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## Influence of Monthly Income and Position on Job on Job Satisfaction and Commitment among Female Officers and Men in Nigeria Custom Service, Nigeria

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### ABSTRACT

This study investigated the influence of monthly income and position on job on job satisfaction and commitment among female officers and men of Nigeria custom service. The study adopted cross sectional research design and Purposive sampling technique was used to select 80 female officers and men of Nigeria custom service, Osun-Oyo Area Command Ibadan, Oyo State that participated in the study. The result of the finding revealed that monthly income and position on job had significant and joint influence on job commitment and satisfaction ( $p < 0.05$ ) among female officers and men in custom service, Osun-Oyo Area Command Ibadan, Oyo State, Nigeria. *The study concluded with discussion of findings and recommend* that it is imperative for Nigeria customs service to meet the need of female officers and men to strengthen their job satisfaction and commitment.

**Keywords:** job satisfaction, job commitment, officers, men, custom service, monthly income.

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### INTRODUCTION

Nigeria custom service was established with one of its sole aims as the provision and operation of borders in Nigeria as its dominant business, and to optimize the contribution of the core border business. In modern management, it is advocated that this objective and others are made available in written forms and given to the workers in the organisation. This is to ensure that every worker is aware of the common goal he or she is contributing to achieve. The contributions of the individuals in the system are very important, as this is the basis for achieving organisational objectives. In other words, it should be noted that many things contribute to job satisfaction and commitment in an organisation. worthy to Mention are the conditions of work, the climate in the place of work and home, the remuneration, workers welfare, and leadership styles and so on. Study conducted by Samad (2007) concluded that if workforce is satisfied with their job as well as the organizational environment including its colleagues, compensation, and leadership they will be more committed with their organization as compared to when they are not satisfied. The importance of these two areas cannot be overlooked because they are the key factors that influence employee's turnover, employee's performance, and their productivity.

However, Job Commitment and Satisfaction among Nigeria female custom officers and men has received increasing interest by organisation researchers in recent years, due to their importance in understanding and predicting outcome like turnover and absenteeism among Nigeria custom officers and men (Boal, 1989). More so, there is relatively limited research available on the ability of job commitment and satisfaction to predict job performance of custom officer (Meyer, Paunonen, Genlatly, Goffin and Jaction cited in Tella 2004). Attempt to predict the behaviour of individual workers in organization focus on job commitment and satisfaction as a crucial psychological factor. Although studies has shown that job commitment and job satisfaction are key important variables that determine achievement of set goals in an organization and that both variables are influenced by different factors. According to Ebru, (1995) who postulated that Job commitment and Satisfaction of an employee naturally depends on the economic, social and cultural conditions in a given country.

It was observed that Job satisfaction is so important in that its absence often leads to lethargy and reduced organizational commitment and is a predictor of quitting a job. Sometimes workers may quit from public to the private sector and vice versa and at times this movement is from one profession to another that is considered a greener pasture. Moreover, this is common in developing countries with

## **Oladipupo Tosin Aroniyaio “Influence of Monthly Income and Position on Job on Job Satisfaction and Commitment among Female Officers and Men in Nigeria Custom Service, Nigeria”**

dwindling economy and its concomitant such as poor conditions of service and late payment of salaries (Armentor, 1995). In such countries, people tend to migrate to better and consistently paying jobs. Some researchers tend to agree that job satisfaction is essentially controlled by factors described in Adeyemo's (2000) perspectives as external to the worker. From this viewpoint commitment and satisfaction on a job might be motivated by the nature of the job, its pervasive social climate and extent to which workers peculiar needs are met. Other inclusions are the availability of power and status, pay satisfaction, promotion opportunities, and task clarity (Osagbemi, 2000).

Despite the laudable contribution of researchers to foster job commitment and job satisfaction of employees, little or no research has being conducted to examine the influence of monthly income and position on job on job satisfaction and commitment of female officers and men in Nigeria custom service. Thus, this study examined influence of monthly income and position on job on job commitment and satisfaction among female officer and men in Nigeria custom service.

### **PURPOSE OF THE STUDY**

The main purpose of the study is to examine the influence of monthly income and position on job on job commitment and satisfaction among female officer and men of Nigeria custom service. While the specific objectives include:

- i. To examine the influence of monthly income on job on job commitment among female officers and men in Nigeria custom service.
- ii. To determine the influence of position on job on job commitment and satisfaction among female officers and men in Nigeria custom service.
- iii. Proffer credible and actionable recommendations to identified problems

### **Hypotheses**

- I. income and position on job will significantly and jointly influence job commitment among female officers and men in Nigeria custom service.
- II. income and position on job will significantly and jointly influence job satisfaction among female officers and men in Nigeria custom service.

### **METHODOLOGY**

#### **Research Design**

The study design method was cross sectional research design. The independent variables of the study include monthly income and position on job, While dependent variables are job commitment and satisfaction.

#### **Research Setting**

The study was conducted within Nigeria Customs Service; Osun-Oyo Area Command Ibadan, Oyo State, Nigeria. The Nigeria Custom Service, NSC was founded in 1891 when the former British Colonial administration appointed T. A. Wall as Director-General of Customs for the collection of Inland Revenue in Niger Coast Protectorate. This became the Department of Customs and Excise in 1922, managed by the Comptroller of Customs and Excise, Federation of Nigeria. By 1945, the Customs and Excise Preventive service had been established divided into two arms; Maritime and Preventive. The Maritime unit was responsible for the collection of revenues from import and export duty, while the Preventive arm was tasked with the prevention of smuggling, as well as the arrest and prosecution of smugglers. The Customs and Excise Management Act (CEMA) No. 55 of 1958 saw the introduction of a management board to the unit and the appointment of its first chairman and chief executive officer (CEO), E. P. C. Langdon. He was succeeded by S. G. Quinton.

In 1964, the first Nigerian CEO, Ayodele Diyan, was appointed, following Nigerian independence in 1960. A change in legislation in 1970 saw the introduction of new board members representing the Federal Ministries of Economic Development and Reconstruction, Trade and Industries. When the government changed hands in 1975, the board members were retired and the role of chairman and CEO was abolished and replaced by the position of director. Alhaji Shehu A. Musa was appointed as the first director with a mandate to re-organise the structure of the board. Musa's core proposal was to unify what had been operating as two separate, parallel services. The government believed that the distinction between revenue collection and preventive services was causing administrative difficulties.

## **Study Population**

The general population of interest in this study was female officers and men in Nigeria custom service. female officers and men in Nigeria custom service, who are between the age range of 25 and 80 years were the focus of the researcher.

The participants were drawn from Osun-Oyo Area Command Ibadan, Oyo State, Nigeria. The sample consist of female officers and men in Nigeria custom service with different position on job, which include Vehicle seat officer, Custom assistant(Men), Chief Superintendent officer, Public Relation Officer, Warehouse Officer, Legal Seat Officer, Revenue Officer, Senior Officer, Assistant Comptroller, General Duty(Men), Inspector of Custom, Administrator. The diversity of the sample adds to the generalization to the study. A total of 80 participants took part in the study.

## **Sampling Technique**

The sampling techniques used in selecting the samples for the study were non-probability sampling technique. In this technique, normal distribution of the population is not assumed unlike the probabilistic sampling. In this present study, for the purpose of clarity, purposive or judgmental sampling which is one form of non-probabilistic techniques was used. It involves the use of participants that were available during the time or period of research investigation. Purposive sampling is widely accepted and used mainly in exploratory or field research survey (Babbie, 1998, 195).

## **Instruments**

Questionnaires were used to collect relevant information from the participants of the study. The questionnaire was divided into three segments with each of the segments tapping information based on the identified variables of interest. It comprised of three sections; A, B and C. The structure of the questionnaire is outlined below.

### **Section A: Demographic characteristics**

In this section of the questionnaire, demographic information of the participants were captured ranging from age to their highest level of income. This section consisted of variables such as age, marital status, religion, position on job, educational background and monthly income.

### **Section B: Job Satisfaction Scale**

The job satisfaction scale was adapted from Macdonald and Peter MacIntyre (1997) job satisfaction scale. It was (10) items with 4-point Likert scale format, ranging from 1 – Strongly Disagree to 4 - Strongly Agree and was design to tapped information on the job satisfaction of female officers and men in Nigeria custom service. The resultant 10 - items scale yielded alpha coefficient of .77.

### **Section C: Job Commitment Scale**

The job commitment scale was developed by Meyer et als (1997). It was eighteen (18) items with 4-point Likert scale format, ranging from 1 – Strongly Disagree to 4 - Strongly Agree and was design to tapped information on the job commitment of female officers and men in Nigeria custom service. The resultant 18 - items scale yielded alpha coefficient of .91.

## **Procedure for Data Collection**

Permission was first sought from Osun-Oyo Area Commander of Nigeria custom service before the administration of the questionnaires. The researcher then administered eighty were retrieved and accurately satisfied. Prior to the given questionnaire to fill, the inform consent form attached to the questionnaire was first given to the respondent to fill and sign and the researcher instructed them on how they were expected to respond to the statement in the questionnaire and also informed them that their confidentiality was guaranteed and therefore they should not write their names on the questionnaire.

## **RESULTS AND DISCUSSION**

**Hypothesis one** which stated that monthly income and position on job will significantly and jointly influence job satisfaction among female officers and men in custom service, Osun-Oyo Area Command Ibadan, Oyo State, Nigeria was tested with Multiple-regression analysis. This is presented in table 1.

**Oladipupo Tosin Aroniyaaso “Influence of Monthly Income and Position on Job on Job Satisfaction and Commitment among Female Officers and Men in Nigeria Custom Service, Nigeria”**

**Table1.** Multiple-regression analysis of independent and joint prediction of monthly income and position on job on job satisfaction

Predictor	Beta (β)	t-value	Sig	R	R <sup>2</sup>	F	P
Job position	0.717	7.159	<.05				
Monthly income	1.023	10.023	<.05	0.759	0.576	52.319	<0.05

Table 4.1 shows that monthly income and job position yielded a coefficient of multiple correlations (R) of 0.759 and multiple correlation square of 0.576. This shows that about 57.6% of the total variance of job satisfaction was accounted for by the linear combination of the two independent variables. This table also indicated that the two independent variables had significant joint influence on job satisfaction [F(2,77)=52.319; p<0.05; R<sup>2</sup>=0.576]. Also, the table shows that monthly income and job position made significant independent contribution to job satisfaction (β=0.717; t = 7.159; p<0.05&β=1.023; t = 10.023; p<0.05). Therefore, the hypothesis was confirmed.

**Hypothesis two** which stated that monthly income and position on job will significantly and jointly influence job commitment among female officers and men in custom service, Osun-Oyo Area Command Ibadan, Oyo State, Nigeria was tested with Multiple-regression analysis. This is presented in table 2.

**Table2.** Multiple-regression analysis of independent and joint influence of monthly income and position on job on job commitment

Predictor	Beta (β)	t-value	Sig	R	R <sup>2</sup>	F	P
Job position	0.262	2.060	<.05				
Monthly income	0.704	5.538	<.05	0.563	0.317	17.83	<0.05

Table 2 shows that monthly income and job position yielded a coefficient of multiple correlations (R) of 0.563 and multiple correlation square of 0.317. This shows that about 31.7% of the total variance of job commitment was accounted for by the linear combination of the two independent variables. This table also indicated that the two independent variables had significant joint influence on job commitment[F(2,77)=17.832; p<0.05; R<sup>2</sup>=0.317]. Also, the table shows that monthly income and job position made significant independent contribution to job commitment(β=0.262; t = 2.060; p<0.05&β=0.704; t = 5.532; p<0.05). Therefore, the hypothesis was confirmed.

previous studies has opined that some psychological factors influenced job satisfaction and commitment which was consistent with the finding of this study. such as Ting (1997) who found in his study found that salary and status on job had significant influence on job satisfaction. Also, this was confirmed by Sharma and Bhaskar (1991) who postulate that important factors influencing a person’s job satisfaction and commitment are nature of the work assigned to him / her by the organization, his position on job and the salary. Sharma and Bhaskar (1991) claimed later that if the job entails adequate variety, challenge, discretion and scope for using one’s own abilities and skills, prestige, the employees doing the job is likely to experience job satisfaction and committed to his job. Khaleque and Choudhary (1984) found in their study of Indian managers, that the nature of work, pay and position on job were the most important factors in determining job satisfaction for the top managers, and job security as the most important factor in job satisfaction for managers at the bottom. all these findings supported the findings of this study that monthly income and position on job significantly influence on job commitment and satisfaction among female officers and men in Nigeria custom service.

**CONCLUSION, RECOMMENDATIONS & LIMITATIONS**

In conclusion, this study examined monthly income and position on job as predictor of job satisfaction and job commitment among female officers and men in custom service, Osun-Oyo Area Command Ibadan, Oyo State and found that monthly income and position on job significantly and jointly influence job commitment and satisfaction among female officers and men in custom service, Osun-Oyo Area Command Ibadan, Oyo State,

Based on the findings of this study, the following recommendations are made: It is imperative for Nigeria customs service to meet the demands of female officers and men to strengthen their job satisfaction and job commitment

## **Oladipupo Tosin Aroniyaso “Influence of Monthly Income and Position on Job on Job Satisfaction and Commitment among Female Officers and Men in Nigeria Custom Service, Nigeria”**

It is recommended that government should endeavour to consider the factors that are relevant to job satisfaction and commitment of female officers and men and make it encouraging, such factors ranges from income (salary) to their position on job.

Nigeria customs service should strive to satisfy employee’s needs to enable them perform effectively. Although their need may be different but it is recommended that need assessment should be conducted by Nigeria customs service to enable identify female officers and men need as this will help to satisfy individual need and in return make them to perform effectively

The research is limited to the monthly income, position on job, job commitment, job satisfaction and 80 female officers and men, other factors such as; environmental factors, personality factors and nature of the job among female officer and men of Nigeria custom service should also be considered for further research.

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