



**ANALYSIS OF UPGRADED FACILITIES AND JOB PERFORMANCE IN  
THE NATIONAL MUSEUM IN BENIN CITY, EDO STATE, NIGERIA**

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**Abstract**

*This discourse is an analysis of upgraded facilities and job performance in the national museum in Benin City. Contained in this paper are the introduction; statement of the problem; objectives of the study; literature review; and theoretical framework. The survey method was adopted. Questionnaire was used for data collection. The simple percentage was used in getting the frequency counts. Findings showed that upgraded facilities such as vehicle improved punctuality; computers enhanced work speed; and new offices enhanced efficiency. It was recommended that facilities should always be upgraded so as to enhance the job performance level of employees.*

**Keywords:** Facilities, public service, job performance, and national museums

**Introduction**

The public service as an entity is of national significance. It is a global practice to establish and allocate functions to the public service. Any

country in the world that has a government with people-spirited constitution must necessarily institute the public service to gratify the needs of the citizenry. The sundry functions, which the government is constitutionally bound to discharge, are what determine the number of public service agencies or parastatals that are established in the country. It follows then that the public service is set up to carry out assigned constitutional functions in agreement with its designation and enabling laws. That is why it is unconstitutional for a particular public service agency to perform the tasks which are outside its sphere of responsibilities. For instance, the National Orientation Agency (NOA) cannot discharge the responsibilities of the National Commission for Museums and Monuments (NCMM) and vice versa. In the bid to meet the various needs of the general public, the Federal Government of Nigeria had over the years put assorted public service such as the national museum in place.

In simple terms, a museum is described as a place in which antiquated objects are kept in stock for posterity from one generation to the other. The activities of museum have however transcended the confines of a building as the whole lot evolves from time to time. In order to have an all-encompassing description, the International Council of Museums (ICOM) in Article 3 and Section 1 of its Statutes, plainly explained that a museum is a non-profit, permanent institution in the service of society and its development, open to the public, which acquires, conserves, researches, communicates and exhibits the tangible and intangible heritage of humanity and its environment for the purposes of education, study and enjoyment. The foregoing definition captured the five major museological activities which encapsulate research, documentation, conservation, exhibition and education. As it is with several other public service agencies, the employees of national museums require multiplicities of facilities to perform their everyday jobs. A number of these facilities

generally include spacious offices with suitable fittings such as light, fans, tables, chairs and shelves. Computers are also needed for speed in digital documentation and retrieval of information regarding museum artifacts and other paperwork. Vehicles are no doubt required to make staff punctual when going out for field work such as ethnographic research, archaeological excavations, monitoring of monuments and sites, and any other official engagement that may be directed by museum management.

Overtime, the abovementioned facilities either deteriorated or were completely lacking in the national museums. The obvious aftermath was job underperformance which retarded output of national museums in terms of research, documentation, conservation, exhibition and education. It was this same counterproductive occurrence that pushed the Management of the national museums to decide in 2010 that the facilities in the various national museums in Nigeria should be upgraded. There are speculations concerning the outcomes of the upgraded facilities in the national museums. But these assumptions have not been examined. It is on this basis that this discourse is set out to analyze upgraded facilities and subsequent job performance level of employees in the national museum in Benin City. The period covered in this paper is between 2010 and 2020.

This discourse is fragmented into varied sections for the purpose of clarity and organized presentation. Subsequent to the foregoing introduction, there is the statement of the problem. Next are the objectives of the study. After that are the research hypotheses. Following that is the theoretical framework and literature review. Next is the data analysis and discussion of findings. Lastly is the conclusion and recommendations.

### **Statement of the Problem**

It was argued by Filane (2003) that among the leading causes of discontent in the national museums is insufficient financial support for meeting the needs of workers in terms of providing facilities. The need of employees

that organizations like the national museums ought to meet so as to motivate them to perform is painted by Shah and Shah (2007) as provision of excellent working conditions brought about by adequate facilities. Undoubtedly, facilities are important for employee job performance. From time to time, most facilities in the Nigerian public service are either dilapidated or utterly lacking. The ripple effect is that workers underperform their jobs while organizational output dwindles. In its annual Management Meeting held in Kano State in 2010, the decision to upgrade museum facilities was taken. This step was intended to boost job performance.

Christy (2005) wrote about redevelopment proposal for the national museum in Kaduna via the application of indigenous Nigerian architectural elements in contemporary museum architecture. Similarly, Uzogara (2011) did a study on the integration of cultural diversity in architectural symbolism in the national museum in Abuja. Both studies only emphasized the need to build museums with the Nigerian type of architecture. However, Parveen, Sohail, Naeem, Azhar and Khan (2012) investigated the impact of office facilities and workplace milieu on employees' performance: A case study of Sorgodha University. Again, Salam, Niswaty, Jamaluddin and Pratiwi (2019) conducted a study concerning the influence of work facilities on employee job performance at the Regional Financial Management Agency Secretariat Section of South Sulawesi Province. In a different research, Groen, Theo, Hoekstra and Sprang (2019) explored the impact of employee satisfaction with facilities on self assessed productivity support.

None of the above studies was conducted in the national museum in Benin City. Though some of the preceding studies focused on facilities, none of them thrashed out the indicators of job performance. These have left some gaps in the extant literature. The need to fill these gaps necessitated the focus of this paper on the impact of upgraded facilities on the indicators of

job performance in the national museum in Benin City. The following research questions were put forward to serve as guide in making inquiries. First, did vehicle improve the punctuality of staff? Second, did computers accelerate work speed of employees? Third, did new offices increase the efficiency of workers?

### **Objectives of the Study**

The general objective of this study is to analyze the impact of upgraded facilities on job performance in the national museum in Benin City. The specific objectives are to:

- (a) Evaluate the outcome of vehicle on punctuality of workers.
- (b) Appraise the impact of computers on work speed of workers.
- (c) Assess the effect of new offices on the efficiency of workers.

### **Literature Review**

The literature review covers the discussion of concepts which are related to the subject matter of this study. These include the public service; public service ethics and functions; and national museums and assigned public service functions.

### **The Public Service**

The public service has nuances of meanings. It is not easy to capture the meaning of public service in one sentence. Hence it is defined in assorted manners. Any definition given concerning the public service is determined by the exact standpoint of the author. In the quest to capture the whole meanings of public service, Merriam-Webster (n.d.) broke them into three parts. First, public service as used in 1576 means any service delivered in the interest of the community. Second, public service is the act of providing commodities and rendering services to some or the whole members of the society. Third, public service means an establishment of the State which is put in place by the government. The third description is

the sense in which the public service is used in this paper. However, the first and second descriptions of public service given above are still relevant because they all combine to form the functions of the public service which is an institution of the State. Some of the services rendered for the interest of the general public include healthcare service, fire service, electricity service, water service, and waste disposal service.

Public service and civil service are frequently swapped in usage. This is because both of them encapsulate the establishments owned by government. But when earnestly analyzed, the difference between them becomes obvious. A comprehensive description of the two expressions indicates that public service is more encompassing in its formation than civil service. Okonkwo (2014) argued that public service in Nigeria takes account of the entire workforce in government ministries and extra-ministerial departments while civil service is limited to workers in core government ministries. Some examples of core government ministries at the federal level are budget and national planning; science and technology; agriculture and rural development; and information and culture. Assorted types of public services in Nigeria which are not in core government ministries were enumerated by Junaidu and Aminu (2015) and Azelama (2019). Put in a nutshell, they are statutory corporations or parastatals, judiciary, legislature, the Nigerian Police, the Armed Forces, and other organizations over which the Federal Government can claim ownership by way of founding, acquiring majority shares and having superseding interests.

Guido (2000) clarified that the public service is a line of work, and as it grew over the years, it took in some characteristics such as the principle of merit in establishing career stepladder with which employees can climb from employment to promotion. Section 169 of Chapter VI, Part 1D of the 1999 Constitution of the Federal Republic of Nigeria as amended,

stipulated that the public service encapsulates the civil service (Ministerial departments) which is owned and controlled by government. It means that the civil service is an instrument which the government uses in executing its policies.

### **Public Service Ethics and Functions**

The public service is not run arbitrarily but based on properly defined ethics. Gilman and Lewis (1996) recognized that ethics in public service vary from place to place because of differences in culture and value system. Arkansas State University (2020) whispered that ethics generally refer to the moral principles which are used in classifying behaviours as either good or bad. Public service ethics are therefore the guiding principles which public servants follow in discharging assigned functions. Arkansas State University declared that the American Society for Public Administration published and revised the frequently applied code of ethics for public administrators in 1984 and 2013 respectively. The following are the code of ethics. First is to advance the public interest. Second is to uphold the constitution and the law. Third is to promote democratic participation. Fourth is to strengthen social equity. Fifth is to fully inform and advise. Sixth is to demonstrate personal integrity. Seventh is to promote ethical organization. Eighth is to advance professional excellence. There are however some values guiding the day to day operations of the public service. Salient among them are loyalty, neutrality, transparency, diligence, efficiency, punctuality, effectiveness, and impartiality (Guido, 2000; Michelsen and Amundsen, 2009). Loyalty implies allegiance; neutrality means nonaligned; transparency signifies honesty; diligence encompass hard work; punctuality suggests time keeping; effectiveness implies competence; and impartiality signifies objectivity. The aforesaid public service ethics form the reason why public and civil servants are swearing oath of secrecy and anonymity in regard to their dealings with the general public.

Arkansas State University (2020) supposed that the main goals of the public service are to bring about public good and welfare, render needed assistance to people and their communities, and strive to make the society a better place. The following additional functions of the public service were pinpointed by Junaidu and Aminu (2015).

1. Public service supports in the implementation of the political, economic and social policies formulated by any incumbent government.
2. Public service helps to design and effect services that are of interest to the citizenry.
3. Public service ensures that there is accountability in all the aspects of service, albeit political, financial and managerial.
4. Public service assists the government in generating revenue via collection of levies, taxes, rates and any other constitutional means.
5. Public service at all time guarantees adequate service delivery to the general public.
6. Public service embarks on various initiatives that will bring development to the citizens in particular and the country at large.
7. Public service goes all-out to monitor and assess organizational performance in all the public, private and non-governmental organizations.

### **National Museums and Assigned Public Service Function**

Museum is a centre visited by individuals and groups for sightseeing. One of the purposes of museum is to entertain the public. That is why most people tend to portray the museum as a building in which cultural, scientific, and artistic materials used in the past are stored and displayed for sightseeing. The foregoing definition is narrow owing to the fact that museum activities are not restricted to a building. As the museum evolved over the years, its scope concomitantly expanded. The quest for a comprehensive definition made the International Council of Museums

(ICOM) to declare in Article 3 and Section 1 of its Statutes, that a museum is a non-profit, permanent institution in the service of society and its development, open to the public, which acquires, conserves, researches, communicates and exhibits the tangible and intangible heritage of humanity and its environment for the purposes of education, study and enjoyment.

The national museums in Nigeria have their distinct public service assignments which are centred on promoting cultural heritage. Benedict (2010) explained that the museums serve as symbols of national, regional and local identity. They keep record of progressions and changes in culture by preserving and protecting cultural and natural heritage of humanity. Adeniji and Ekanem (2013) added that museums collect and conserve artifacts, which have scientific, artistic and historical significance, and exhibit them for the viewing pleasure of the general public. Likewise, Mensch (2004) stated that museums are not only to conserve and store artifacts, but to also uphold their significant cultural information. In the same vein, Filane (2003) pointed out that the usual functions the national museums perform consist of collecting objects with cultural values, outlining its purpose, documenting the objects, storing and conserving the objects, and using the objects for exhibition. Filane further asserted that the onus is on the national museums to prevent any unlawful selling of objects to other countries as well as repatriating the stolen artifacts. Lastly, NCMM (2012) declared that the everyday functions which the National Commission for Museums and Monuments bequeathed to the national museums include making sure that there is orderliness and smoothness in the day by day operations of the national museums; proper maintenance and management of all the museum structures and collections; timely endorsement and observance of museum policies, ethics and practices; and accurate conservation and interpretation of collections.

### **Workplace Facilities**

Workplace facilities means the entire equipment or paraphernalia which the employees make use of in performing their everyday tasks. Mahi (2018) outlined and also explained that the requirements at workplace include layout, work areas, floors and other surfaces, lighting, ventilation, and temperature. A layout means arrangement which helps the employees to enter, go out, and move around with ease and safety particularly in emergency situation. Work areas signify the sufficient work space required by the workers to carry out their daily assignments. Floors and other surfaces means the proper ground coverings such as tiles, which ought to be flat, balanced, and dry enough for the employees to safely walk on while performing their everyday jobs. Lighting entails clear illumination, which the workers use in their various offices in order to be able to see clearly when carrying out assigned responsibilities. Ventilation implies the supply of fresh and clean air, which is meant to ensure the good health of staff. Temperature refers to the degree of hotness and coldness of the place of work. According to Mahi, several other facilities that are considered necessary at workplace takes account of lockers, seats, floor drainage, air extraction, showers, changing rooms, toilets, taps, resting place, hand-washing conveniences as well as eating and break services.

Parveen, Sohail, Naeem, Azhar and Khan (2012) put in plain words that good facilities are required to “maintain a comfortable, safe, supportive physical environment to help workers stay motivated and productive”. The workplace facilities they referred to include roads, utility supply systems, information and communication systems, water, energy, air conditioning systems, office furniture, and waste disposal systems. It was emphasized by Mahi (2018) that improperly managed workplace facilities can pose both immediate and long term hazards to the wellbeing of workers. For this reason they must be carried along at what time decisions

are made in relation to workplace facilities. Parveen, Sohail, Naeem, Azhar and Khan (2012) added that workplace facilities must be carefully selected to make them suitable for discharging assigned duties.

The aforementioned workplace facilities are all needed for job performance in the national museums. It was argued by Hanafi (2019) that there exist some other facilities that are useful to the national museums in Nigeria. They encapsulate different electronic gadgets such as social media platforms, projectors for visual display of objects, and digital billboards for advertising. But the museum management decided to acquire vehicles, computers, and office blocks in a bid to reduce the impediments to employee productivity. It was assumed that vehicles would enhance punctuality; computers would boost work speed, while new offices would heighten efficiency. It has not been verified whether the foregoing facilities have succeeded in fulfilling their purposes.

Christy (2005) exposed the redevelopment proposal for the national museum in Kaduna via the application of indigenous Nigerian architectural elements in contemporary museum architecture, but never discussed other facilities. In addition, Uzogara (2011) carried a study on the integration of cultural diversity in architectural symbolism in the national museum in Abuja, but only emphasized the need to build museums with local architecture. Also, information are garnered from other previous studies related to the subject matter of this study. Parveen, Sohail, Naeem, Azhar and Khan (2012) looked into the impact of office facilities and workplace milieu on employees' performance: A case study of Sorgodha University. It was hypothesized that better infrastructure have positive impact on employees' job performance of University of Sorgodha. Men and women who are teaching and non-teaching staff were selected to form the sample size which contained 150 respondents. Data were gathered with a survey questionnaire. Pre-test method was used in

selecting the sample prior to data collection. Reliability of research instrument was guaranteed with Cronbach's Alpha-81. Both univariate and bivariate analysis of data were conducted. Results showed that respondents totting up to 58.7% consented that good room temperature enhanced their overall job performance. It means that better infrastructure had positive impact on employees' job performance.

Again, Salam, Niswaty, Jamaluddin and Pratiwi (2019) conducted a study about the influence of work facilities on employee performance at the Regional Financial Management Agency Secretariat Section of South Sulawesi Province. The research was the quantitative type. The effects of work facilities variables on employee performance variables were measured. All the 35 employees working in the Secretariat Section formed both the population of study and sample size. Data were gathered by means of interviews, observations, questionnaire and documents. Descriptive statistical analysis was done with percentage, average and standard deviation. Inferential statistical analysis was performed with data normality test, correlation and regression analysis. Findings proved that work facilities variables such as machinery, infrastructure, work equipment, land and buildings have positively impacted on employee performance variables which include quality, quantity, punctuality, effectiveness and independence.

In another study, Groen, Theo, Hoekstra and Sprang (2019) explored the impact of employee satisfaction with facilities on self assessed productivity support. The sample size was 191 organizations, while the total respondents were 25, 947. Statistical tool used for data analysis was step-wise multiple regression analyses. Data were garnered from a database, and the data was about user satisfaction and perceived productivity support. Instrument for data collection was work environment diagnostic tool WODI light. Findings showed that there is a

relationship between employee satisfaction with facilities and productivity. It means that upgraded facilities boosted job performance.

The above studies did not straightforwardly prove if variables such as vehicle and computers have impact on job performance. Furthermore, none of the studies was carried out in the national museum in Benin City. These are perceptible openings in the abovementioned previous studies which this discourse was set out to fill up.

### **Theoretical Framework**

This paper is supported with the theories of need which were promoted by Ruut Veenhoven, Abraham Maslow, and David McClelland. The need theory holds that people are happy when their needs are met vice versa (Veenhoven, 2010). Again, Veenhoven (2008; 2009) argued that needs are different from wants because needs are inherent and general, while wants are attained and differ from one culture to another. The following covers the assumptions of needs put forward by Veenhoven (2014). First, human beings are happy when their innermost needs are gratified. Second, it is possible to infer whether people are happy or not, based on their moods. Third, there are certain experiences which make people happy or sad. Fourth, general motivation and outcomes of not being gratified are the bases on which needs are inferred. Veenhoven (2010) affirmed that having a sense of belonging, food and security can lead to happiness while isolation, starvation and insecurity can cause unhappiness. The implication is that when the needs of people are met, they become willing to perform their duties.

Azelama (2019) and McLeod (2020) thrashed out the theory of needs postulated by Abraham Maslow in the following order. Maslow believed that meeting the needs of people can motivate them. It is assumed that human needs are twofold. There is the potent need which must be met

urgently because it is pressing. Next is the latent need which is not urgent, but futuristic (Azelama, 2019). The needs of human beings were arranged by Maslow in the following ascending order. Physiological needs, safety or security needs, social needs, esteem needs and self actualization. When Maslow initially postulated the theory of motivation in 1943, the assumption was that a lower need on the hierarchy must be fully met before higher ones would come up, but it was later admitted that a need might not be totally satisfied before attending to a higher one (McLeod, 2020). The connotation of the abovementioned assumptions is that adequately meeting the needs of human beings will ultimately encourage people to display optimum performance.

In McClelland's theory of needs, it is established that people are stimulated to perform when three needs are met. McClelland (as cited in Braden, 2000; Azelama, 2019) hinted that the factors which motivate human beings are the need for achievement, need for power, and need for affiliation. Achievement need comprises the push to do well, meet set standards and be successful. Power need include the desire to make other people behave in a particular way even if they had wanted to behave differently. Affiliation need is the craving to have some levels of belonging or relationship with people in an organized group. Braden (2000) emphasized that McClelland did not support the progression from a lower need to a higher one as done by Maslow, but only averred that the level of need desired by some people are higher than that of others. The foregoing assumptions suggest that people perform well when they are allowed to affiliate with others, permitted to exercise power, and given enabling environment to accomplish set goals.

The three foregoing theories of need contained convincing assumptions which proved that meeting human needs can spur performance. However, each of them has its shortcoming. One glaring shortcoming of the need theory advanced by Ruut Veenhoven is that it assumed that there

are general experiences which make people happy. In reality, it is a cliché that one man's meat is another man's poison. A factor that motivates an individual may not necessarily motivate another. In the need theory of Abraham Maslow, human needs were hierarchically arranged from bottom to top. But this sequence of needs is not imbibed by everybody. David McClelland claimed that people are motivated to perform well when they have openings for achievement, power and affiliation at their disposal. This assumption cannot be swallowed hook, line and sinker because there are people who have some or a combination of these three variables and still underperform. Nevertheless, the common assumption of Ruut Veenhoven, Abraham Maslow and David McClelland is that meeting the needs of people helps in motivating them to perform. This assumption is apt in making inferences in this study. In application, the provision of facilities needed by the staff of the national museums is expected to raise their level of job performance.

### **Research Methods**

The survey research method was employed. This method was worked out by converting the specific research objectives to straightforward questions. All questions were in turn utilized for eliciting responses from respondents in order to generate usable data. Respondents were drawn from various units in the national museums which include Documentation and Storage, Export permit, Conservation, Research, planning and Publication, Projects and Works, Administration, Gallery, Library, Accounts, Exhibition, Education, Security, Audit, and Heritage, Monuments and Sites. Data were gathered from the 150 employees of the national museum in Benin City, with a questionnaire that has a three-point scale response format which encompasses 'agree', 'neutral' and 'disagree'. Simple percentage was used in obtaining the frequency counts.

**Data Presentation, Analysis, and Discussion of Findings**

Table 1: Work Facilities Measures and Percentage Distribution of Responses

No	Work Facilities Measures	Agree	Neutral	Disagree	Missing	Total
1	Automobile was given to museum	93%	2%	5%	0%	100%
2	Automobile boosts punctuality	79%	5%	16%	0%	100%
3	Computers were offered to museum.	87%	3%	10%	0%	100%
4	Computers augment work speed.	80%	10%	10%	0%	100%
5	New offices were built in museum.	71%	4%	24%	1%	100%
6	Mended offices increased work space.	69%	8%	20%	3%	100%

Source: Field Survey

### **Data Analysis**

The first objective is to evaluate the outcome of vehicle on punctuality of workers. This was worked out with the work facilities measures that are mentioned in number 1 and 2 in table 1. Computed data showed that 93% of the respondents supported that vehicle was given to the national museum in Benin City, 5% opposed while another 2% were uncertain. Exactly 79% accepted that the provision of vehicle improved punctuality in the national museum in Benin City, 16% refuted, 5% were undecided. The percentages of respondents that recognized vehicle as punctuality booster are higher than the percentages of those who refuted and those that were undecided. This signifies that there is a nexus between the availability of vehicle and the subsequent punctuality rate of the employees in the national museum in Benin City.

The second objective is to appraise the impact of computers on work speed of workers. This was ascertained with the work facilities measures stated in number 3 and 4 in table 1. Calculated data confirmed that 87% of the respondents assented that computers were offered to the national museum in Benin City, 10% dissented, while 3% were neutral. Precisely 80% agreed that computers boosted work speed in the national museum in Benin City, 10% countered, and 10% were neutral. The percentages of respondents that accepted computers as work speed enhancer are more than the percentages of those who disagreed and those that were uncertain. This implies that there is a tie between the use of computers and eventual work speed of workers in the national museums in Benin City.

The third objective is to assess the effect of new offices on the efficiency of workers. This was determined with work facilities measures listed in number 5 and 6 in table 1. Computed data established that 71% of the respondents consented that new offices were built in the national museum in Benin City, 24% opposed, while 4% were neutral. But one (1) item was

missing. Specifically 69% approved that new offices increased efficiency of workers in the national museum in Benin City, 20% were against, and 8% did not take sides. Three (3) items were missing. The percentages of respondents that accepted new offices as booster of efficiency outnumbered the percentages of the ones who were on the contrasting side, and those that were undecided. This means that there is a link between new offices and ensuing efficiency of workers in the national museums in Benin City.

### **Discussion of Findings**

Findings demonstrated that the provision of vehicle, computers and new offices had significantly improved the level of job performance in the national museum in Benin City. This implies that there is a nexus between upgraded facilities and job performance. In order to have an organized analysis, inferences are based on how the variables of upgraded facilities had improved the discharge of assigned functions which formed the everyday tasks in the national museum in Benin City.

It can be inferred that the provision of vehicle to the national museum in Benin City had improved punctuality of staff to do public service assignments regarding cultural heritage. Such assignments outlined by Benedict (2010) include preserving and protecting cultural and natural heritage of humanity. Supply of official vehicle alleviated the former challenges of conveying workers in the national museum in Benin City from place to place. The ease of movement occasioned by availability of official vehicle assists the staff to promptly monitor all the sites under the jurisdiction of the national museum in Benin City from human from encroachment and destruction. This finding supports the findings of Groen, Theo, Hoekstra and Sprang (2019) which indicated that there is a relationship between employee satisfaction with facilities and productivity. Findings as well supported the need theory of Ruut

Veenhoven, Abraham Maslow and David McClelland which implied that meeting the needs of workers enhances their output.

Via inference, it is clear that the supply of computers to the national museum in Benin City had enhanced speed in performing tasks which Filane (2003), Mensch (2004) and Adeniji and Ekanem (2013) pinpointed as collection, documentation, conservation, storage and exhibition of artifacts for the present and future generation. It follows then that the provision of computers had helped the national museum in Benin City to transit from analogue to faster digital record keeping. The documentation of objects is now done with computers. As such, information about the number of museum collections can be retrieved and disseminated on demand without hitches. This analysis is in harmony with the findings of Salam, Niswaty, Jamaluddin and Pratiwi (2019) which demonstrated that machinery positively impacted on employee job performance. Findings also confirmed the need theory of Ruut Veenhoven, Abraham Maslow and David McClelland which assumed that supplying the needs of staff improves their job performance.

Finally, it can be deduced that the construction of new offices in the national museum in Benin City had increased space for everyday jobs. Some of these everyday jobs mentioned by NCMM (2012) comprise maintenance and management of all the museum structures and interpretation of collections. The implication is that more offices are now available for employees in the national museum in Benin City to do their jobs. Such jobs include feeding researchers and other inquirers with information; and carrying out secretarial tasks such as accounting, administration and audit. This result confirmed the findings of Parveen, Sohail, Naeem, Azhar and Khan (2012) and Salam, Niswaty, Jamaluddin and Pratiwi (2019) which both upheld that buildings and good room

temperature had positive impact on the job performance of employees. Findings further verified the need theory of Ruut Veenhoven, Abraham Maslow and David McClelland which signified that meeting the needs of staff boosts their productivity.

### **Conclusion**

This paper assessed the impact of upgraded facilities on job performance in the national museum in Benin City. Outcomes of vehicle on punctuality, impact of computers on work speed and end result of new offices on work space were dissected. The survey research method was adopted. Data were collected with questionnaire. The simple percentage was used for data analysis. Findings established that vehicle, computers and new offices enhanced job performance in the national museums in Benin City.

### **Recommendations**

Based on the findings in relation to the subject matter of this study, the following recommendations are put forward.

- More vehicles should be given to the various Agencies or Departments under the Nigerian public service. Maintenance culture must also be imbibed so that official vehicles can always be roadworthy when they are needed for movement of workers especially at what time they are going out for fieldwork. Archaeologists and Ethnographers in the national museums need vehicles for fieldwork while Heritage workers need them for patrol of various monuments and sites.
- Computers should as well be adequately supplied to the diverse Agencies or Departments under the Nigerian public service. Such computers must not be obsolete. They should also be properly maintained. All the units in the national museums should be given computers to carry out their everyday jobs.
- New office blocks should be constructed to accommodate all the

staff working in the Nigerian public service. The dilapidating ones must be renovated. Moreover, all the vital fittings like electricity, fans and furniture must be put in place.

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