IMPACT OF JOB SATISFACTION, JOB ATTITUDE AND EQUITY ON THE PERFORMANCE OF NON-ACADEMIC STAFF OF BAUCHI STATE UNIVERSITY NIGERIA: THE MODERATING ROLE OF PHYSICAL WORKING ENVIRONMENT

MOHAMMED INUWA

MASTER OF SCIENCE MANAGEMENT
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By

MOHAMMED INUWA

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ABSTRACT

Creating motivational measures that are capable of enhancing employee job satisfaction is paramount to every organisation due to the fact that it brings about positive job attitude and also bring about perceived equity among employees in the workplace. However, the physical environment at which employee work is also believed to have a great deal on determining the level of employee job satisfaction, job attitude and perceived equity on performance of an employee. Therefore providing a conducive physical working environment is critical to organisations as it will further enhance job satisfaction, job attitude and equity which will result to higher employee performance. This study examines the impact of job satisfaction, job attitude and job equity on the performance of non-academic staff of Bauchi state University Gadau Nigeria with physical working environment as the moderator variable. Therefore, a total number of two hundred and seventy questionnaires were given out non-academic staff of BASUG using systematic random sampling and data collected is analysed using Statistical Package for Social Sciences (SPSS). The result of the study finds that there is positive and significant relationship between job satisfaction, job attitude and job equity on the performance of non-academic staff of the University. The findings further suggest that physical environment negatively moderate the relationship between job satisfaction and employee performance while it positively moderate the relationship between job attitude and job equity on performance of the non-academic staff of the University. Therefore, the study will serve as a policy guide to the management of the University in areas relating to employee performance improvement and it will also further make an impetus the field of organisational behaviour and human resource management.

Key words: job satisfaction, job attitude, job equity, employee performance, physical working environment.
ABSTRAK

Langkah-langkah motivasi yang mewujudkan mampu meningkatkan kepuasan kerja pekerja adalah penting bagi setiap organisasi kerana fakta yang membawa kepada sikap kerja yang positif dan juga membawa ekuiti dihuk di kalangan pekerja di tempat kerja. Walau bagaimanapun, persekitaran fizikal di mana kerja pekerja juga dipercayai mempunyai banyak untuk menentukan tahap kepuasan kerja pekerja, sikap kerja dan ekuiti dilihat kepada prestasi seseorang pekerja. Oleh itu menyediakan persekitaran kerja fizikal yang kondusif adalah penting kepada organisasi kerana ia akan meningkatkan lagi kepuasan kerja, sikap kerja dan ekuiti yang akan menyebabkan prestasi pekerja yang lebih tinggi. Kajian ini mengkaji kesan kepuasan kerja, sikap kerja dan ekuiti pekerjaan kepada prestasi kakitangan bukan akademik negeri Bauchi Universiti Gadau Nigeria dengan persekitaran kerja fizikal sebagai pembolehubah moderator. Oleh itu, seramai 270 soal selidik telah diberikan ke 142 respondent bukan akademik daripada BASUG menggunakan persampelan rawak sistematik dan data yang dikumpul dianalisis dengan menggunakan Pakej Statistik untuk Sains Sosial (SPSS). Hasil kajian mendapati bahawa terdapat hubungan yang positif dan signifikan di antara kepuasan kerja, sikap kerja dan ekuiti pekerjaan kepada prestasi kakitangan bukan akademik daripada Universiti. Hasil kajian juga mencadangkan bahawa persekitaran fizikal negatif sederhana hubungan antara kepuasan kerja dan prestasi pekerja sementara secara positif sederhana hubungan antara sikap kerja dan ekuiti kerja terhadap prestasi staf akademik yang bukan Universiti. Oleh itu, kajian ini akan dijadikan panduan dasar untuk pengurusan Univeristy dalam bidang yang berkaitan dengan peningkatan prestasi pekerja dan ia akan juga terus membuat dorongan bidang gelagat organisasi dan pengurusan sumber manusia.

Kata kunci: kepuasan kerja, sikap kerja, ekuiti pekerjaan, prestasi pekerja, persekitaran kerja fizikal.
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TABLE OF CONTENT

CERTIFICATION OF THESIS WORK .................................................. i
PERMISSION TO USE .................................................................... ii
ABSTRACT ...................................................................................... iii
ABSTRAK ....................................................................................... iv
ACKNOWLEDGEMENT ..................................................................... v
TABLE OF CONTENT ....................................................................... vi
LIST OF TABLES .............................................................................. x
LIST OF FIGURES ........................................................................... xi
LIST OF APPENDICES ..................................................................... xii
LIST OF ABBREVIATIONS ............................................................... xiii

CHAPTER ONE: INTRODUCTION .................................................. 1
1.0  Chapter Introduction ................................................................. 1
1.1  Background of the study .......................................................... 1
1.2  Background of Bauchi State University Gadau ....................... 5
1.3  Problem statement .................................................................. 7
1.4  Research questions ................................................................. 9
1.5  Research objectives ................................................................. 10
1.6  Scope of the study .................................................................. 10
1.7  Significance of the study ........................................................ 11

CHAPTER TWO: LITERATURE REVIEW ....................................... 14
2.0  Chapter Introduction ............................................................... 14
2.1  Employee performance .......................................................... 14
2.1.1 Employee performance in Nigerian Universities 15
2.1.2 Measures for employee performance 16

2.2 Job satisfaction 18
2.2.1 Factors Determining Job Satisfaction 19
2.2.2 Job Satisfaction and employee performance 20

2.3 Job attitude 23
2.3.1 Measures for job attitude 24
2.3.2 Job attitude and employee performance 24

2.4 Job Equity 26
2.4.1 Basis for measuring Job equity 27
2.4.2 Input basis 27
2.4.3 Output basis 28
2.4.4 Job equity referent other 29
2.4.5 Others inside 29
2.4.6 Others outside 30
2.4.7 Self-inside 30
2.4.8 Self-outside 31
2.4.9 Job Equity and employee performance 31

2.5 Physical work environment 33
2.5.1 Moderating role of physical environment on job satisfaction and employee performance 36
2.5.2 Moderating role of physical environment on job attitude and employee performance 37
2.5.3 Moderating role of physical environment on equity and employee performance 39

2.6 Hypothesis development 40
2.7 Underpinning theories 41
2.7.1 Expectancy theory 41
2.7.2 Theory of natural justice 42
2.7.3 Person-Environment Fit Theory 44

2.8 Research framework 45

CHAPTER THREE: RESEARCH METHODOLOGY 46
3.0 Chapter Introduction 46
3.1 Research design 46
3.2 Population of study 47
3.3 Unit of Analysis 48
3.4 Sampling technique 48
3.5 Sample size 49
3.6 Data collection process 49
3.7 Instrumentation and questionnaire design 49
3.8 Measurements and operational definition 50
  3.8.1 Employee performance 51
  3.8.2 Job satisfaction 52
  3.8.3 Job attitude 53
  3.8.4 Equity 53
  3.8.5 Physical Work Environment 54
3.9 Method of analyzing data 55
3.10 Pilot Test 55

CHAPTER FOUR: RESEARCH FINDINGS 57
4.0 Chapter Introduction 57
4.1 Rate of responses 57
4.2 Profile of respondents 58
4.3 Variables statistics 60
4.4 Reliability test 62
4.5 Hypothesis Testing 63
4.6 Pearson Correlation 63
4.7 Data screening 65
4.8 Hierarchical Multiple Regression 66

CHAPTER FIVE: DISCUSSION, CONCLUSION, RECOMMENDATION AND STUDY LIMITATION 71
5.0 Chapter Introduction 71
5.1 Summary of Findings 71
5.2 Discussion of results 71
  5.2.1 Job satisfaction and employee performance 72
  5.2.2 Job attitude and employee performance 72
  5.2.3 Equity and employee performance 73
  5.2.4 Job satisfaction and employee performance with moderating role of physical working environment 74
## LIST OF TABLES

<table>
<thead>
<tr>
<th>TABLE</th>
<th>Description</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table 3.0</td>
<td>Research variables reliability statistics (pilot study)</td>
<td>56</td>
</tr>
<tr>
<td>Table 4.0</td>
<td>Respondent features</td>
<td>59</td>
</tr>
<tr>
<td>Table 4.1</td>
<td>Descriptive statistics of variables</td>
<td>60</td>
</tr>
<tr>
<td>Table 4.2</td>
<td>Skewness and Kurtosis</td>
<td>61</td>
</tr>
<tr>
<td>Table 4.3</td>
<td>Reliability test of study variables</td>
<td>62</td>
</tr>
<tr>
<td>Table 4.4</td>
<td>Correlation analysis</td>
<td>64</td>
</tr>
<tr>
<td>Table 4.5</td>
<td>Collinearity statistics</td>
<td>66</td>
</tr>
<tr>
<td>Table 4.6</td>
<td>Summary of models</td>
<td>67</td>
</tr>
<tr>
<td>Table 4.7</td>
<td>Result of multiple regression</td>
<td>67</td>
</tr>
<tr>
<td>Table 4.8</td>
<td>Summary of hypothesis</td>
<td>70</td>
</tr>
</tbody>
</table>
# LIST OF FIGURES

<table>
<thead>
<tr>
<th>FIGURES</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Figure 2.0</td>
<td>20</td>
</tr>
<tr>
<td>Factors</td>
<td></td>
</tr>
<tr>
<td>determining</td>
<td></td>
</tr>
<tr>
<td>job</td>
<td></td>
</tr>
<tr>
<td>satisfaction</td>
<td></td>
</tr>
<tr>
<td>Figure 2.1</td>
<td>45</td>
</tr>
<tr>
<td>Research</td>
<td></td>
</tr>
<tr>
<td>framework</td>
<td></td>
</tr>
</tbody>
</table>
# LIST OF APPENDICES

<table>
<thead>
<tr>
<th>APPENDIX</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appendix A: Questionnaire</td>
<td>102</td>
</tr>
<tr>
<td>Appendix B: Respondent Profile</td>
<td>108</td>
</tr>
<tr>
<td>Appendix C: Descriptive statistics</td>
<td>110</td>
</tr>
<tr>
<td>Appendix D: Pearson correlation</td>
<td>110</td>
</tr>
<tr>
<td>Appendix E: Collinearity statistics</td>
<td>111</td>
</tr>
<tr>
<td>Appendix F: Skewness and kurtosis</td>
<td>114</td>
</tr>
<tr>
<td>Appendix G: Model summary</td>
<td>122</td>
</tr>
<tr>
<td>Appendix H: Multiple Regression</td>
<td>123</td>
</tr>
</tbody>
</table>
LIST OF ABBREVIATIONS

BASUG: Bauchi State University Gadau
EP: Employee Performance
EQ: Equity
JA: Job Attitude
JS: Job Satisfaction
OYA GSB: Othman Yeop Abdullah Graduate School of Business
PSM: Public Service Motivation
PWE: Physical Working Environment
S&K: Skewness & Kurtosis
S/error: Standard Error
SPSS: Statistical Package for Social Sciences
CHAPTER ONE

INTRODUCTION

1.0 Chapter Introduction

This part will discuss the background of the research as well as the problem statement, so as to have an insight on issues concerning the research topic. It will further clarify the research objectives, research questions, problem statement, and scope of the study, significance of the study, research importance and organisation of chapters.

1.1 Background of the study

Performance level of an employed individual has constantly been a tasking challenge in management of an organisation, devising an operational methods to motivate an individual employee to succeed and deliver qualitative job performance as well as surge the organizational competency level is the central objective of every business organisation (Lee & Wu 2011). Ogbulafor, (2011) suggested that the deteriorating level employee performance in Nigerian tertiary institutions is fast becoming a serious threat to survival of universities in Nigeria which needs to be addressed urgently. This might as a result of government failure in developing countries like Nigeria to improve the skills and knowledge of their civil servants through effective human resource development programs the can boost employee performance as well as in ability to exploit the capability of well experienced and trained employees (Tessema, Tesfayohannes-Beraki & Tewolde 2015).
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