

**JOB SATISFACTION AND EMPLOYEES' PRODUCTIVITY: A STUDY OF  
FEDERAL AIRPORT AUTHORITY OF NIGERIA,  
LAGOS STATE, 2005-2018**

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**FEBRUARY, 2021**

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LAGOS STATE, 2005-2018**

**BY**

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**A DISSERTATION SUBMITTED TO THE SCHOOL OF POSTGRADUATE  
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AND INTERNATIONAL RELATIONS, COLLEGE OF LEADERSHIP AND  
DEVELOPMENT STUDIES, COVENANT UNIVERSITY. OTA, NIGERIA**

**FEBRUARY, 2021**

## ACCEPTANCE

This is to attest that this dissertation titled “**Job Satisfaction and Employees’ Productivity: A Study of Federal Airport Authority of Nigeria, Lagos State, 2005-2018**” is accepted in partial fulfilment of the requirements for the award of the degree of Master of Science in Public Administration in the Department of Political Science and International Relations, College of Leadership and Development Studies, Covenant University, Ota, Nigeria.

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(Secretary, School of Postgraduate Studies)

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(Dean, School of Postgraduate Studies)

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## DECLARATION

I, **ITUA, OSAYANDE QUEEN (17PMP01716)** declares that this research titled “**Job Satisfaction and Employees’ Productivity: A Study of Federal Airport Authority of Nigeria, Lagos State, 2005-2018**” was carried out by me under the supervision of Dr. Fadeke E. Owolabi of the Department of Political Science and International Relations, College of Leadership and Development Studies, Covenant University, Ota, Nigeria. I attest that the dissertation has not been presented either wholly or partially for the award of any degree elsewhere. All sources of data and scholarly information used in this dissertation are duly acknowledged.

**ITUA, OSAYANDE QUEEN**

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**Signature & Date**

## **CERTIFICATION**

We certify that this dissertation titled “**Job Satisfaction and Employees’ Productivity: A Study of Federal Airport Authority of Nigeria, Lagos State, 2005-2018**” is an original work carried out by **ITUA Osayande Queen (17PMP01761)** in the Department of Political Science and International Relations, College of Leadership and Development Studies, Covenant University, Ota, Ogun State, Nigeria under the supervision of Dr. Fadeke E. Owolabi. We have examined and found this work acceptable as part of the requirements for the award of Master of Science in Public Administration.

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**Signature & Date**

## **DEDICATION**

This research work is dedicated to God first, for giving me the wisdom, knowledge, understanding and grace to fulfil my dream.

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## **LIST OF ABBREVIATIONS**

SPSS: Statistical Package for Social Sciences

FAAN: Federal Airport authority of Nigeria

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## ABSTRACT

This study investigates the effect of job satisfaction on employees' productivity in the Nigerian public sector with specific reference to the Federal Airport Authority of Nigeria (FAAN), Lagos. The study employed a descriptive survey research design based on primary and secondary data. Out of 939 population which includes 781 senior staff and 210 junior staff of FAAN employees, 281 copies of structured questionnaire were administered and 213 (75.8%) was returned with the attrition rate of 24.2%. Simple random sampling technique was used. Secondary data were sourced from published materials and analysed textually. The Statistical Package for Social Science (IBM SPSS) statistical tool was used for the analysis of data. This study adopted Herzberg two-factor theory which rejuvenated the discussion and findings. The study unveils that there is positive significant relationship between job satisfaction and employees' productivity in Nigeria. Therefore, the study concludes that employees are an integral part of any organisation and as such their satisfaction should be a priority for improved and optimum performance and a high opportunity for competitive edge focusing on the public sector. Therefore, the recommendation of this study based on the findings is that; it is imperative for managers to make acceptable incentives to mitigate employee dissatisfaction at the workplace to improve productivity.

**Keywords:** Employee Productivity, Job Satisfaction, Public sector, Nigeria.