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Employee Motivation and Quality Service Delivery among Academic Staff: Evidence from Kwara State Polytechnic, Ilorin, Nigeria

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Abstract

Academic staff play a critical role in achieving the objectives of tertiary institutions, particularly in ensuring quality service, however, concerns have been raised regarding the effectiveness of service delivery in many public polytechnics, including Kwara State Polytechnic, Ilorin. This study examines the influence of employee motivation on quality service delivery, evidence from academic staff of Kwara State Polytechnic, Ilorin, Kwara State, Nigeria. A descriptive survey research design was adopted for the study, the population consists of 623 academic staff, from which a sample size of 242 was determined, using the Krejcie and Morgan Sampling table. Data were collected using a structured questionnaire and the reliability yielded an internal consistency. Data collected were analysed using descriptive and inferential statistics. Findings revealed that intrinsic motivation had a stronger influence on quality service delivery compared to extrinsic motivation. The result further indicated a stronger relationship between employee motivation and quality service delivery among academic staff in Kwara State Polytechnic, Ilorin. The result (Adj. $R^2 = 0.441$, $F(2,281) = 73.327$, $p = 0.000$) suggests that motivation plays a substantial role in enhancing the effectiveness of academic staff in terms of service delivery. It was recommended that the management of Kwara State Polytechnic should strengthen policies that enhance the welfare and job satisfaction of academic staff.

Keywords: Academic Staff, Motivation; Public Polytechnics; Quality Service Delivery.