

Technological Innovation on Job Satisfaction in Oyo East Local Government Area Small and Medium Enterprises (SMEs) Furniture Industry

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Abstract: *This study was designed to examine the technological innovation on job satisfaction in Oyo East Area Small and Medium Enterprises (SMEs) furniture industry. The study employed descriptive survey research design. A sample of 89 owners of the wood furniture (SMEs) drawn by purposive random sampling technique from a population of 356 owners of the wood furniture (SMEs) in Oyo-East Local Government Areas of Oyo State was used for the study. Three objectives and research questions guided the study. 'Technological Innovation on Job Satisfaction Questionnaire' (TIJSQ) is the instrument used for data collection. TIJSQ was face and content validated by three experts. The reliability coefficient of the instrument was computed using Person Product Moment Correlation Coefficient (PPCM) and found to be 0.85. Mean and Standard Deviation were used to answer the research questions while the decision rule was that mean score of average mean or above were accepted while items with mean score below average mean were rejected. The study revealed that the greater the diversity of customers links an enterprise maintains, the greater the likelihood that the enterprise may be exposed to novel design ideas and approaches. It was thereafter recommended that government should provide SMEs furniture industry with facilities of various tools and equipment to enhance quality of products.*

Keywords: Technological Innovation, Job Satisfaction, Small and Medium Enterprises (SMEs), Furniture Industry

INTRODUCTION

In recent years it has been a great amount of interest on innovation particularly in the field of science and technology. The ability to be innovative is considered to be the key to small and Medium Enterprises (SMEs) particularly in furniture industry for survival, growth development.

The fast-changing environment combined with increased competition and globalisation processes have led to the common wisdom “innovate or die”. Likewise, method of construction combining with the products made are the main drivers of technological innovation for the industry competitiveness in the market or world of furniture industry (Ratnasingam, Ark, Ab Latib, Subramaniam & Khoo, 2018).

The furniture industry plays a very important role in the Nigerian economy, as this industry has great potential not only for domestic but also international trade. The industry deals with all the process that revolves around a wood, meanwhile wood is a natural abundant resource gotten from a tree (Adeagbo, 2017). Furniture refers to movable objects intended to support various human activities. Examples of furniture includes but not limited to kitchen cabinet, bedroom sets, upholstered seats and wooden office furniture (MITI, 2006). Furniture industry can be classified according to mode of operation likewise with the amount of capital involved. The furniture industry in Nigeria is characterised as a resource-intensive, Small and Medium Enterprises (SMEs) as well as labour-intensive industry.

Small and medium enterprises are privately owned businesses whose capital, workforce, and assets fall below a certain level according to the national guidelines. According to Okoro, Yacob and Otuza (2019) SMEs furniture industry are less likely to be able to obtain bank loans than large firms; instead, they rely on internal funds, or cash from friends and family, to launch and initially run their enterprises. Small and Medium Enterprises (SMEs) furniture industry play a major role in most economies, particularly in developing countries like Nigeria. SMEs account for the majority of businesses worldwide and are important contributors to job creation and global economic development. There are several factors that might make or mar the objectives of SMEs such as the way at which they perceived the importance of technology, their attitude towards adapting to innovative technology and lots more to achieve job satisfaction.

Job satisfaction is a significant subject for every organization in various industries. Many organizations or superiors wanted to know whether their workers or subordinates are contented with their jobs. Job satisfaction is understood as accomplishment of tasks by employees who obtain sense of achievement from their workplace (Wasaf & Muhammad, 2021). They further assert that Job satisfaction is the positive and negative feelings of an employee towards his job or it is the amount of happiness connected with the job. Job satisfaction is also a constructive emotional domain derived from the personal opinions of the employees about their work. Basically, it is measuring how a person finds his task and how far he is able to perform the task.

Literature reveals that when an employee is satisfied, he will perform at his level best to achieve the organizational objectives (Jalagat, 2016). Employees who are highly satisfied are usually regular and punctual, more productive, more committed, and more satisfied in their lives (Lease, 1998). For that purpose, to boost the level of job satisfaction in order to improve performance, employees should be given the opportunities of advancement such as pay scales, participation of

employee in policy making, and taking efforts to increase organizational commitment (Feinstein & Vondrasek, 2001). The working environment is one of the most crucial factors which influence the level of satisfaction as well as motivation of its employees. According to Boon-Kwee and Thiruchelvam (2011) social, organizational and physical factors are impetus for task and activity which consequently impact the performance of workers'. Therefore, need to examine technological innovation for job satisfaction in Nigeria small and medium enterprises (SME) furniture industry.

Statement of the Problem

This study is motivated by the evidence revealed in literature together with researcher's experience that most SMEs furniture industry in Nigeria still lags behind in the world of innovation and technology. Studies have revealed that the sector is underperforming and there is lack of significant changes in the quality of products, production processes, work organisation and marketing of the products. As a result, there is low productivity and poor job satisfaction as the sector is yet to respond positively to intense competitiveness in the market. Majority of SME furniture operative do close down and abandon their workshop industry and pursue Okada transport business, all in the name of poor market. Therefore, the study.

Purpose of the Study

The main purpose of this study is to examine the technological innovation on job satisfaction in Oyo East Local Government Area Small and Medium Enterprises (SMEs) furniture industry. Specifically, the study sought to;

- i. identify the work environment factors on job satisfaction in Small and Medium Enterprises (SMEs) furniture industry
- ii. identify sources of technological innovation information on job satisfaction in Small and Medium Enterprises (SMEs) furniture industry
- iii. examine the constraints to technological innovation on job satisfaction in Small and Medium Enterprises (SMEs) furniture industry

Research Questions

The following research questions guided the study.

- i. What are the work environment factors on job satisfaction in Small and Medium Enterprises (SMEs) furniture industry?
- ii. What are the sources of technological innovation information on job satisfaction in Small and Medium Enterprises (SMEs) furniture industry?
- iii. What are the constraints to technological innovation on job satisfaction in Small and Medium Enterprises (SMEs) furniture industry?

METHODOLOGY

This study employed descriptive survey research design. It was carried out in Oyo-East Local Government Area of Oyo State in Nigeria. The target population for this study comprised of 356 wood furniture operatives (SMEs) as a result of their experience, they are in a position to explain the state of technological innovation in their business construction enterprises. Purposive sampling technique was used to select 89 owners of the wood furniture (SMEs). 21-item structured questionnaire titled: 'Technological Innovation on Job Satisfaction Questionnaire' (TIJSQ) was developed by the researchers. The questionnaire was face and content validated by three (3) research experts from Department of Vocational and Technical Education, University of Benin, Benin City, Edo State. The questionnaire was pilot tested on 10 wood furniture operatives (SMEs) in Oyo West local government area of Oyo State using half split method of reliability. The internal consistency of the questionnaire was established to be 0.85 through the use of Pearson Product Moment Correlation statistics. A modified 4-point Likert Scale of Strongly Agree (SA - 4), Agree (A - 3), Disagree (D - 2) and Strongly Disagree (SD -1) was used as response options for the questionnaire. The questionnaire was administered directly to the respondents by the researchers through face to face contact and all the 89 copies of the questionnaire administered were retrieved giving a return rate of 100%. Mean and Standard Deviation were employed for data analysis with the aid of Statistical Package for Social Science (SPSS) version 21. The decision rule was that items with mean score greater or above the score were accepted while items with mean score below average mean score were rejected.

RESULTS AND DISCUSSIONS

Research Question 1

What is the work environment factors on job satisfaction in Small and Medium Enterprises (SMEs) furniture industry?

Table 1: Respondents mean score on work environment factors on job satisfaction in small scale (SME) furniture industry

S/N	Item Statement	\bar{x}	SD	Remark
1	Satisfaction with current maintenance of the innovative tools	3.50	0.58	Agreed
2	Access to necessary equipment for performing your tasks	3.76	0.57	Agreed
3	The work activities compared to your skills and the opportunities for improving your competence level	2.46	0.57	Agreed
4	Possibilities to receive assistance from co-workers when necessary	3.78	0.59	Agreed
5	Satisfaction with Current fixed working hours	2.27	0.56	Disagreed
6	Satisfaction with the human resources management and the communication between employees	3.54	0.58	Agreed
7	The career advancement opportunities or your competence in general	3.16	0.58	Agreed
Average Mean		3.21	0.57	Agreed

Source: Fieldwork, 2022 S D – Standard Deviation

Data presented in Table 1, showed the mean score of the data from the respondents' view about the work environment factors on job satisfaction in Small and Medium Enterprises (SMEs) furniture industry. Item 4 showed the highest mean score of 3.78 which stated that possibilities to receive assistance from co-workers when necessary. All the seven items expect item 5 disagreed on the research opinion which stated that satisfaction with current fixed working hours. The average mean score of 3.21 was obtained meaning that the respondents agreed positively to the work environment factors on job satisfaction for Small and Medium Enterprises (SMEs) furniture industry. The results also showed the standard deviation ranged from 0.56 to 0.59 indicating that the respondents were not too far from one another in their responses, proving that the items were valid.

Research Question 2

What are the sources of technological innovation information on job satisfaction in Small and Medium Enterprises (SMEs) furniture industry?

Table 2: Respondence mean score on sources of technological innovation information on job satisfaction in Small and Medium Enterprises (SMEs) furniture industry

S/N	Item Statement	\bar{x}	SD	Remark
1	Visiting furniture showrooms can bring in new ideas on furniture design for job satisfaction	3.30	0.53	Agreed
2	Customers are drivers of innovative among furniture enterprises	3.56	0.53	Agreed
3	Own initiation or idea can generate an innovative information on furniture design for job satisfaction	3.21	0.54	Agreed
4	Imported retail catalogues and brochures on furniture design serve as sources of technological innovation information for job satisfaction	3.42	0.53	Agreed
5	Recording through media and internet can generate an innovative information on furniture design for job satisfaction	3.56	0.55	Agreed
6	Furniture on display at other enterprises can gives insight for satisfactory design	3.21	0.54	Agreed
7	Furniture enterprises keep photographs, catalogues and brochures that depict various furniture models and designs	3.32	0.53	Agreed
Average Mean		3.36	0.53	Agreed

Source: Fieldwork, 2022 SD – Standard Deviation

Based on the data presented in Table 2, it was evident that all the seven items were rated above 2.50. Item 2 and 5 showed the highest mean score of 3.56 which stated that customers are drivers of innovativeness among furniture enterprises and recording through media and internet can generate an innovative information on furniture design for job satisfaction. 3.36 average mean was obtained from the items which proved that all the respondents reacted positively to the statement showing the sources of technological innovation information for job satisfaction in Nigeria Small and Medium Enterprises (SMEs) furniture industry. The results also showed the standard deviation ranged from 0.53 to 0.55 indicating that the respondents were not too far from one another in their responses, proving that the items were valid.

Research Question 3

What are the constraints to technological innovation on job satisfaction in Small and Medium Enterprises (SMEs) furniture industry?

Table 3: Respondence mean score on constraints to technological innovation on job satisfaction in Small and Medium Enterprises (SMEs) furniture industry

S/N	Item Statement	\bar{x}	SD	Remark
1	Paucity of fund to acquire catalogue and other innovative tools for effective work	3.22	0.54	Agreed
2	Unavailability of latest innovative design and construction process	3.26	0.53	Agreed
3	Scarcity of appropriate innovative equipment and tool for job efficiency	3.45	0.55	Agreed
4	Unavailability of raw material for design and job construction	3.51	0.53	Agreed
5	Insufficiency of tools compared to the number of employees	3.21	0.55	Agreed
6	Inadequate technical expertise who can operate and use some specialize equipment and tools	3.23	0.54	Agreed
7	Lack of basic managerial skills to effectively utilized the available resources for job satisfaction	3.33	0.53	Agreed
Average Mean		3.31	0.53	Agreed

Source: Fieldwork, 2022 SD – Standard Deviation

Based on the data presented in Table 3, it was evident that all the seven items were rated above 2.50. Item 4 showed the highest mean score of 3.51 which stated that unavailability of raw material for design and job construction. 3.31 average mean was obtained from the items which proved that all the respondents reacted positively to the constraints to technological innovation on job satisfaction in Small and Medium Enterprises (SMEs) furniture industry. The results also showed the standard deviation ranged from 0.53 to 0.55 indicating that the respondents were not too far from one another in their responses, proving that the items were valid.

DISCUSSION OF FINDINGS

Data presented in Table 1, showed the mean score of the data from the respondents' view about work environment factors on job satisfaction in Small and Medium Enterprises (SMEs) furniture industry. The average mean of 3.21 was obtained meaning that the respondents agreed to the items which include; satisfaction with current maintenance of the innovative tools, The work activities compared to your skills and the opportunities for improving your competence level, The career advancement opportunities or your competence in general and satisfaction with the human resources management and the communication between employees. This study is in tandem with Ngcobo (2018) who posited that conducive working environment is a significant factor that can aid effective performance such as in school or work environment.

The findings from the study in research question 2 revealed that all the items have mean score of the respondents view ranged from 3.30 – 3.56. This clearly showed that respondents agreed on

items on sources of technological innovation information on job satisfaction in Small and Medium Enterprises (SMEs) furniture industry. Findings also showed the highest mean score of 3.56 which stated that recording through media and internet can generate an innovative information on furniture design for job satisfaction. This finding was supported by Murphy (2005) that the greater the diversity of customers links an enterprise maintains, the greater the likelihood that the enterprise may be exposed to novel design ideas and approaches. Murphy further asserted that innovation is in some sense called forth or triggered in response to market needs, which is a demand-pull factor. Olomi (2009) say that networks also assist to get and stimulate better ideas for the eventual effect of making the business more innovative. Likewise, photographs, catalogues and brochures serve as tools in new designs as well as production processes.

The findings from the study in research question 3 revealed that all the items have mean score of the respondents' view ranged from 3.22 – 3.51. This clearly showed that paucity of fund to acquire catalogue and other innovative tools for effective work, unavailability of latest innovative design and construction process, inadequate technical expertise who can operate and use some specialize equipment and tools and lack of basic managerial skills to effectively utilized the available resources on job satisfaction. The finding was supported by Musambya (2011) who posited that small and medium scale entrepreneurs fail to make good business plans which at the long run affect the performance of the enterprise. The cost of procurement of tools and equipment, lack of good managerial skill and shortage of technical expertise hinder the development of furniture enterprises.

CONCLUSION

The technological innovation performance Small and Medium Enterprises (SMEs) furniture industry in Oyo East Local Government Area served by various factors in the industry, and the ability to effectively engage and link with these factors will be a driver for the furniture SMEs enterprise in gaining a competitive edge. For SMEs, which have long been recognized as one of the backbone of sustainable economic development and as a spawning ground for the birth of potential entrepreneurs, the ability to form these linkages must certainly be developed and sustained. However, there are some indicators of internal capabilities towards technological innovation, most of the sources are external to the furniture SMEs enterprises. This includes, unavailability of technological innovative tools and equipment hinders SMEs to provide competitive furniture in the market. Limited capital appears a major hindering factor for the enhancement of quality of furniture.

Recommendations

Based on the findings of the study, the following recommendations were made:

- The government should provide SMEs furniture industry with facilities of various tools and equipment to enhance quality of products.
- Government and Non-Governmental Organisation (NGO) should implement policies to promote SMEs by availing them with loans to improve the quality and quantity of products.
- SMEs furniture operatives owners should adapt to various communication modes such as the internet and dynamic in nature to stick to technological innovative in the furniture industry.

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