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## Effects of slow internet on academic library staff productivity and job satisfaction

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### ABSTRACT

**Introduction.** This paper investigated the effects of slow internet on academic library staff productivity and job satisfaction of academic library staff using the University of Ibadan library as a case in focus.

**Data Collection Methods.** The study employed a qualitative research method, guided by a phenomenological research paradigm, using Focus Group discussions for data collection. The responses were presented and discussed objectively.

**Data Analysis.** NVivo software was used for qualitative data analysis to enhance the depth of qualitative research by providing data management technique and facilitate complex analyses, and support robust reporting.

**Results and Discussion.** Findings of the study revealed that slow internet may have serious consequences on library staff, their operations, and productivity including: decreased output, staff dissatisfaction, and hampered user services etcetera. The study recommends that universities and library management invest in faster, more reliable internet, implement hybrid systems to provide alternative resources during technological limitations, ensure librarians are adaptable in managing slow internet challenges, and encourage librarians to maintain a positive mindset to avoid frustration and job dissatisfaction.

**Conclusion.** This research addresses a gap in the literature by examining how internet speed impacts library staff productivity and satisfaction, providing insights for enhancing library services and staff well-being amidst technological challenges.

**Keywords:** internet speed; productivity; job satisfaction; library staff; staff well-being

### A. INTRODUCTION

In modern age, information technological (IT) tools are considered to be incredibly vital for the expansion and development of most organizations. It has therefore been integrated into almost all aspects of human tasks. This is because applications of IT tools make human tasks faster, easier, and less stressful, and shorten the time of accomplishment (Raja & Nagasubramani, 2018). According to Zhong et al. (2022), the Internet is one IT platform that has significantly impacted people's lives and allows multiple tasks to be accomplished within a very

short time. This transformation has positively affected operations and service deliveries in the library sector. Hence, the need to have access to fast internet has become essential to render prompt services to library users. Invariably, the impact of slow internet on productivity and job satisfaction of library staff becomes an issue that requires close attention because the effectiveness of library operations depends on fast and reliable internet. The rising dependence on digital resources in academic libraries highlights the need for fast and reliable internet services, because slow connections can

considerably obstruct staff productivity and job satisfaction. This issue is especially severe in developing regions, where inadequate internet infrastructure causes frequent disruptions in library operations like information retrieval and user support (Khan & Abbas, 2023), (Mamabolo & Durodolu, 2023). Slow internet disrupts the efficiency of library staff, leading to frustration and decreased job satisfaction, which can negatively affect library services. Understanding these impacts is crucial for developing strategies to improve productivity and operational efficiency in academic libraries (Yadav, 2024).

Most academic libraries are now automating their traditional methods of handling tasks and managing resources to a complex landscape of digitizing their processes thus, holding electronic resources such as e-books, online databases, online registration, and online cataloging. This paradigm shift requires a strong technological infrastructure which is high-speed internet. Library staff in tertiary institutions like universities, polytechnics, and colleges of education which comprises professional librarians, library officers, accountants, Binders, system analysts, and volunteer staff, play a crucial role in creating, collecting, organizing, and disseminating information resources to patrons. Therefore, their productivity and job satisfaction are intricately tied to the efficiency of the technological tools at their disposal. Any obstruction to internet connectivity is likely to disrupt the discharge of routine tasks and ultimately their job satisfaction.

It is noteworthy that as the demand for digital resources and services increases, the internet's lethargic pace poses a major challenge to the swift execution of tasks that are critical to library operations. Services such as cataloging, database management, and responding to patron inquiries, and some other integral aspects of the library's operations, are susceptible to delays and inefficiencies due to slow internet speed. Beyond these challenges, the constant issue of slow internet speed raises concerns about the overall job satisfaction of academic library staff. The prolonged waiting times for online tasks to

be accomplished may bring down staff morale, thereby affecting their sense of accomplishment and fulfillment in their library career.

Moreover, the impact of slow internet extends beyond the staff to the library's users which are students, researchers, and faculty members who depend mainly on the library for their academic activities. In the long run, slow internet hinders timely and convenient access to digital resources and other services. These invariably diminish the overall user enthusiasm to learn within the library. Though the library strives to ensure the best academic support is given to their users, the issue of slow internet is still a major challenge causing setbacks and discouragement to the library staff.

### **Problem Statement**

The growing dependence on digital resources, online databases, and automated library systems has made stable and fast internet connectivity crucial for academic library operations. However, many academic libraries, particularly in regions with inadequate technological infrastructure, face challenges with slow internet speeds. This issue significantly impacts the productivity and job satisfaction of library staff, who are responsible for providing timely access to information and supporting the academic community.

Slow internet hampers essential tasks such as cataloging, digital archiving, database searches, and communication with patrons and colleagues. Delays in completing these tasks not only reduce staff efficiency but also lead to frustration and job dissatisfaction. Additionally, slow internet can limit the ability of library staff to engage in professional development activities that rely on web-based platforms, further affecting their job performance and career growth.

Given the central role of academic libraries in supporting research and learning, the impact of slow internet on library staff productivity and satisfaction is a critical issue. This problem requires further investigation to understand its scope and to identify solutions that can improve working conditions for academic library staff and enhance their ability to serve the academic community effectively.

## Research Question

The study required answers to the following specific questions (posed more openly or probingly during the interviews): 1) How does slow internet affect your daily work and responsibilities in the library? 2) What are the specific situations where slow internet has created challenges and frustration for the librarians? 3) What are the ways in which slow internet can impact the productivity and efficiency at work in the library? 3) What are the effects of slow internet on the job satisfaction of librarians? 4) What are the applicable techniques for ensuring productivity in the library in the face of slow internet speed? 5) What are the applicable techniques for ensuring job satisfaction among librarians even in the face of slow internet speed?

## B. LITERATURE REVIEW

Information Technological infrastructures consist of various components among others, computer systems, and internet network connectivity which are fundamental facilities that are necessary for computer network operations. Networked operations allow for efficient workflow and productivity. Thus, high-tech computers and high internet connectivity are needed by both private and public establishments to enhance quality service delivery. Schwab (2020) found that countries with high and optimum technological infrastructures do experience better economic development, and high productivity, and are better positioned to improve the quality of life of their citizens. Hence Internet connectivity as a component of modern technological infrastructure, either adequate or inadequate, has a major impact on job productivity.

Increased job productivity obviously can be attributed to adequate and high internet connection. High-speed internet will facilitate effective information retrieval processes, service delivery, communication, data processing, and working remotely. Dingel & Neiman (2020) discovered that almost 37% of US jobs could be done remotely with sufficient internet infrastructure; this underscores the significance of this infrastructure in allowing

flexible work arrangements. Furthermore, research conducted by Chiemekwe & Imafidor (2020), revealed that businesses with good digital infrastructure, including high-speed internet, reported an increment of 20% in their workers' job productivity compared to others with inadequate and slow internet services. These results are in harmony with the International Telecommunication Union (ITU), (2018)'s findings which stated that countries with higher internet access rates are likely to exhibit higher levels of economic growth and productivity.

Furthermore, inadequate internet infrastructure on the other hand can drastically reduce or slow down job productivity and efficiency. Poor and inadequate connectivity can hinder or delay routine activities that are important in database processing through breakdowns in communication and overall operational lags. Poor internet connectivity negatively impacts rural communities and small businesses thereby minimizing their ability to develop and aggravating economic disparity (World Development Report, 2016).

An investigation conducted by Riddlesden & Singleton (2014) on the influence of low internet connectivity on businesses in the UK showed that organizations, libraries inclusive, that are established in locations with inadequate internet or slow internet connection do experience considerable operational delays, which invariably affect their competitiveness and productivity. Inadequate internet connectivity further impedes growth, production, and efficiency because it makes it difficult for advanced technologies like Artificial Intelligence and Internet of a Thing to be adopted. These technologies depend on adequate, reliable, fast, and stable internet connectivity to function properly.

Whereas fast and stable internet connectivity results in library productivity, the absence of the same will culminate in non-productivity thereby leading to job dissatisfaction. Job satisfaction is the feeling of fulfillment and contentment that is derived from working in an organization (Akinwale & George, 2020). Thus, job satisfaction of

librarians would be the feeling of fulfillment and contentment that librarians derive from working in their respective libraries. According to Osibajo & Adeniji (2022), job satisfaction is the fit between what the organization requires and what the employee is seeking and or what the employee is seeking and what is received. The authors noted that job satisfaction is a function of different variables such as orientation to work, skills-set/abilities, personality, etc. Considering the effect of technological infrastructure like the Internet on productivity, librarians will not get the feeling of fulfillment in a work environment that is characterized by slow internet speed.

Ifijeh (2024) affirmed that the achievement of job satisfaction among library staff can be determined by intrinsic and extrinsic factors. Intrinsic factors refer to emoluments, promotions, and fringe benefits among others while extrinsic factors are; the nature and size of the library, organizational policies and procedures, leadership style working conditions, and environmental factors (Okolocha et al., 2021). Dziuba et al., 2020 opined that job satisfaction is a strategic way of evaluating the value and excitement employees place on their jobs. Lack of job satisfaction could lead to poor service delivery (low productivity) in the library. Attainment of library goals leads to staff satisfaction on the job (Ifijeh, 2024). Furthermore, Akinlade et al., (2022) opined that the physical work environment, and technological infrastructure inclusive is significantly related to the job satisfaction of library personnel. Thus, the absence of adequate work tools and a conducive physical work environment will culminate in job dissatisfaction among librarians. In essence, job dissatisfaction among librarians poses a serious threat to productivity and the attainment of the goals of the university at large.

### **Theoretical Framework: Stress-Appraisal-Coping Theory**

For the sake of this research, Stress-Appraisal-Coping (SAC) Theory has been used to, this is a theory developed by Lazarus and Folkman, (1984), and this theory is applied in a

work environment as well, because it assumes that a specific circumstances or event is appraised negatively as being stressful in terms of threat, loss, or harm. By relating Stress-Appraisal-Coping Theory to the frustration experienced with slow internet usage, researchers can gain a nuanced understanding of the various strategies people employ to traverse and acclimatize to technological challenges. This method acknowledges the complicated nature of coping with stress and provides a structure for probing both problem-solving and emotion-regulation mechanisms in response to slow internet-related frustration.

Applying the Stress-Appraisal-Coping Theory to explain the frustration experience related to slow internet usage provides a framework for understanding how individuals perceive and respond to the stressor of a sluggish internet connection. The SAC Theory, developed by Richard Lazarus and Susan Folkman, underlines the dynamic interface between stressors, cognitive appraisal, and coping strategies.

### **Application of Stress-Appraisal-Coping Theory**

#### **a. Identification of Stressor (Slow Internet)**

The challenging use of the Internet has become a foremost issue in relation to behavioral problems globally (Seo, 2021). Slow internet serves as the stressor in this context. It is the external factor that triggers the stress response.

#### **b. Primary Appraisal**

Individuals engage in primary appraisal to assess the significance of the stressor. In the case of slow internet, primary appraisal involves evaluating the situation. For example, individuals may perceive slow internet as a hindrance to their tasks, leading to frustration. Regulating affective responses to critical stress has the likelihood of improving health, performance, and well-being outcomes (Jamieson, 2018).

#### **c. Secondary Appraisal**

People engage in secondary appraisal to evaluate their ability to cope with the stressor.

Here, individuals might assess whether they have control over the internet speed, whether the situation is temporary or chronic, and the perceived impact on their tasks (Folkman, 1989). If workers, in this case, Librarians can determine that an event is dangerous, they start to think about how they will be able to handle the stress of the event.

#### **d. Cognitive Reappraisal**

Individuals may engage in cognitive reappraisal if the initial appraisal changes. For instance, if they initially perceive slow internet as a minor inconvenience, a persistent issue may lead to a reevaluation, intensifying their frustration. Indication suggests that people who normally regulate their emotional experiences through the reappraisal approach report more optimistic and fewer negative emotions (Emadi, et al. 2023).

#### **e. Coping Strategies**

Coping strategies are employed to manage the stressor (Clark, et al. 2014). In the context of slow internet, individuals may use problem-focused coping by attempting to troubleshoot the issue, such as resetting the router or contacting their internet service provider. Alternatively, they may use emotion-focused coping, seeking social support or engaging in activities to distract themselves from the frustration.

#### **f. Coping Effectiveness and Outcomes**

The effectiveness of coping strategies influences the overall experience. If the chosen coping strategies effectively alleviate the frustration (e.g., the internet speed improves), individuals may experience a reduction in stress. Conversely, if coping is ineffective, frustration may persist or intensify (Lent, 2002).

#### **g. Feedback Loop**

The SAC Theory recognizes the dynamic landscape of stress and coping (Aspinwall & Taylor, 1997). As individuals traverse slow internet usage, the feedback loop of appraisal and coping continues. Continuous frustration may prompt ongoing appraisals and adjustments in coping strategies.

#### **h. Individual Differences**

SAC Theory recognizes that individuals may differ in their appraisals and coping styles. Factors such as personality, past experiences, and perceived controllability influence how individuals respond to slow internet-induced frustration (Zacher & Rudolph, 2021).

### **C. RESEARCH METHODS**

The research methodology for this study is based on qualitative approach, this is adopted because it helps to explore complex and context-dependent phenomena. The target population consisted of 79 members of staff at the University of Ibadan Library whose work is directly related to online activities that involved constant use of the internet. From this group, a sample size of 40 respondents, representing approximately 50% of the total population, were selected. This sample size is both statistically significant and purposefully chosen to ensure wide-ranging viewpoints while remaining manageable for the in-depth discussions required in a qualitative research. The selection aimed to balance comprehensive representation with practical feasibility, facilitating meaningful engagement and analysis.

The study was also guided by the phenomenological research paradigm, which set out to reveal the essence of human experiences and how individuals make sense of their personal realities within a particular social context. This paradigm aligns well with the research objective of this study: to understand how slow internet connectivity impacts the productivity and job satisfaction of library staff. A qualitative approach is mainly suitable for this type of inquiry, as it prioritizes the subjective experiences, attitudes, and perceptions of individual librarian, providing in-depth insight that only quantitative methods can achieve. This approach is strengthened by the seminal work of Denzin and Lincoln (2011), who emphasized the appropriateness of qualitative methods in exploring human experiences.

In collecting data, Focus Group Discussions (FGDs) were used, offering an interactive opportunity for participants in the library to share their experiences, opinions, and

viewpoints. The focus groups were moderated sessions aimed at eliciting detailed perceptions into the participants' encounters and interaction with slow internet connectivity and its effect on their daily routine. The discussions were conducted in three batches, each lasting over two hours, allowing enough time to address the research objectives broadly. The structured nature of the discussions ensured that conversations were well organized and in line with the study's objectives, while also allowing the participants to express their opinion, thoughts and experiences.

This methodological choice was well planned, as FGDs are suited in fostering and promoting dialogue, revealing shared and opposing viewpoint, and generating informative qualitative data. The direct interaction with participants allowed the researcher to capture first-hand accounts of their challenges that arise as a result of slow internet connectivity and its repercussions on their productivity. By leveraging on the strengths of the phenomenological research paradigm and qualitative methods, this study was able to provide a better understanding of the issue, the real live experiences of the library staff and making valuable contributing to the discussions on productivity, job satisfaction, and technological challenges in academic library environment. NVivo software was used for qualitative data analysis to enhance the depth of qualitative research by providing data management technique and facilitate complex analyses, and support robust reporting.

#### D. RESULTS AND DISCUSSION

The focus group discussion on the impact of slow internet on daily work and responsibilities in the library has generated several noteworthy responses. The analyses of the responses are presented below:

**FG Q1:** How does slow internet affect your daily work and responsibilities in the library?

**Responses:** 1) It slows down the work, especially in the e-library section as well as technical section of the library (36 [90%] participants), 2) Slow Internet makes work frustrating (28 [70%] participants), 3) Slow

internet delays the process of searching for materials and this can be frustrating for both the librarians and patrons (18 [45%] participants), and 4) Slow internet seriously hampers my ability to quickly find and access information for my users. (21 [52.5%] participants)

**Slowing Down Work:** Some respondents highlighted the fact that slow internet affects the pace of work in the library, particularly in the e-library and technical sections. This observation underscores the critical role that fast internet plays in the efficiency of library operations as opined by Chiemeké & Imafidor (2020). In an e-library and technical sections, where digital resources and technical processes are central duties, slow internet can significantly affect daily work and responsibilities negatively.

**Frustration:** Many of the respondents stated that frustration is a direct consequence of slow internet. This is an essential point to consider. Frustration can lead to confusion and disorientation which can potentially impact the quality of service provided to patrons in the course of daily work and responsibilities. It also underscores the need for an improved internet connection to maintain staff morale.

**Delays in Searching for Materials:** 18 (45%) participants noted that slow internet speed delays the process of searching for materials. In a library, where there is a high expectation by patrons to have quick access to information, such delays can be a source of embarrassment and inconvenience for both librarians and patrons. It is important, therefore, to acknowledge that a library's efficiency in delivering resources is directly related to its internet speed, this corroborates the finding of World Development Report (2016).

**Impact on User Services:** Several participants claimed that slow internet speed limits user services in the library. This underscores the critical connection between the librarian's ability to find and access information and their role in serving library users. Slow internet can directly impact a librarian's capacity to assist patrons effectively. The delay in information retrieval can negatively affect the user experience and, in turn, the library's reputation.

**FG Q2:** What are the specific situations where slow internet has created challenges and frustration for you as a librarian?

Responses: 1) At a certain time, during preparation for accreditations, slow internet frustrated my effort that the task I was supposed to finish in four hours became a two-day job and it was frustrating until I found an alternative internet supply. (27[67.5%] participants), 2) Slow internet creates serious challenges while trying to access library databases and doing online cataloging (31[77.5%] participants), 3) When doing online cataloging, slow internet leads to longer waiting time which can be frustrating, it puts additional pressure on one. (22[30%] participants), and 4) Many times, when trying to upload or download documents, slow internet makes the process unbearably slow, and waiting for this process to complete can be extremely frustrating. (19[47.5%] participants).

The focus group discussion revealed varied situations where slow internet had created challenges and frustration for the participants.

**Accreditation Preparation:** 27 (67.5%) participants described how slow internet had a significantly negative impact on a time-sensitive task. The participants reported that they were preparing for accreditation exercises for some university programs and had a task that should have taken four hours but ended up taking two days due to slow internet. This delay was understandably frustrating and likely had consequences for meeting deadlines. Respondents' experience in this wise, is akin to the assertion of Riddlesden & Singleton (2014) when they noted that that organizations, libraries inclusive, that are established in locations with inadequate internet or slow internet connection do experience considerable operational delays, which invariably affect their competitiveness and productivity.

**Accessing Library Databases and cataloging online:** the majority of participants 31 (77.5%) mentioned that slow internet posed a challenge when attempting to access library databases and discharging other duties like online cataloging. The issue of accessing library databases to retrieve information is

especially problematic for researchers, students, and professionals who rely on quick and efficient access to academic resources for their research and other academic works. IT tools such as the Internet are supposed to make human tasks faster, easier, less stressful, and shorten the time of accomplishment (Raja & Nagasubramani, 2018). In the same vein, slow internet was said to be another source of frustration during online cataloging. The longer waiting times associated with slow internet created additional pressure on the participants involved in cataloging tasks, leading to inefficiency and decreased productivity.

**Document Uploads and Downloads:** 19 (47.5%) participants said that when trying to upload or download documents, slow internet makes the process unbearably slow, and waiting for this process to complete is usually extremely frustrating. Uploading and downloading documents is a common online task. Slow internet makes this process slow, causing frustration due to the extended waiting times and impeding workflow.

**FG Q3:** What are the ways in which slow internet can impact the productivity and efficiency at work in the library?

Responses: 1) It negatively caused low output and delay in the provision of services at the e-library (25[62.5%] participants), 2) Unable to complete our tasks as and when due (28[70%] participants), and 3) Delay in communication and responses (19[47.5%] participants)

The focus group discussion revolved around the impact of slow internet on productivity and efficiency at work in the context of an e-library environment. Participants highlighted several key areas in which slow internet affects their work productivity and efficiency.

**Low Output and Delayed Service Provision:** Many of the respondents pointed out that slow internet hinders their ability to provide efficient and timely services at the library. This is particularly crucial in the context of an e-library, where patrons rely on technology to retrieve digital resources. When internet speed is subpar, it results in a diminished capacity to

assist library users promptly and effectively. As a consequence, the overall output of the e-library operation is compromised.

**Incomplete Tasks:** 28 (70%) of participants stated that slow internet makes it challenging for employees to complete their tasks as intended. This issue extends beyond just providing library services but also affects various administrative and operational functions. Incomplete tasks can lead to backlogs, operational inefficiencies, and increased stress among staff trying to catch up (Ifijeh, 2024).

**Delayed Communication and Responses:** 19 (47.5%) participants mentioned that slow internet hampers timely communication and responsiveness. In a dynamic work environment like an automated library, effective communication is vital for collaboration, troubleshooting, and addressing user queries. A delay in communication and responses can lead to misunderstandings, decreased service quality, and potential user dissatisfaction. The consequences of slow internet are multifaceted and can ripple through various aspects of the e-library's operations. They not only affect productivity but also have the potential to damage the library's reputation and patron experience. Addressing slow internet issues is critical for enhancing productivity, ensuring timely service provision, and maintaining job satisfaction among employees in the e-library setting (Riddlesden & Singleton, 2014).

**FG Q4:** What are the effects of slow internet speed on the job satisfaction of librarians?

The focus group discussion on the topic of productivity and job satisfaction, specifically related to the impact of slow internet, reveals varied responses from participants. The responses can be categorized into four main themes as presented below:

Responses: 1) Negative Impact (17[42.5%] participants), 2) No Impact (6 [15%] participants), 3) It has caused diminished motivation (29[72.5%] participants), and 4) Yes, it makes the work less enjoyable (31[77.5%] participants)

**Negative Impact:** 42% of participants said slow internet speed negatively affected their job satisfaction. This response suggests that slow

internet speed has had a clear and adverse impact on the job satisfaction and motivation of the participants. It implies that the challenges posed by slow internet connectivity hinder their productivity and enthusiasm at work.

**No Impact:** 15% said that slow internet speed has not affected their job satisfaction. This response indicates that slow internet connectivity has not significantly influenced the job satisfaction or motivation of the participants. They might have found ways to work effectively despite the challenges presented by a slower internet connection.

**Diminished Motivation:** 72.5% of many in this category of participants claimed slow internet speed has caused diminished motivation. This response implies that slow internet has resulted in reduced motivation levels. The participants could have been frustrated with the internet-related obstacles they encountered, which, in turn, affected their overall enthusiasm for work.

**Reduced Enjoyment:** 77.5% (majority) of participants attested that slow internet speed makes the work less enjoyable. This response suggests that while the participants may still be productive, the presence of slow internet speed affected their job satisfaction in the sense that work becomes less enjoyable. Thus, they find their tasks more tedious or frustrating.

The responses from the focus group discussion highlight the importance of internet connectivity in the context of job satisfaction, while some participants reported that slow internet hurts their job satisfaction, others do not perceive any significant influence. These varying perspectives may be attributed to factors such as job roles, coping mechanisms, and the extent to which individuals rely on Internet resources for their work. For those who experience diminished motivation or reduced job satisfaction due to slow internet, organizations need to consider addressing this issue.

**FG Q5:** What are the applicable techniques for ensuring productivity in the library in the face of slow internet speed?

Analyzing the focus group discussion on how participants ensure productivity in their

library, in the face of slow internet speed revealed that they employ various techniques in ensuring productivity. Here is a breakdown of the responses: 1) Optimizing workflows/providing offline resources (22[55%] participants), 2) Prioritizing tasks that don't rely heavily on internet connectivity (25[62.5%] participants), 3) Investing in technologies to reduce reliance on the internet. (30[75%] participants), and 4) Utilizing tools that have offline capabilities that help maintain productivity during internet outages or slowdowns. (34[85%] participants).

**Optimizing workflows/Providing offline resources:** 22 (55%) of the participants attested to the fact that they concentrate on tasks that do require internet connectivity to be performed, when there is slow internet speed, by providing offline services such as digital resources that have been curated from both open and subscribed databases, that are domiciled in local network servers, CDs, as well as making physical copies of learning resources available to patrons thereby effectively regulating their daily activities to remain productive. Regulating affective responses to critical stress-inducing situations has the likelihood of improving performance, and well-being outcomes (Jamieson et al., 2018).

**Prioritizing tasks that don't rely heavily on internet connectivity:** 25 (62.5%) Participants attested to the fact they assess the importance, urgency, as well as effort, and resources required for lined up duties as a key factor for attaining productivity. This involves them making a comprehensive task list based on urgency taking cognizance of dependencies, and breaking down complex tasks if necessary. Afterward, they adapt and regularly reassess their operations to effectively priorities and focus on assignments that will yield some level of progress. –Folkman et al., (1986) opined that if workers, can determine that an event is dangerous, they must be able to think about how they can better handle the situation.

**Investing in technologies like local servers to reduce reliance on the internet:** 30 (75%) participants stated that the library management invested much in library software,

local servers, alternative internet routers, and inverters to ensure the provision of optimum service delivery to patrons. They noted that these facilities reduced the negative impact of slow internet speed and optimized the productivity of the system.

**Utilizing tools that have offline capabilities to help maintain productivity during internet outages or slowdowns:** 34 (85%) participants disclosed that the library software was originally designed to perform efficiently within the complex without the internet. In essence, all activities around the automation of processes and operation of the physical collections continue irrespective of internet speed. The only hitch is that access to the records (catalogue) of the physical collections and some sundry activities/services cannot take place remotely.

**FG Q6:** What are the applicable techniques for ensuring job satisfaction among librarians even in the face of slow internet speed?

The focus group discussion regarding applicable techniques for ensuring job satisfaction among the librarians even in the face of slow internet speed yielded several valuable insights. Participants shared their experiences in ensuring that get fulfilled and satisfied with their jobs, which is important, especially in a world where internet access is integral to various aspects of daily life. The analysis of the discussion is as follows:

**Responses:** 1) Focus on providing exceptional customer service: (21[52.5%] participants), 2) Offering alternative resources and engaging in activities that don't rely heavily on the Internet: (34 [85%] participants), 3) Involvement in decision-making processes and recognition for contributions, and 4) Working on Mindset: (8[20%] participants)

**Focus on providing exceptional customer service:** 21 (52.5%) participants said they try as much as possible to make themselves approachable and empathize with clients during internet down times. They added that at such times, they give users exceptional attention by being more friendly and respectful, in assisting

them to get resources thereby fostering a welcoming work environment thus, having a feeling of being fulfilled which is akin to what Akinwale & George (2020) referred to as job satisfaction.

**Offering alternative resources and engaging in activities that don't rely heavily on the internet:** 34 (85%) of participants stated that they have learned to adapt their workflow by switching to tasks that do not require internet accessibility when the internet speed is slow. Accordingly, they said they navigate slow internet challenges by being flexible, adjusting their approach to serving library patrons, and making the most of the available resources to meet the needs of patrons. This revelation indicates that the librarians make an effort to create a fit between the provision of valuable services and the needs of clientele which is an aspect of the different variables that can give them the desired job satisfaction (Osibajo & Adeniji, 2022).

**Involvement in decision-making processes and recognition for contributions:** 20 (50%) Participants stated that when they are involved in some level of decision-making, particularly in troubleshooting to address challenging situations, they feel a sense of belonging and fulfillment which indirectly makes for job satisfaction. Also, the participants affirmed that recognition for their contributions towards the progress of the library system gives them some measure of satisfaction. This supports the claim of Akinwale & George (2020), that job satisfaction of librarians would be the feeling of fulfillment and contentment that librarians derive from working in their respective libraries. It also aligns with Ifijeh (2024) assertion that job satisfaction among library staff can be determined by intrinsic and extrinsic factors as these findings about involvement in decision-making processes and recognition for contributions can be categorized as intrinsic factors, showing that several other factors can enhance job satisfaction despite technological limitations.

**Working on Mindset:** 8 (20%) of Participants mentioned that they work on their minds. This response suggests a proactive

approach to managing the lack of fulfillment and frustration. Participants mentioned the importance of focusing on their mindset, which can involve positive thinking, reframing negative thoughts, or cognitive restructuring. Working on one's mindset is a cognitive coping strategy that aims to change how a person perceives and responds to stressors. It emphasizes the power of attitude and perspective in reducing stress and frustration (job dissatisfaction).

## E. CONCLUSION

The findings of the study revealed the significant adverse effects of slow internet speed on the productivity and job satisfaction of library staff, slow internet speed has both direct and indirect effects on productivity and job satisfaction these effects include delays in accessing materials, and hindered user services, frustration and invariably reduced productivity and dissatisfaction among staff. These occur specially in situations when libraries are preparing for accreditations, trying to access library databases and doing online cataloguing, and when trying to upload or download documents. Slow internet speed affects productivity and efficiency of work negatively by causing low output via a delay in the provision of services in some parts of the library such as the e-library, inability to complete tasks as and when due and delay in communication and responses. Thus, having a negative impact on participants' level of job satisfaction as it leads to diminished motivation and makes the work less enjoyable for many Participants. In the same vein, to make the job worthwhile and ensure that the library discharges its responsibilities to a great extent, the librarians were dynamic in their approach to navigating slow internet challenges by being flexible, as well as adjusting their approach to serving library patrons, and making the most of the available resources to meeting the needs of their patrons to maintain productivity. Also, librarians derived fulfillment and achieved job satisfaction irrespective of slow internet speed in a world where internet access is integral to librarianship when they focused on providing

exceptional customer services, offered alternative resources, and engaged in activities that didn't rely heavily on the internet, involved in decision-making processes and were recognized for contributions as well as deliberately work on their mindset.

### Recommendation

The study recommends several strategies for universities, library management, and staff to improve productivity and job satisfaction in the face of slow internet speeds. Strategic suggestions include investing in faster and more reliable internet connections, implementing a hybrid system with alternative resources, addressing the emotional impact of slow internet on staff, and encouraging librarians to be flexible and adapt to connectivity challenges. Furthermore, libraries should focus on exceptional customer service, involve staff in decision-making, and promote a positive mindset to mitigate frustration and maintain job satisfaction despite internet limitations.

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## TABLE LIST

Table 1 Distribution Population of Library Staff

S/N	Designation	Number
1	Porters (do not use computer systems directly)	6
2	Library Officers	38
3	Accounts	2
4	Binders	3
5	System Analyst	1
6	Deputy University Librarians	5
7	Former University Librarian (on leave at the time of this study)	1
8	University Librarian	1
9	Principal Librarians	14
10	Senior Librarian	1
11	Librarian II	2
12	Registry/Administrative Officers	14
	Total Number of Participants	40

Source: Primary data will be processed in 2024

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