2nd Virtual International Conference on Library and Information Science (VICLIS 2022)

STAFF TRAINING AND DEVELOPMENT IN AHMADU BELLO UNIVERSITY, ZARIA, KADUNA STATE, NIGERIA: A SURVEY

Being A Paper Presented
By

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ABSTRACT

This study was conducted with the main objective of surveying how training and development has impacted on staff of Kashim Ibrahim Library at Ahmadu Bello University, Zaria, Kaduna State, Nigeria. Two research questions were put together for the study. The survey research design was used. The study population consisted of 508 staff members from K.I.L A.B.U, Zaria. The researcher used a target sample of 227 faculty members and non-academics in the study area using the Taro Yamane formula. A simple random sample was used as the sampling method to collect data from the study participants. A questionnaire was used as a data collection tool and was subjected to face and content verification by experts in the field of Library and Information Science. The data collected for this study were analyzed using the descriptive statistics and presented in the form of tables and percentages. The results of the study showed that communication skills, knowledge management skills, operational education programs and regular Information Communication Technology training were the main programs that had the greatest impact on respondents in terms of training and development in K.I.L, It also showed that most respondents indicated a lack of funding for employee representation, and low budget allocations for libraries, lack of more sponsored training programmes e.t.c as the main problems confronting staff during training and development. It concluded that the good development of human resources (staff members) increases the value of services provided to increase efficiency in organizations. It was also recommended that appropriate training facilities be made available to improve staff development, particularly in relation to ICT facilities for effective library services, and that budgetary allocations be increased for staff development programs at K.I.L so that the number of staff could be increased for sponsored training that would help them learn and develop their skills.

Keywords: *Ahmadu Bello University, Development, Library, Staff training, Survey*

INTRODUCTION

Globally, workforce is the backbone of every facility or organization. The achievements or problems faced by the organization depend on the performance of its employees (Mwema & Gachunga, 2014) mentioned in (Joel & Kelley, 2017). Libraries are created by government, individuals or companies for utilization by users. Physical, social, intellectual and spiritual training is very important not only to enhance production levels but also to develop human resources in an organization (Nebo et al., 2015).

Abonyi (2007) states that training is perhaps one of the best known techniques in human resource development. It means aligning the employee with the needs of the organization to achieve maximum performance and achieve the purpose and objective of the organization. It is a fact that organizations that use training technology to build skills and knowledge are also training employees to apply what they have learned on the job, rather than relying solely on formal conferences as a means of employee training.

According to Abban (2018), the staff development problems are related to the agency's inability to solve the problem of staff selection and layoff for training by the organization. Bibin (2018) described some of the steps to be followed, especially with regard to training and development, as follows: Some of steps of the training and development procedures are: Determine the training and development needs of individuals , groups or teams, Setting specific goals and objectives to be achieved, Select training methods, Implementation and execution of programs for employees, Evaluate results and performance after training and development sessions., Continue to monitor and evaluate performance and double-check the need for additional training.

RESEARCH OBJECTIVES

1. To determine the impact of staff training and development in Kashim Ibrahim Library, Ahmadu Bello University, Zaria.
2. To explore the problems encountered by staff during training and development in K.I.L A.B.U Zaria.

METHODOLOGY

The research method chosen for the study was a purely quantitative methodology. A survey research design was selected for this study. The study population includes 508 academic and non-academic faculty members of K.I.L, A.B.U, Zaria (Source: Human Resources Division K.I.L, A.B.U, Zaria, 2022). The Taro Yamane formula was used to determine a sample size of 227 study respondents. A questionnaire was used as a data collection tool. The tool was validated by professionals in the field of Library and Information Science. Simple random sampling techniques were also adopted to extract sample data from the target population. Of the 227 questionnaires distributed, only 186 were filled out and returned correctly. Data were collected by the researcher himself with a research assistant. Data were analyzed using descriptive statistics such as frequency distribution and percentages.

Table 1: Impact of Staff training and Development in A.B.U Zaria

Variables	Frequency			
	Impacted	**%**	**Not Impacted**	**%**
Knowledge management skills	171	92%	15	8%
Manpower planning and staffing	164	88.1%	22	12%
Teaching operational programs	182	98%	4	2.1%
Organizational skills	150	81%	36	19%
Professional training	146	78.4%	40	21.5%
Communication skills	186	100%	0	0%
Presentation skills	156	84%	30	16.1%
Regular ICT training	173	93.0%	13	7.0%

Source: Field Survey, 2022

Table 2: Problems encountered by Staff during training and development

Problems	Frequency
Lack of fund for developing staff	184 (99%)
Poor budgetary allocation to libraries	155 (83%)
Lack of more sponsored programmes training	176 (94%)
Lack of due process in staff selection for training	132 (71%)
Lack of staff promotion after participation in training programs	181 (97%)

Source: Field Survey, 2022

DISCUSSION

Question One: What is the impact of staff training and development at ABU Zaria? This study found that communication skills, knowledge management skills, operational education programs and regular ICT training were among the best programs that had the greatest impact on respondents in terms of training and development. This means that most employees have acquired more skills in the course of their work that meet the needs of library users. These findings are consistent with the study conducted by (Kate et al., 2009) cited in Maimuna and Rashad (2013), which posit that training and development are designed and implemented to meet the needs of all staff in such a way that they are not only productive, but also believe, in their opinion, that training and development have a positive impact on employees so that they can perform their work more efficiently, improve their interpersonal relationships, improve their technical skills and teamwork and Safety at work.

Question Two: What are the problems that staff face during training and development? This study revealed that majority of the respondent indicated that lack of fund for developing staff representing 184 (99%), poor budgetary allocation to libraries 155 (83%), Lack of more sponsored programmes training 176 (94%), Lack of due process in staff selection for training 132 (71%), and Lack of staff promotion after participation in training programs 181 (97%) were the major problems confronting staff during training and development. The implication of this study is that staff would not be able to acquire the skills that they would make them up-to-date to meet the current needs of their users. This means that employees cannot acquire the skills that update them to meet the needs of their users. This study corroborates with the findings of the (Nebo et al., 2015) which showed that organizations are affected by underfunding; the hiring of unqualified employees or the retirement or death of former employees adversely affected the Awka Water Corporation.

CONCLUSION

Training and development of employees increases the quality of services provided to increase productivity in organizations. Moreover, K.I.L can become more dynamic and attractive to users in terms of providing quality services if staff receive training from time to time to develop themselves to meet global best practices.

RECOMMENDATIONS

Based on the results of this study, the following recommendations were made:

1. Appropriate training facilities should be provided the management of K.I.L A.B.U Zaria to promote staff development, particularly in relation to ICT facilities for effective library services.
2. Budget allocations for staff development programs at K.I.L should be increased to allow more staff to receive training to improve their skills.

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