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# Comparative Study of Job Motivation Between Librarian and Administration Staff in Library of Universitas Airlangga

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**Keywords:** Job Motivation, Librarian, Administration Staff.

**Abstract:** Job motivation is main asset which need more attention and guidance of related-organization. Hierarchically, in the implementation of job between librarian and administration staff in Universitas Airlangga Library, as one of the institutions providing information services for students of Universitas Airlangga, is divided into two namely operational and functional which of them both have components, among others are run by librarians consisting of librarians still status as civil servants and librarians who are not permanent status as a honorary staff functionally. The purpose of this study is to measure the differences and to find the factors that distinguish the motivation of work between librarians and administration staff. The method of this research was comparative quantitative. The sampling technique used was total sampling. Data analysis techniques used were frequency table, classical assumption test, validity and reliability test, comparison data analysis with Independent Sample T-Test to determine the hypothesis. Based on analysis, the results were the difference between librarian and administration employee towards indicators, among others are: 1) Company policy and administration; 2) Supervision; 3) Status; 4) Job Security; 5) Achievement; 6) Recognition; and 7) the work itself, with the value of signicantion ( $\alpha$ ) < 0,05 for each indicator.

## 1 INTRODUCTION

Library is a unit of work in the form of a collection of library materials stored systematically in a certain way to be used in a sustainable manner by the wearer as a source of information. Library as an organization must be able to create an atmosphere conducive so that in carrying out its duties can run well and to boost the performance of librarians and administration staff then the library is required to pay attention about matters relating to motivation problems because with the expected motivation every librarian and administration staff are willing to work hard and enthusiastic to achieve maximum results with high performance.

Job motivation is one of the important things that can determine in the implementation of the library in order to provide maximum service to library users. Service friendly, fairly, optimally, efficiently and effectively are desired by every users. Motivation is a psychiatric condition and a mental attitude that

energizes human beings, encourages activities or moves and directs or channel behavior toward achieving needs that satisfy or reduce imbalance (Istiyarini, 2004).

The employees who have high motivation will be more focused in carrying out assignment as good as possible because of job motivation related to how the individual responds to the job assignment. Conversely, if the individual has a low motivation of work then the tendency of job responsibilities and assignments are assessed less resulting in negligence in running it. Operationally, in the availability of human resources in an organization there are two types of employees who focus on working in certain areas (expert) and employees who can be employed in all fields (auxiliary).

In this study, the functional experts in question is the librarian and the auxiliary personnel is the administration staff. Hierarchically, in the implementation of job between librarian and administration staff in Universitas Airlangga



Library, as one of the institutions providing information services for students of Universitas Airlangga on campus A, B, and C, is divided into two namely operational and functional which of them both have components, among others are run by librarians consisting of librarians still status as civil servants and librarians who are not permanent status as a honorary staff functionally. While the activity is operated by administration staff both administration staff with the status as a civil servant and honorary staff are shown in the following Table 1:

Tabel 1: Employment data of Universitas Airlangga Library per 2014 : HRD of Universitas Airlangga Library, 2014.

Status of employment	Total
Functional librarian (civil servant)	27
Honorary librarian	18
Administration staff (civil servant)	25
Administration staff (honorary)	4

Given the differences in employment status, each component has different performance mechanisms according to ability. The ability of the library staff is a manifestation of the willingness of every employee to be trained and developed the expertise and knowledge of his knowledge in accepting duties and job responsibilities. The ability of each employee cannot be separated from the number of potential or individual excellence that existed and owned at that time related to age, gender, level of intelligence, level of education, background of skills and expertise mastered, knowledge insight, and work experience owned so that researchers assume that between the librarian and the library administration staff have different job motivation because it is related to the employee's potential as mentioned earlier.

Based on previous research conducted that in essence the average value of external and internal motivation of contract employees is larger than permanent employees (Permanasari, 2009). The magnitude of this average score is influenced by high morale in the work and even they have hope to get a better position (status) in the future, whereas for permanent employees or long felt that their work has become a habit and routine day-to-day.

Previous research conducted by Kusuma stated that regarding job motivation has five kinds of indicators that can be measured ie image (impression), interest, positive attitude, cooperation, and stimulation. The study used Independent Sample

T-Test Test, which in homogeneity test between librarian sample and outsourced sample (contract) sample were both homogeneous because it has probability  $> \alpha = 5\%$  (0,05) (Kusuma, 2011). However, the indicator of stimulation for job motivation between librarian and outsourced personnel is different because of the value of  $t_0 > t_{table}$  (2.5% .38), which in this indicator of stimulation has sub indicators that need to be considered, among others benefits and rewards for achievements to optimize their performance. So the assessment of the job employees of the Library and Filing Department of East Java Province is needed to identify what are the factors that hamper the performance and cause employee morale decreased as a solution to the problem (Kusuma, 2011).

From the above explanation, it is necessary to conduct research at the Universitas Airlangga Library associated with differences in job motivation between librarians and administration staff. It is known that there is one of the some factors in causing library performance that is job motivation. When the employee's motivation is low, it reflects the lack of enthusiasm in the individual in carrying out his/her job duties.

## 2 RESEARCH PROBLEM

Is there any difference in job motivation between the librarian and the administration staff in the Universitas Airlangga Library?

## 3 PURPOSE AND BENEFIT

The purpose of this study is to measure the differences and find the factors that distinguish the motivation of work between librarians with administration staff at the Universitas Airlangga Library. The benefits of this research in order to contribute thoughts for the development of human resources related to motivation and can be a useful contribution of information for the Head of Library which after doing research and know the existence of differences in job motivation between librarians and administration staff.



## 4 LITERATURES

### 4.1 Job Motivation

According to Uno, motivation is the driving force in a person to perform certain activities in order to achieve certain goals. This means that motivation is the impetus in a person to try to make changes in behavior better in meeting their needs (Uno, 2007). According to Luthans (2005), motivation is a process that starts with a physiological or psychological deficiency or need that activates a goal or incentive.

Robbins (2007) reveals that motivation is the result of the interaction of individuals and situations, which in the sense of motivation is a process that produces an intensity, direction, and perseverance of individuals in an attempt to achieve a goal (Robbins, 2007). Herzberg (2009) said that people in doing their activities are influenced by two factors that affect one's performance in an organization, namely Hygiene Factor and Motivation Factor. Hygiene factors include: Company policy and administration; Supervisor; Benefits; Interpersonal relationship; Status; Job security; Working condition. While Motivation factor, among others: Achievement; Recognition; Responsibility; Growth or possibility of growth; The work itself.

### 4.2 Librarian

Librarian according to the decision of the Head of National Library of Indonesia Number 10 Year 2004 regarding to technical guidance of functional position of librarian is Civil Servant assigned, responsibility, and authority to conduct librarian activity in library units, documentation, and information in government institution and other certain unit. Based on the Decree of the Minister of Empowerment and State Apparatus No. 132/M.PAN/12/2002 states that librarians are functional officers domiciled as implementers of librarian main tasks in libraries, documentation and information units at government agencies (Djuwarnik, 2006).

Librarians who perform the activities of the library by providing services to the community in accordance with the task of Its parent institution based on the knowledge, documentation, and information It has through education (Hermawan and Zen, 2006). Librarian is someone who has a job in several fields, among others: 1.) Organizing and utilizing the collection of library materials or sources of information; 2.) Socialization of library,

documentation, and information; 3.) Assessment and development of library, documentation, and information; 4.) Professional development (Soetminah, 2000).

Based on the data contained in the staffing of Universitas Airlangga Library has mentioned data about the number of librarians and administration staff. The librarian is a person who has competence obtained through education and training to carry out librarian management and has the duty and responsibility to carry out the management and service library (Law no. 43 of 2007). Therefore, the researcher uses the data guidance to determine the amount of sample that is the librarians and administrative staff taken in this research spread in Universitas Airlangga Library.

### 4.3 Administration Staff

A worker or an employee is any person who is capable of doing work both within and outside the employment relationship to produce goods or services to meet the needs of the community (Article 1 of Law no. 14 of 1969). Library employees other than librarians here interpreted as an administration staff, which is a person working in the library operationally that helps the librarian work actively in providing optimal service to users in meeting their needs in accordance with the capacity of tasks and jobs provided.

Some tasks that are the responsibility of administration staff, among others: 1.) Record the entry of books and library collections; 2.) Sanction penalties to users who are late or damaged; 3.) Compile, organize, and re-group books or collections of library that have been borrowed to the bookshelves or place as before; 4.) Inventory of books and collections, insert new book titles and collections into inventory books and numbering of collections; 5.) Report the number of books and collections borrowed, returned, or lost and damaged to the Head of the Library; 6.) Making financial statements to Assistant Director of Finance known to the Head of Library; 7.) Provide the best service to the user (Djuwarnik, 2005).

## 5 METHODS

The method of this research is comparative quantitative. Comparative quantitative method is used to explain a differentiation of one variable (job motivation) and to test the hypothesis in research used statistic technical analysis (Sugiyono, 2007).

The sampling technique used is total sampling because the amount of librarian and administration staff in Universitas Airlangga Library are 74 people and qualified to become the respondents. The research hypotheses are following:

$H_0$  = There is no comparison of job motivation between librarian and administration staff

$H_1$  = There is comparison of job motivation between librarian and administration staff

The research instrument used in this research is based on the Herzberg's theory of job motivation as variable. Data analysis techniques used are frequency table, classical assumption test, validity and reliability test, comparison data analysis with Independent Sample T-Test to determine the hypothesis.

## 6 RESULT AND DISCUSSION

### 6.1 Comparison Test about Job Motivation between Librarian and Administration Staff

Based on the indicator of company policy and administration that the probability value of  $0.871 > 0.05$  then the two samples of librarians and administration staff on policy indicators are homogeneous. A significance value of  $0.000 < 0.05$

indicates a difference between external policy motivation perceived by librarians and administration staff. Based on the indicator of supervisor that the probability value of  $0.430 > 0.05$  then the two samples of librarians and administration staff on the monitoring indicator is homogeneous. A significance value of  $0.000 < 0.05$  indicates a difference between the external motivation of supervision felt by librarians and administration staff.

This test is conducted to answer the research problem about whether there are differences in job motivation between librarians and administration staff in Universitas Airlangga Library. In the Independent Sample T-Test there is a homogeneity test of the sample toward librarian and administration staff. Both samples are explained to be homogeneous if they have probability value  $> \alpha = 0.05$  and vice versa are not homogeneous if have probability value  $< \alpha = 0.05$ . The value of  $t_0 > t_{table}$  ( $2.5\% .72 = 1.993$ ) and significance value  $< 0.05$  indicate if there is difference between the two samples of study, otherwise if the  $t_0 < t_{table}$  ( $2.5\% .72 = 1.993$ ) and significance value  $> 0.05$  indicate if there is no difference between the two samples of study. In the following table 2 will explain each test result difference between hygiene factors and motivation factors:

Table 2: The independent sample T-Test based on indicators of Herzberg's theory : primary data, 2014.

Indicators	Homogeneity Assumption		Independent Sample T-Test			
	Probability	Decision	$t_0$	$t_{table}(2,5\%.72)$	Sig	Decision
Company policy and administration	0.871	Homogeneous	4.578	1.993	0.000	$H_1$ Accepted
Supervisor	0.430	Homogeneous	3.966	1.993	0.000	$H_1$ Accepted
Benefits	0.301	Homogeneous	-0.788	1.993	0.433	$H_1$ Rejected
Interpersonal relationship	0.021	Dishomogeneous	-1.020	1.993	0.313	$H_1$ Rejected
Status	0.076	Homogeneous	3.693	1.993	0.000	$H_1$ Accepted
Job security	0.252	Homogeneous	-5.581	1.993	0.000	$H_1$ Accepted
Working condition	0.004	Dishomogeneous	0.766	0.859	0.393	$H_1$ Rejected
Achievement	0.006	Dishomogeneous	3.050	1.993	0.003	$H_1$ Accepted
Recognition	0.955	Homogeneous	4.410	1.993	0.000	$H_1$ Accepted
Responsibility	0.004	Dishomogeneous	0.065	1.993	0.949	$H_1$ Rejected
Growth or possibility of growth	0.019	Dishomogeneous	-1.004	1.993	0.319	$H_1$ Rejected
The work Itself	0.042	Dishomogeneous	5.461	1.993	0.000	$H_1$ Rejected

Based on the indicator of benefits that the probability value of  $0.301 > 0.05$  then the two samples of librarians and administration staff on salary indicator is homogeneous. The significance value of  $0.433 > 0.05$  indicates no difference between the external motivation of the salary perceived by librarian and administration staff. Based on the indicator of interpersonal relationship that the probability value of  $0.021 < 0.05$  then the two samples of librarians and administration staff on the indicator of interpersonal relationships is not homogeneous. The significance value of  $0.313 > 0.05$  indicates no difference between the external motivation of interpersonal relations perceived by librarians and administration staff.

Based on the indicator of status that the probability value of  $0.076 > 0.05$  then the two samples of librarians and administration staff on the status indicator is homogeneous. A significance value of  $0.000 < 0.05$  indicates a difference between the external motivation of the status felt by librarians and administration staff. Based on the indicator of job security that the probability value of  $0.252 > 0.05$  then the two samples of librarians and administration staff on the safety indicator is homogeneous. The significance value of  $0.000 < 0.05$  indicates a difference between the external motivation of job security perceived by the librarian and administration staff.

Based on the indicator of working condition that the probability value of  $0.004 < 0.05$  then the two samples of librarians and administration staff on the indicator of working conditions are not homogeneous. The significance value of  $0.393 > 0.05$  indicates no difference between the external motivation of the working conditions felt by librarian and administration staff. Based on the indicator of achievement that the probability value of  $0.006 < 0.05$  then the two samples of librarian and administration staff of achievement are not homogeneous. The significance value of  $0.003 < 0.05$  indicates a difference between achievement motivation felt by the librarian and administration staff.

Based on the indicator of recognition that the probability value of  $0.955 > 0.05$  then the two samples of librarian and administration staff on the recognition indicator is homogeneous. The significance value of  $0.000 < 0.05$  indicates a difference between the recognition motivation felt by librarian and administration staff. Based on the indicator of responsibility that the probability value of  $0.004 < 0.05$  then the two samples of librarian and administration staff in the indicator of responsibility

are not homogeneous. The significance value of  $0.949 > 0.05$  indicates no difference between the motivation of responsibility felt by librarian and administration staff.

Based on the indicator of growth or possibility of growth that the probability value of  $0.019 < 0.05$  then the two samples of librarian and administration staff on growth indicators are not homogeneous. The significance value of  $0.319 > 0.05$  shows no difference between the growth motivation felt by librarian and administration staff. Based on the indicator of the work itself that the probability value of  $0.042 < 0.05$  then the two samples of librarians and administration staff on the job indicator is not homogeneous. A significance value of  $0.000 < 0.05$  indicates a difference between job motivation perceived by librarians and administration staff.

Herzberg (2009) said there are two factors that affect one's performance in an organization, namely Hygiene Factor and Motivation Factor. Hygiene factors include: Company policy and administration; Supervisor; Benefits; Interpersonal relationship; Status; Job security; Working condition. While Motivation factor, among others: Achievement; Recognition; Responsibility; Growth or possibility of growth; The work itself.

## 7 CONCLUSION

The kind of research is comparative explanative and the method used is survey with total respondents of 74 peoples. The purpose of this research is to find out the difference of job motivation between librarian and administration employee in Library of Universitas Airlangga. The analysis method used Independent Sample T-Test.

Based on analysis, it is concluded that there are the difference between librarian and administration employee towards indicators are: 1) Company policy and administration; 2) Supervision; 3) Status; 4) Job Security; 5) Achievement; 6) Recognition; 7) the work itself, with the value of significance ( $\alpha$ )  $< 0,05$  for each indicator.

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