

## Recognition and Job Performance in Kashim Ibrahim College of Education, Maiduguri, Borno State.

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### **Abstract**

*This study examines the effect of recognition on job performance among academic staff of Kashim Ibrahim College of Education Maiduguri. Survey design was adopted for the study and data were obtained by questionnaire and available document from the college Management. Random sampling technique was used to select 300 respondents from (Principal/chief lecturers, Lecturer 1, Lecturer 2 and below), the staff were selected through multi stage sampling technique but only 186 of the questionnaire were carefully filled and returned for analysis, Data collected were analyzed into tables and percentage. Analysis of Variance (ANOVA) was used to test the hypothesis, due to this analysis; the study found out that staff's job performance in terms of Teaching and Research is very high, this could be as a result of Recognition among the academic staff of the college, The study concludes that morale of all the academic staff would be boosted if they are recognized and involved in some of the decision-makings. Therefore, the study recommends that management should carry along all the academic staff especially those who are hard working in taking some vital decisions that affect the college. It is a process of making them belong and such decisions would be respected by the generality of staff.*

**Keywords:** Recognition, Job Performance

### **Introduction**

Job performance is an important element of an employee in any Organization, it is the expected value to the organization by an employee, According to Meyer and Peng (2006) job performance is the output that a person has contributed to the organization concerning his behavior to engage in, and which the organization may perceive it as productive or counterproductive. Job Performance can be achieved when the employee meet the goal of the organization that leads to it success, employees are more likely to stay in an Organization, if they feel their efforts and contributions are valued and appreciated. Recognizing employees for a job well done is a vital way to boost morale and productivity. Recognizing the effort put forth by teachers for their student and the school is an important role of Management, there are teachers who go beyond their normal school activities, this teachers don't do what they do for praises or recognition, but that is what is expected as a feedback from school management, as this will help to set standard for performance, According to Whillans (2019), to be really effective in your job, you need to understand the importance of praising others for their good

work, to apply the principles of employee recognition yourself and to encourage others to initiate it in their working relationships. Therefore, Recognition of teacher in terms of job performance is very important, as it will make teachers to performance effectively and efficiently in teaching and research. A lot of research has been conducted on motivation and job performance such study as "Determinants of Employee Motivation and its impact on Knowledge Transfer and Job Satisfaction". Zafar, Ishaq, Shoukat, Rizwan. (2014), used sample from different sectors in Pakistan, selected the sample of 200 respondents from population for the collection of data and to check the response. And also a study by Usman (2005) on "the relationship between teacher's job satisfaction and job performance in Borno State secondary schools", but none of these studies covered the Recognition and Job Performance in Kashim Ibrahim College of Education, Maiduguri, Borno State. It is against this background that this study set to assess the effect of Recognition on job performance among academic staff in Kashim Ibrahim College of Education. The study adopted Herzberg's theory of worker motivation (1966), this is because the study focused on factors that

lead to high motivation among workers. Recognition for teachers is reflected in, and finds support.

The purpose of this research is to explore how recognition affects Academic employee Job Performance in Kashim Ibrahim College of Education, and how it relates to teachers performance, specifically, it was found that Recognition is the most important factor in employee engagement, as it enhances their development effort in the field of teaching and research, the study explores the concept of job performance and recognition, and concludes with recommendation that the morale of all the academic staff would be boosted if they are recognized and involved in some of the decision-makings in the College.

### **Objective of the Study**

The main objective of the study is to:

- i. Assess the effect of recognition on Academic staff's job performance.

### **Research Question**

This paper is guided by the following question

- i. What is the effect of Recognition on Academic staff's job performance?

### **Research Hypotheses**

The following hypothesis is formulated to guide the study.

**HO<sub>1</sub>** There is no significant difference among respondents' view on the effect of Recognition and staff Job Performance?

## **Conceptual Framework**

### **Concept of Job Performance**

Job performance consists of the observable behaviors that people do in their jobs that are relevant to the goals of the organization because of the importance of high productivity in the workplace. It is an achievement of specified task measured against predetermined or identified standards of accuracy, completeness, cost and speed. According to John P. Campbell et al., (1970; 1993), job performance is the contextual framework of psychology, is something an individual does, or behavior by an employee. Further, Campbell et al describe job performance as something that does not necessary have to be witnessed or seen as there are mental processes and productions that come into place in instances such as making decisions or answering question. Moreover, Campbell et al., (1970; 1993) asserts that job performance should be left to the control of the individual. Performance, according to him is a behavior

that is closely related to productivity; which is defined as the results or effectiveness of behavior and performance. Motivation, as described by Campbell (1990), is " a combined effect from three choice behaviors choice to expend effort, choice of level of effort to expend, and choice to persist in the expenditure of that level of effort" Ubeku (1979) in Usman (2005) while discussing job performance asserted that, promotion usually enhances performance, he stated further that promotion does not only bring more money to the employee but also a mark of recognition to him. To Shelton (2009) workers performance clearly depends on the level of motivation which stimulates them to come to work regularly, work diligently, be flexible and be willing to carry out the necessary task.

### **Concept of Recognition**

Recognition is the most important factor in employee engagement (Cicero, 2015) in Whillans A. (2019). It enhances the level of productivity and performance at job whether it is a first time performance or a repeated action at the job in a progressive way and ultimately reinforces the behaviors of employees. Recognition practices are those that appreciate employees' efforts, contribution and results, thus positively recognizing and reinforcing desirable actions and behaviors (Ajila, 2004). Loyalty of employees depends upon rewards and recognition help to create and maintain a 'Climate of Appreciation' in an organization with sincere appreciation of good work and extra effort, regularly and in a wide variety of ways. Such practices are of more intrinsic value to employees as most often, they are carried out with no attached monetary value.

Whillans A. (2019). On recognition is the most important factor in employee engagement proof that the Aon 2018 Trends in Global Employee Engagement survey, conducted in 1,000 companies employing 8 million people globally, showed rewards and recognition as "the strongest driver of engagement," and that recognition for contributions (apart from pay and benefits) was the key factor in the rewards and recognition component. The Boston Consulting Group conducted an online global study of 200,000 employees from 189 countries in 2014, finding that "Globally, the most important single job element for all people is appreciation for their work." Appreciation was the top factor for happiness on the job, ahead of

25 other factors, and was highlighted in the findings as an indication of “the growing importance of ‘softer’ factors.”

Employees will be well motivated if they are recognized by the supervisors (Saunderson, 2004). Recognition means valuing and caring about the employees contributions. When teachers feel more efficacious in their teaching, student performance improves (Bandura, 1993; Rowan, Chiang and Miller, 1997).

### **Theoretical Framework**

Motivational theories have focused on factors that lead to highly motivated workers. Recognition for teachers is reflected in, and finds support, from Herzberg (1959) two factor theory, this theory deals with satisfaction/no satisfaction factors, and dissatisfaction/no dissatisfaction factor in the determinants of staff motivation and staff contentment at work respectively, satisfaction/no-satisfaction related factors motivate and or demotivated workers, while dissatisfaction/no-dissatisfaction factors provide hygienic and conducive working environment or non-hygienic and non-conducive working environment, which could either eliminate or encourage workers complaints about working condition. He described motivation factors as those factors that are strong contributors to satisfaction, and hygiene factors as those factors that are not strong contributors to satisfaction but that must be present to meet workers expectation and prevent job dissatisfaction. this theory upon which this study is based is used in measuring job high in motivation and that there are certain factors which their presence helps in meeting workers expectation and prevents dissatisfaction. In applying this theory we will understand that individuals are not content with the satisfaction of lower-order needs at work, e.g. those associated with minimum salary levels or safe and pleasant working condition, rather, individuals look for the gratification of higher-level psychological needs having to do with achievement, recognition, responsibility, advancement, and the nature of the work itself. For this reason this study adopted Herzberg two factor theory. The study state that the presence of one set of job characteristics or incentives lead to academic staff satisfaction at work, while another separate set of job characteristics lead to dissatisfaction at work, thus, satisfaction

and dissatisfaction are not on a continuum with one increasing as the other diminishes, but are independent phenomena, because of this,, it is suggested that, to improve job attitudes and productivity, the college management must recognize and attend to both sets of characteristics and not to assume that an increase in satisfaction leads to decrease in unpleasurable dissatisfaction, essentially, hygiene factors are needed to ensure that the academic staff is not dissatisfied. Motivation factors are needed to motivate the academic staff to a higher performance, and classifying their actions on how and why they do them, e.g if they perform a work related action because they had to, then, that is classed as movement, but if they perform a work related action because they want to, then, it is classed as motivation.

The relationship between Herzberg two factor theory and this study is that, employees should be motivated at any level in a place of work for the organization to meet up to its’ objective and on the issue of recognition, academic staff should be praised or recognized for their accomplishment by the management of the college. In terms of growth and promotional opportunities, this research work is based on Herzberg (1959) two factor theory.

### **Method and Materials**

The study was conducted in Kashim Ibrahim College of Education Maiduguri, Borno State. The study adopted survey research design and data were obtained from both primary and secondary sources. The population of the study comprised of 386 academic Staff from twenty seven (27) academic departments within the college. Multi staged sampling technique comprising random sampling and stratified sampling technique were applied in selecting the study sample size, the stratified sampling technique was used to divide the respondents grade levels into three (chief/principal/senior lecturers, lecturer 1, lecturer 2 and below, then randomly random sampling technique was used to select 300 respondents. Data collection was carried with the use of Survey instrument, motivation and job performance-were measured using ordinal scale- the 5 point Likert type rating scale, 168 questionnaires were returned as valid, Primary data from individual responses were analyzed through descriptive and correlational statistical tools, which

included, frequency table, simple percentage, and Analysis of Variance (ANOVA) to test hypothesis respectively.

### Job Performance Leads to Recognition.

This study inquires to know whether Job Performance leads to recognition.

**Table 1: Job Performance Leads to Recognition.**

<i>Variable</i>	<i>Frequency</i>	<i>Percent</i>
SA	56	33.3
A	67	39.9
U	10	6
SD	22	13.1
D	13	7.7
<b>Total</b>	<b>168</b>	<b>100</b>

*Source:* Field Survey, 2019.

The Table reveals that 56(33.3%) and 67(39.9%) of the respondents strongly agreed and agreed respectively that, staff that perform their duty are recognised by the management. The analysis of the table also reveals that 10(6%) of the respondents are undecided as to whether or not staff that perform their duty are recognised by the management. However, 22(13.1%) and 13(7.7%) of the respondents disagreed and strongly disagreed respectively that staff that perform their duty are recognised by the management. Analysis of the table

shows that performance leads to recognition in the place of work. This shows that hard work is recognised and rewarded accordingly in KICOE.

### Recognition Have Improved Job Performance

This study sought to know from both principal/chief lecturer, lecturer 1, lecturer 2 and below, if Recognition have improved Job Performance in Kashim Ibrahim College of Education.

**Table 2: Effect of Recognition on Job Performance**

<b>Variables</b>	<b>SA</b>	<b>A</b>	<b>U</b>	<b>D</b>	<b>SD</b>
Principal /chief lecturer	16	20	3	6	4
Lecturer-1	23	27	4	9	6
Lecturer 2 and below	16	18	4	9	3
<b>Total</b>	<b>55(32.7%)</b>	<b>65(38.7%)</b>	<b>11(6.6%)</b>	<b>24(14.3%)</b>	<b>13(7.7%)</b>

*Source:* Field Work, 2019.

The responses above shows that recognition of Academic staff in the College has improved job performance, because majority of the

respondents amounting to 120(71.4%) agreed that recognition has improved job performance.

### Testing of Hypothesis

ANOVA Summary of Job Performance and Recognition.

<b>Source of Variation</b>	<b>Sums of Square</b>	<b>Df</b>	<b>Means Square</b>	<b>F</b>	<b>P</b>
Between group (method type)	50.8	k-1 3-1=2	25.4	0.35	>0.05
Within group	861.6	N-k 15-3=12 N-1 15-1=14	71.8		
<b>Total</b>	<b>912.4</b>				

*Source:* Field Work, 2019.

**Decision:** the calculated value 0.35 is lower than the table (critical) value 3.88. Therefore we accept the null hypothesis and conclude that there is no significant difference among respondents view on Job Performance and recognition and in the college. The study revealed that teachers seemed to be satisfied with the recognition received from the school, possibly because they were committed to their work; it made them maintained good relationship with school management (higher levels of recognition result from this). the result revealed that, staff that are committed to their duties are more recognized in the college and staff that are allowed to participate in decision making process of the college perform as expected by management, that a motivated person is always committed and ready to act, and this has made the action of the motivated academic staff to be manifested in the form of adequate teaching of students, and if such behaviour will be sustained, it will lead to production of full-baked NCE holders instead of half-baked ones, needed to fast track, the socio-economic and technological development in the country. Finally, it is clear that motivation has improved commitment to duty in the college.

### Conclusion

Recognition plays a significant role in job performance in the area of teaching and research, this study concludes that teaching and research has improved Recognition to a certain level.

### Recommendation

Research result showed that the morale of all the academic staff would be boosted if they are recognized and involved in some of the decision-makings. Therefore, management should carry along all the academic staff especially those who are hard working in taking some vital decisions that affect the college. It is a process of making them belong and such decisions would be respected by the generality of staff.

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