

# Assessment of Job Satisfaction among Extension Workers in Ondo State Agricultural Development Project, Nigeria

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**Abstract:-** The study examined the level of job satisfaction among extension workers in Ondo State. A multi-stage random sampling procedure was used to select 43 extension workers from whom data were elicited, through the use of a well-structured questionnaire consisting of socio-economic characteristics, job characteristics and job satisfaction variables. The data collected were analyzed using descriptive statistics such as Frequency counts, Percentage, Mean, Standard Deviation and Pearson Product Moment Correlation. The findings revealed that the mean age of the extension workers was  $42.86 \pm 9.36$  years and 79.1% of them were males, 90.7% were married and 53.5% had Diploma certificate. The mean income and household size were  $\text{₦}73,157.49 \pm 40,844.16$  and  $5.30 \pm 1.91$  persons, respectively. The findings showed that the extension workers were satisfied with 20 out of 32 job satisfaction variables presented to them. These were qualification for job with the mean ( $\bar{x}$ ) of 4.35, job specialization ( $\bar{x}=4.07$ ), communicating recommended practices ( $\bar{x}=3.93$ ), direction by supervisors ( $\bar{x}=3.91$ ), identifying farmers' problems ( $\bar{x}=3.84$ ), relationship among professionals and administrative staff ( $\bar{x}=3.84$ ) among others. However, they were dissatisfied with their motivation ( $\bar{x}=2.65$ ), availability of experimental land ( $\bar{x}=2.95$ ), quality of labour/technical help ( $\bar{x}=2.86$ ), sanctions ( $\bar{x}=2.86$ ), financial support for self and family ( $\bar{x}=2.74$ ), rewarding system ( $\bar{x}=2.70$ ), budgeting ( $\bar{x}=2.65$ ), and availability of labour/technical help ( $\bar{x}=2.60$ ), among others. Most (74.4%) were moderately satisfied with their job. Age ( $r=0.132$ ,  $p=0.403$ ) and household size ( $r=-0.091$ ,  $p=0.561$ ) of the extension workers were not significantly correlated with their job satisfaction. Their level of job satisfaction was moderate and was not influenced by age and their household. However, adequate motivation, provision of adequate experimental land, improved labour/technical help, fair sanctions and adequate financial support must be ensured to improve job satisfaction among extension workers in the study area.

**Keywords:** Analysis, extension workers, job satisfaction, agricultural development project.

## I. INTRODUCTION

The Importance of Agricultural extension Service delivery cannot be over emphasized in Agricultural development of any Nation. According to Long and Swortzel (2007), the mission of extension services is to provide research-based information, educational programme and technology transfer focused on the issues and needs of the people, enabling them to take informed decisions about their economic, social and cultural well-being. Agricultural extension workers are saddled with the responsibility of extension services delivery and the success of this responsibility is consequent upon the level of job satisfaction among the extension workers.

Job satisfaction has been defined by George and Jones (2008) as the collection of feelings and beliefs that people have about their current jobs. Robbins and Judge (2009) also defined job satisfaction as a positive feeling about a job resulting to an evaluation of its characteristics. Job satisfaction has several implications on extension services delivery and consequently requires that extension workers are well motivated and sufficiently satisfied with their job for effectiveness in the discharge of their duties. In line with this, Okwoche et al. (2015) opined that a satisfied employee is more likely to be creative, flexible, innovative and loyal.

Oladele and Mabe (2010) posited that the extent to which people are satisfied with their work has been of enduring research interest. Therefore, there has been a number of research work on job satisfaction among extension personnel in some State in Nigeria. For Instance, Okwoche et al. (2015) conducted a research work on the determinants of job satisfaction among extension agents in Benue State Agricultural Development Authority. Olatunji et al. (2015) also carried out a research work on Job performance and job satisfaction of agricultural extension agents in River State Agricultural Development Project. However, there is dearth of information as regards the level of job satisfaction among extension workers in Ondo State.

It therefore became imperative to examine the level of job satisfaction among extension workers in Ondo State, in an attempt to understand the current situation and offer useful recommendation that may enhance effectiveness of extension service delivery which could in-turn improve agricultural productivity in the State.

## II. RESEARCH METHODOLOGY

The study was conducted in Ondo State, Nigeria. Ondo State is located in South-West Nigeria. The State was created on the 3<sup>rd</sup> February, 1976 out of the defunct western State and it has 18 local government areas which include Akoko-Northeast, Akoko-Northwest, Akoko-Southwest, Akoko-southeast, Akure-south, Akure-north, Ese-odo, Idanre, Ifedore, Ilaje, Ile-oluji-okeigbo, Irele, Odigbo, Okitipupa, Ondo-west, Ondo-east, Ose, and Owo. It has four (4) Agricultural Development Programme (ADP) zones which include Ondo, Okitipupa, Owo and Ikare-Akoko zones. The population of the study comprised all the extension workers in Ondo State Agricultural Development Project (ODSADP). Multi-stage random sampling procedure was used to select respondents for the study. Stage 1 involved random selection of 3 Zones (Okitipupa, Ondo and Ikare-Akoko Zones) out of 4 ADP Zones in the study area. Stage 2 involved random selection of 60% of Extension workers in each of the selected zones (21 out of 35 in Ondo zone, 10 out of 17 in Okitipupa zone and 12 out of 20 in Ikare-Akoko zone) to make a total of 43 respondents which constituted the sample size for the study. Data were collected from the respondents through the use of a well-structured questionnaire consisting of socio-economic characteristics, job characteristics and job satisfaction variables. Dependent variable which was job satisfaction was measured on a 5-point likert type scale of not satisfied, least satisfied, fairly satisfied, moderately satisfied and most satisfied which attracted the scores of

1,2,3,4 and 5, respectively. The cut-off point was 3, due to the rating scale. Individual mean was obtained and individual mean below 3 denoted dissatisfaction while individual mean above 3 denoted satisfaction. Mean±1SD was obtained and used to categorise the overall job satisfaction among the extension workers. Individuals with scores below Mean±1SD were categorized as having low satisfaction while those with scores within and above Mean±1SD were categorized as having moderate and high level of job satisfaction, respectively. Data collected were analysed using descriptive statistics such as frequency counts, percentage, mean, standard deviation and Pearson Product Moment Correlation (PPMC).

## III. RESULTS AND DISCUSSION

### ➤ Socio-Economic Characteristics of the Respondents.

The results of the analysis of socio-economic characteristics of the respondents are presented in Table 1. The results indicated that 39.5% and 27.9% of the respondents were between 31 to 40 years and 41 – 50 years, respectively, with mean age of 42.86±9.36 years. This trend is in line with the findings of Okwoche et al. (2015) that extension workers are in their active age bracket. Majority (79.1%) of the respondents were males. This corroborate the findings Adeola and Ayoade (2011) which reported that ADP extension service is dominated by male. The implication of this is that, the delivery of extension services to farmers may be gender biased. The results further unveiled that majority (90.7%) of the respondents were married while only.

Socio-economic characteristics	Frequency	Percentage	Mean
<b>Age</b>			
≤ 30	4	9.3	
31-40	17	39.5	42.86±9.36
41-50	12	27.9	
Above 50	10	23.3	
<b>Gender</b>			
Male	34	79.1	
Female	9	20.9	
<b>Marital Status</b>			
Single	4	9.3	
Married	39	90.7	
<b>Level of education</b>			
Diploma	23	53.5	
Bachelors' degree	15	34.9	
Masters' degree	5	11.6	
<b>Household size</b>			
1-5	23	53.5	
6-10	19	44.2	5.30±1.91
Above 10	1	2.3	
<b>Income per month in ₦</b>			
≤ 50,000	17	39.5	
51,000-100,000	12	27.9	73,157.49±40,844.16
Above 100,000	14	32.6	

Table 1:- Age distribution of the respondents

Source: Field survey, 2018

9.3% were single. This implies that the respondents were mostly married and well equipped with family experience that could be of great assistance in offering a robust advisory service to farm families. This supports the implication drawn by Kolawole et al. (2016) that the majority of the extension personnel in their study are better equipped experience wise in family affairs and will be in the best position to fulfill the obligations of not just disseminating improved agricultural innovations to the farmers but also offering robust and all-encompassing advisory service to the farm households. Higher proportion (53.5%) of the respondents had diploma, 34.9% completed Bachelor's degree and 11.6% held Master's degree. This implies that extension personnel in the study area had required level of education to effectively perform their duties. The findings in Table 1 also revealed that higher proportion (53.5%) of extension workers in the study area had household size of between 1-5 persons. The mean household size was  $5.30 \pm 1.91$  persons. This means that, the extension workers in the study area had an average of 5 persons in their household, who may depend on them. The

results in Table 1 clearly indicated that higher proportion (39.5%) of the respondents made income of about ₦50,000 in a month, while 32.6% and 27.9% of the respondents made an income of more than ₦100,000 and within ₦51,000 - 100,000, respectively. The mean income was ₦73,157.49 $\pm$ 40,844.16. this level of income of the extension workers with an average family size of five persons, in the present situation of economic reality in the country, may be considered inadequate. The consequential effect of this may be job dissatisfaction.

#### ➤ Occupational Characteristics of the Respondents

The results of occupational characteristics of the respondents are presented in Table 2. The results revealed that majority (69.8%) of the respondents were not members of any professional body. This implies that, the majority of the extension workers may not have access to latest information on improved agricultural practices and other agricultural innovations. This could reduce their efficiency in providing extension services to the farmers. The result also showed.

Occupational characteristics	Frequency	percentage	Mean
<b>Membership of professional body</b>			
Non-member	30	69.8	
Member	13	30.2	
<b>Numbers of communities covered</b>			
1-5	18	41.9	
6-10	21	48.8	6.53 $\pm$ 6.50
Above 10	4	9.3	
<b>Distance to farmers (Km)</b>			
$\leq$ 5	20	46.5	
6-10	18	41.9	7.02 $\pm$ 3.87
Above 10	5	11.6	

Table 2:- Distribution of the respondents based on their occupational characteristics

Source: Field survey, 2018

That, a higher proportion (48.8%) of the Extension workers covered between 6 and 10 communities, with the mean of (6.53 $\pm$ 6.50). This shows that the average number of communities covered by the Extension worker was 7 communities. The effectiveness of extension services carried out by an extension worker, in about seven communities may be in doubt. The table finally unveiled that the average distance covered by Extension workers before getting to the farmers was 7 kilometers. This may be quite a long distance for frequent interaction between extension workers and farmers.

#### ➤ Job Satisfaction among Extension Workers in the Study Area

Table 3 presents the results of analysis of job satisfaction among Extension workers in the study area. According to the table, Extension workers were only satisfied with 20 out of 32 indicators of job satisfaction presented to them. These were qualification for job with the mean of 4.35, job specialization (4.07), communicating recommended practices (3.93), direction by supervisors (3.91), identifying farmers' problems (3.84), relationship among professional and administrative staff (3.84), feeding

back farmers' problems (3.72), continuity of programmes (3.56), flexibility and initiative (3.53), work exposure (3.51), in-service training (3.49), job security (3.47), liaison with other agencies (3.40), opportunities to advance education (3.37), clear statement of project embarked upon (3.36), job autonomy (3.30), management control of operations (3.26), opportunities to gain professional recognition (3.23), management reputation for achievement (3.20) and research policies (3.12). However, they were dissatisfied with; motivation (2.98), availability of experimental land (2.95), quality of labour/technical help (2.86), sanctions (2.86), financial support for self and family (2.74), rewarding system (2.70), budgeting (2.65), availability of labour/technical help (2.60), opportunities to publish findings (2.44), means of transportation (2.33), work equipment and tools (2.35) as well as library facilities (1.98). Oladele and Mabe (2010), found out in a study conducted in South-Africa that, extension officers were very dissatisfied with the availability of experimental land, rewarding system, budgeting and sanctions, although, they were satisfied with few (4) out of the 34 job satisfaction indicators presented to them. Olatunji et al. (2015) also noted that, extension agents in River State ADP, Nigeria,

were satisfied with their job routine as well as the relationships existing among them, and between them and farmers, and other extension staff but they were not satisfied with the opportunities for promotion, their remuneration and their working environment. In-adequate

or unavailability of facilities necessary for effective functioning could inhibit job satisfaction which could in-turn result in low morale and poor performance among agricultural extension workers in the study area in particular and Nigeria at large.

S/N	Job satisfaction indicators	Mean	SD
1.	Qualification for job	4.35	0.97
2.	In-service training	3.49	1.08
3.	Work exposure	3.51	0.86
4.	Motivation	2.98	1.08
5.	Direction by supervisors	3.91	0.89
6.	Research policies	3.12	0.88
7.	Identifying farmer's problems	3.84	0.81
8.	Feeding back farmer's problem	3.72	0.77
9.	Communicating recommended practices	3.93	0.88
10.	Liaison with other agencies	3.40	0.93
11.	job specialization	4.07	1.01
12.	Financial support for self and family	2.74	1.26
13.	Job security	3.47	1.05
14.	Job autonomy	3.30	0.89
15.	Means of transportation	2.33	1.15
16.	Availability of experimental land	2.95	1.07
17.	Work equipment and tools	2.35	1.13
18.	Availability of labor/technical help	2.60	0.95
19.	Quality of labour/technical help	2.86	0.94
20.	Library facilities	1.98	1.06
21.	Opportunities to advance education	3.37	0.98
22.	Opportunities to gain professional recognition	3.23	1.00
23.	Opportunities to public findings	2.44	1.16
24.	Management reputation for professional achievement	3.02	0.96
25.	Management control of operations	3.26	0.88
26.	Flexibility and initiative	3.53	0.70
27.	Rewarding system	2.70	0.91
28.	Relationship among professional and administrative staff	3.84	1.00
29.	Continuity of programme	3.56	0.91
30.	Clear statement of project embarked upon	3.30	0.94
31.	Budgeting	2.65	1.13
32.	Sanctions	2.86	1.21

Table 3:- Distribution of Respondents Base on Job Satisfaction

Source: Field survey, 2018

#### ➤ Level of Job Satisfaction

The Mean categorisation ( $102.65 \pm 15.53$ ) of job satisfaction in Table 4 revealed that majority (74.4%) of the respondents had moderate level of job satisfaction. This is in tandem with Okwoche et al. (2015), who found out in their study that, majority of the agricultural extension

agents had a moderate level of job satisfaction. This may lead to a less commitment to duty on the part of the extension workers, which may in-turn negatively affect the farmers, who are the targets of the services of Extension workers.

Level of Job satisfaction	Score	Frequency	Percentage
Low level of job satisfaction	<87.12	5	11.6
Moderate level of job satisfaction	87.12 – 118.18	32	74.4
High level of job satisfaction	> 118.18	6	14.0
<b>Total</b>		43	100.0
<b>Minimum score</b>	56		
<b>Maximum score</b>	131		
<b>Mean score</b>	102.65±15.53		

Table 4:- Distribution of Respondents Based on their Level of Job Satisfaction

Source: Field survey, 2018

➤ *Relationship Between Selected Socio-Economic Characteristics and Job Satisfaction*

Table 5 presents the relationships between selected socio-economic characteristics of the extension workers and their job satisfaction using Pearson Product Moment Correlation (PPMC) at  $\alpha \leq 0.05$  level of significance. The results revealed that age ( $r=0.132$ ,  $p=0.403$ ), household size ( $r=-0.091$ ,  $p=0.561$ ) and monthly income ( $r=0.087$ ,

$p=0.289$ ) of the extension workers were not significantly correlated with their job satisfaction. The implication is that, the age, household size and monthly income had little or nothing to do with their job satisfaction. However, negative correlation between household size and job satisfaction implies that extension workers with higher household size would experience low job satisfaction and vice-versa if the relationship was significant.

Variable	r	p-value	Decision
Relationship between age and job satisfaction	0.131	0.403	Not significant
Relationship between household size and job satisfaction	-0.091	0.561	Not Significant
Relationships between monthly income and job satisfaction	0.087	0.289	Not Significant

Table 5:- Test of relationship between selected socio-economic characteristics and job satisfaction

Source: Field Survey, 2018

#### IV. CONCLUSION

The extension workers were in their actual age, mostly male, married and had Diploma certificate. They were mostly non-member of a professional body. They traveled relatively long distance before getting to their farmers. They were satisfied with their qualifications for job, job specialization, communicating recommended practices, direction by supervisors, identifying farmers' problems as well as relationship among professionals and administrative staff, among others. However, they were dissatisfied with; motivation, availability of experimental land, quality of labour/technical help, sanctions, financial support for self and family, rewarding system, budgeting, availability of labour/technical help among others. There was a moderate level of job satisfaction among the extension workers, on the overall. Their job satisfaction was not significantly influenced by their age, household size and monthly income. In order to ensure improved job satisfaction among extension workers in the study area, there is need to create a conducive working environment that promote and sustain employee motivation and social wellbeing, among other things.

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