the only null hypothesis of the study.

Data Presentation and Analysis

Biodata of the Respondents

The results in Table 1 showed the bio-data of the respondents. The results revealed that out of 51 respondents, 25 (43.1%) were from Kwara State University Library while 16 (31.4%) were from Al-Hikmah University Library, and 13 (25.5%) were from Crownhill University Library. This means that majority of the respondents were from Kwara State University Library. Furthermore, the results showed that 29 (58.8%) were male while 21 (41.2%) were female. This means that majority of the respondents were male. On the age distributions of the respondents, the results confirmed that majority of the respondents fall between the age range of 30–39 represented by 21 (41.2%). This is closely followed by the respondents that fall between the age range of 40–49 which is represented by 13 (25.5%). Next to this are the respondents that fall between the age range of 20–29 which is represented by 12 (23.5%) while 5 (9.8%) fall between the age range of 50–59. Based on the years of experience, the results showed that 6 (11.8%) had 0–5 years of experience while 16 (31.4%) had 6–10 years of experience. The results also revealed that 22 (43.1%), 5 (9.8%) had 11–15 and 16–20 years of experience respectively while 2 (3.9%) had 21–25 years of experience. On the highest academic qualification of the respondents, the results showed that majority of the respondents had Master's Degree represented by 15 (29.4%).

Research Question 1: What is the level of productivity of library staff in selected academic libraries in Kwara State?

The results in Table 2 revealed the level of job productivity of library staff in selected academic libraries in Kwara State. The results showed that out of 51 respondents, 50 (98.0%) claimed that the

level to which they are performing library routine effectively is high while 1 (2.0%) claimed otherwise. The results also revealed that 51 (100.0%) stated that the level they are performing the schedule task on time is high. Furthermore, the result showed that 47 (92.2%) claimed that their level of using ICT tools effectively for library work is high while 4 (7.9%) claimed otherwise. The results further revealed that 29 (56.9%) stated that the level to which they are attending to library users' request without stress is high while 22 (43.1) stated otherwise. In the same vein, the results confirmed that 51 (100.0%) claimed that their level of creativity and diligence at work is high. Also, the results revealed that 38 (74.5%) stated that their level of job commitment without fatigue is high while 13 (25.5%) stated contrary. Lastly, the results showed that 37 (72.6%) affirmed that their level to which they are anticipating and proffering solution to different challenges in the library is high while 14 (27.4%) claimed otherwise. In summary, it can be deduced that the level of job productivity of library staff in selected academic library in Kwara State is high.

Table 1. Bio-data of the respondents.

University Library	Frequency	Percent
Kwara State University Library	22	43.1
Al-Hikmah University Library	16	31.4
Crownhill University Library	13	25.5
<i>Total</i>	<i>51</i>	<i>100</i>
Gender		
Male	30	58.8
Female	21	41.2
<i>Total</i>	<i>51</i>	<i>100.0</i>
Age		
20–29	12	23.5
30–39	21	41.2
40–49	13	25.5
50–59	5	9.8
<i>Total</i>	<i>51</i>	<i>100.0</i>
Years of Experience		
0–5	6	11.8
6–10	16	31.4
11–15	22	43.1
16–20	5	9.8
21–25	2	3.9
<i>Total</i>	<i>51</i>	<i>100.0</i>
Highest Academic Qualification		
Secondary School Certificate	5	9.8
OND	10	19.6
HND	4	7.8
Bachelor's Degree	13	25.5
Master's Degree	15	29.4
PhD	4	7.8
<i>Total</i>	<i>51</i>	<i>100.0</i>

Table 2. Level of job productivity of library staff.

S/N	Item	VH	H	L	VL
1	Performing library routine effectively	41 (80.4%)	9 (17.6%)	1 (2.0%)	-
2	Performing the schedule task on time	37 (72.5%)	14 (27.5%)	-	-
3	Using ICT tools effectively for library work	26 (51.0%)	21 (41.2%)	3 (5.9%)	1 (2.0%)
4	Attending to library users' request without stress	11 (21.6%)	18 (35.3%)	16 (31.4%)	6 (11.7%)
5	Creativity and diligence at work	28 (54.9%)	23 (45.1%)	-	-
6	Job commitment without fatigue	22 (43.1%)	16 (31.4%)	8 (15.7%)	5 (9.8%)
7	Anticipating and proffering solution to different challenges in the library	13 (25.5%)	24 (47.1%)	12 (23.5%)	2 (3.9%)

Note: $VH+H = \text{High}$ While $L+VL = \text{Low}$

Research Question 2: What are the types of technostress symptoms experienced by the library staff in selected academic libraries in Kwara State?

The results in Table 3 identified type of technostress symptoms that the library staff in selected academic library in Kwara State experienced. The results showed that majority of the respondents experience eye pain; backaches; headaches; blurred vision; and tiredness are the type of technostress symptoms experienced by the library staff in selected academic libraries in Kwara State.

Table 3. Types of technostress symptoms experienced by the library staff.

S/N	Item	Yes	No
1	Eye pain	43 (84.3%)	8 (15.7%)
2	Backaches	37 (72.6%)	14 (27.4%)
3	Headaches	36 (70.6%)	15 (29.4%)
4	Chest pain	16 (31.4%)	35 (68.6%)
5	Neckache	19 (37.3%)	32 (62.7%)
6	Blurred vision	48 (94.1%)	3 (5.9%)
7	Hand and arm pain	22 (43.1%)	29 (56.9%)
8	Body tingling and numbness	11 (21.6%)	40 (78.4%)
9	Tiredness	32 (62.7%)	19 (37.3%)

Research Question 3: What are the causes of technostress to the library staff in selected academic libraries in Kwara State?

The results in Table 4 revealed the causes of technostress to the library staff in selected academic libraries in Kwara State. The results showed that poor working conditions, work overload, lack of technical support, lack of technological competence and expertise, and technophobia are the major causes of technostress to the library staff in selected academic libraries in Kwara State.

Table 4. Causes of technostress to the library staff.

S/N	Item	Yes	No
1	Poor working conditions	33 (64.7%)	18 (35.3%)
2	Work overload	46 (90.2%)	5 (9.8%)
3	Inadequate security measures	12 (23.5%)	39 (76.5%)
4	Lack of training	16 (31.4%)	35 (68.6%)
5	Lack of technical support	42 (82.4%)	9 (17.6%)
6	Lack of technological competence and expertise	27 (52.9%)	24 (47.1%)
7	Insufficient maintenance knowledge	13 (25.5%)	38 (74.5%)
8	Technophobia	32 (62.7%)	19 (37.3%)
9	Fast pace of change in Technology	6 (11.8%)	45 (88.2%)

Research Question 4: To what extent does technostress affect the productivity of library staff in selected academic libraries in Kwara State?

The results in Table 5 showed the extent to which technostress affects the job productivity of library staff in selected academic libraries in Kwara State. The results revealed that 15 (29.4%) stated that technostress affects their job productivity at a very great extent while 4 (7.8%) claimed that technostress affect their job productivity to a great extent. The results also showed that 22 (43.1%) affirmed that technostress affects their job productivity to some extent while 7 (13.7%) said that technostress affects their job productivity to little extent. On other hand, 3 (5.9%) stated that technostress affects their job productivity to no extent. In summary, it can be noted that technostress affects the job productivity of library staff in selected academic libraries in Kwara State to some extent.

Table 5. Extent to which technostress affect job productivity of library staff.

S/N	Item	
1	Very Great Extent	15 (29.4%)
2	Great Extent	4 (7.8%)
3	Some Extent	22 (43.1%)
4	Little Extent	7 (13.7%)
5	No Extent	3 (5.9%)

Note: VGE+GE = Great Extent While SE+LE = Little Extent

Research Question 5: What are the ways of managing technostress by the library staff in selected academic libraries in Kwara State?

The results in Table 6 identified ways of managing technostress by the library staff in selected academic libraries in Kwara State. The results revealed that technology-based training; getting adequate user-friendly software; staying healthy and eating proper dieting; effective time management; and taking frequent break are some of the ways of managing technostress by the library staff.

Table 6. Ways of managing technostress by the library staff.

S/N	Item	Yes	No
1	Getting adequate user-friendly software	38 (74.5%)	13 (25.5%)
2	Technology-based training	51 (100.0%)	-
3	Effective time management	45 (88.2%)	6 (11.8%)
4	Staying healthy and eating proper dieting	41 (80.4%)	10 (19.6%)
5	Taking frequent breaks	37 (72.5%)	14 (27.5%)
6	Taking a technology time-out	22 (43.1%)	29 (56.9%)
7	Awareness of technostress	18 (35.3%)	33 (64.7%)

Testing of Hypothesis

H₀₁: There is no significant relationship between technostress and job productivity of library staff in Kwara State University.

Table 7 shows the result of the tested hypothesis. The result reveals that there is a significant relationship between technostress and job productivity. This is confirmed in the result where the correlation coefficient (r) is = 0.71 while the degree of freedom is 49 and the associated P-value is 0.001 which is lesser than the level of significance 0.05. This therefore means that that there is a significant relationship between technostress and job productivity. Hence, the null hypothesis is rejected and the study therefore concludes that, there is a significant relationship between technostress and job productivity.

Table 7. Relationship between technostress and job productivity of library staff.

Variables	Mean	SD	N	DF	R-cal	P-value	Remark
Technostress	11.05	2.14	51	49	0.71	.001**	Sig.
Job Productivity	7.94	1.89					

Source: Field Survey (2022) ** Correlation is significant at the 0.01 level (2-tailed)

DISCUSSION OF FINDINGS

The primary purpose of this study is to examine the correlational analysis of technostress and job productivity of library staff in selected academic libraries in Kwara State. The first finding of this study showed that the level of job productivity of the respondents is high. This is because majority of the respondents claimed that the level to which they are performing the schedule task and library routine effectively is high. This finding is in agreement with the work of [14] who reported that the performance of library staff in Osun State University Library is high. The reason for the high productivity of these staff may be connected to the adequate availability of resources needed to carry out their duties most especially, the use of ICT tools. Therefore, the high productivity of the library staff will help the library and the parent organization to easily achieves her goals and objectives. Furthermore, the study revealed the type of technostress symptoms experienced by the library staff in selected academic libraries in Kwara State. The study found that eye pain; backaches; headaches; blurred vision; and tiredness are the technostress symptoms experienced by the library staff. This finding corroborates the work of [19] as well as [1] who reported that eye strain, backaches, headaches, chest pain, and emotional stress are common technostress symptoms experienced by the respondents. The implication of this is that, if these symptoms are not properly manage, it could have negative effective on the productivity/performance of staff which could in turn affect the library.

On the causes of technostress among the library staff in selected academic libraries in Kwara State, the study found that poor working conditions, work overload, lack of technical support, lack of technological competence and expertise, and technophobia are the major causes of technostress among the library staff. This finding supports the work of [22] who reported that increased workload, pressure to stay up to date and work efficiently with the latest technology, lack of technical support are the contributing factors to technostress among the academic staff in University of Jos. The management need to be proactive in addressing these creators of technostress right from the time they are acquiring the library with the new technological tools. This will help the staff to perform their job efficiently and effectively and even more productive. On the extent to which technostress affect the job productivity of library staff in the selected academic libraries in Kwara State. The study showed that technostress affects the job productivity of the selected library staff to some extent. This finding is in line with the work of [19] who reported that technostress significantly affects the job performance of academic staff of a tertiary institution in North-central, Nigeria. The effect that the technostress had on the job productivity of the respondents may not be unconnected to the fact that some of these staff might have a phobia for the use of ICTs to perform their library activities or may be subjected to the factors that cause technostress to among them.

Based on the ways of managing technostress by the library staff in selected academic libraries in Kwara State. The results revealed that technology-based training; getting adequate user-friendly software; staying healthy and eating proper dieting; effective time management; and taking frequent break are some of the ways of managing technostress by the library staff. This finding corroborates the work of [3] and the study of [21] who reported that technostress can be eliminated by staying healthy and eating proper dieting, taking frequent breaks, time management, taking a technology time-out. The results of the only null hypothesis which stated that there is no significant relationship between technostress and job productivity of library staff in selected academic library in Kwara State was REJECTED because the P-value which is 0.001 is lesser than the level of significance 0.05. This therefore means that there is a strong significant relationship between technostress and job productivity of library staff in selected academic libraries in Kwara State. It is pertinent for the library

management in conjunction with the university management to quickly address this issue (technostress) so that the staff will perform their duties without any stress. This finding contradicts the study of [23] who reported that there is no significant relationship between technostress and job performance of university instructors from Pakistan. However, the researchers reported that technostress had positive impact on the performance of the instructors instead of negative adverse. The reason why this present study contradicts the study of [23] may be connected to the level of technological exposure in terms of training and other measure put in place for the instructors in Pakistan compare to the library staff in Nigeria.

CONCLUSIONS AND RECOMMENDATIONS

The use of ICTs in the library had been increased over the years which in turn increasing the efficiency, effectiveness and productivity of library staff. Also, this new trend in the library has become a great force in increasing and improving the services rendered of the library staff. However, it is important to take note of the negative effect of these technology on the productivity of staff. This is because the study found that though the level of productivity of library staff is high yet technostress affects them to some extent. This means that in practice, they are seriously affected by the stress posed to them by the technology which cause them to experience eye pain; backaches; headaches; blurred vision; and tiredness while performing their duties. In the light of this, it is pertinent for the library management to be aware of these effects on their staff, and they should take some measures to address these issues (technostress) which will in turn help the staff to be more productive and perform their job efficiently and effectively. Therefore, based on the findings of this study, the following recommendations were made:

1. The management should organize technology-based training on the use of computer system, software and hardware for their staff which will help them to be more conversant with the use of these technology which will make them less predisposed to experience technostress.
2. The management should get adequate user-friendly software which will be easy for the staff to use without stressing themselves before completing a certain task.
3. The staff should try as much as possible to stay healthy and eating proper diet which will help their body system and save them from any form of stress.
4. The staff should manage their time effectively so that they will not stay long a particular task without achieving their goal.
5. By understanding the underlying reasons of technostress, the management should manage the stress induced by the technology in their workplace effectively.

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