



## **PREDICTORS OF JOB SATISFACTION AMONG SIGN LANGUAGE INTERPRETERS IN NIGERIA**

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### **ABSTRACT**

Sign language interpreters play a fundamental role in ensuring that learners with hearing impairment receive appropriate information and instruction within and outside the school setting. These personnel are instrumental to bridging the huge communication gap experienced by students with hearing impairment. However, literature has shown that Sign language interpreters are significantly demotivated to perform at their best due to poor job satisfaction. Thus, this study investigated the influence of academic qualification, work experience and remuneration on job satisfaction of sign language interpreters in Nigeria.

Using Maslow's theory of job satisfaction and the job characteristic model as a guide, the study adopted an ex-post-facto descriptive survey research design, collecting data from ten tertiary institutions in Nigeria serving students with hearing impairment purposively: Universities of Ibadan, Calabar, Ilorin, Lagos, Jos, Alvan Ikoku University of Education, Bayero University Kano; Enugu State University of Science and Technology, Kwara State University and Federal College of Education (Special) Oyo. The study found that there is a significant joint contribution of academic qualification, work experience and remuneration on job satisfaction. Hence, it is recommended that the management of tertiary educational institutions should take cognisance of these factors for desirable job satisfaction of sign language interpreters.

**Keywords:** Sign language interpreters, Job satisfaction, academic qualification, work experience and remuneration



It is the desire of every employee to be pleased with his or her job for the sake of effective productivity. For this to emerge, the construct job satisfaction becomes imperative. Job satisfaction is the extent to which an employee feels content, happy and fulfilled in his or her job. Truly, the degree of job satisfaction an employee experiences is proportional to his or her holistic well-being and productivity. Rothausen, and Henderson (2019) defined job satisfaction as an individual's level of contentment alongside his or her professional environment and the gratification derived from its professional accomplishments. Having a job one enjoys, excels at, and is compensated for is job satisfaction. The satisfaction in one's job can be intrinsic or extrinsic. The intrinsic consists of recognition, tasks and accountability, while the extrinsic consists of working conditions, organizational regulations and compensation. Intrinsic job satisfaction is an inherent drive to do a task that involves pleasure. Extrinsic job satisfaction, on the other hand, is defined as the external advantages supplied by the organization to professional personnel (Ajmal, Bashir, Abrar, Khan, and Saqib, 2015). These non-task-related stimuli include money and other incentives. Organizations with greater employees especially sign language interpreters often have better performance and more favorable results (Odedokun, 2022).

Sign language interpreters are the employees who utilize hand and finger shapes, facial expressions, movements, and body language to transmit information from audio programs to deaf viewers. They are individuals who render spoken or signed content across languages while maintaining the message that was originally intended, (Roberson, 2018). Sign language interpretation facilitates communication between individuals who lack a common language by using a multilingual intermediary (Byram and Golubeva 2020). Their service is unique to both individuals with and without hearing impairment especially in an egalitarian society like Nigeria. Job satisfaction among them can be high or low depending on the organization they find themselves. Nutakor (2019) posited that employee job satisfaction serves as an accurate yardstick for assessing the efficiency with which an organisation handles its personnel. Job satisfaction is crucial in the area of sign language interpreting due to its significant impact on the lives of both the hearing and the hard of hearing, (Chong, Jacob, Ramadas, Goh, and Palanisamy, 2021). Job satisfaction of sign language interpreters, therefore, can be determined by how much of an impact their workplace development and opportunities, as well as the nature of the job, meet their needs. It would be a dreaded experience for employees who are dissatisfied yet must grudgingly report to work out of fear, conflict, and dissatisfaction that the organisation has in store for them (Abdul-Nasiru and Mensah, 2016).

Job satisfaction has been observed as a serious concern among SLIs. This could be seen in some of their attitudes which include job absenteeism, frustration, self-esteem, nonchalant attitude towards their job, withdrawal from the job and many others. When SLIs are dissatisfied with their job, it could lead to inefficiency and job exhaustion on their part. This may also have an effect on



the organisations that have employed them. Although other scholars have explored issues such as empathy and exhaustion that pose risks to SLIs (Hsieh and Nicodemus, 2015; Mehus and Becher, 2016; Adigun, 2019), there is a dearth of studies on job satisfaction specifically among SLIs. Understanding the dynamics that impact the job satisfaction of SLIs is of utmost importance due to their significant impact on the lives of both hearing persons and students with hearing impairment, (Swartz, 1999). Some constructs such as social connection, gender, skill mastery, self-efficacy, remuneration, academic qualification and work experience have been said in literature to influence job satisfaction of sign language interpreters (Rotich, 2024). In light of this, this paper investigated the predictive influence of academic qualification, work experience and remuneration on job satisfaction among sign language interpreters in Nigeria.

Academic qualification is the educational attainment of sign language interpreters. Sign language interpreters are required to have previous knowledge of the peculiarity of student or individual they are dealing with. For them to have job satisfaction in Nigeria, it is advisable to acquire a certificate in the education of the hearing impaired. Doing so, it will help them understand the job they are doing to ensure maximum output and satisfaction. In addition, higher educational levels attract greater responsibility and better work conditions for employees in a job than individuals with fewer credentials in the same position (Yaya, 2019). In Nigeria, some organizations celebrate certificate than technical know-how. They prioritize employees, including sign language interpreter, who possess additional educational qualifications and training in order to attain maximum productivity and satisfaction. Clarke (2018) affirmed that many employers and administrators use a candidate's educational attainment as measure of their potential when hiring new personnel. Academic qualification of sign language interpreter accelerate career, create opportunities for development, salary increases and expertise on the job. Hence, academic qualification has a strong nexus with job satisfaction. The higher the qualification the better the position one occupies which in turns equivalent to the more the job satisfaction will be. Sing language interpreters with higher academic qualification who possess thorough understanding of the extent, context and complexities of their job will further strengthen their professionalism. Piore (2018) established a substantial link amid higher academic qualification and job satisfaction. Sign language interpreters with higher heights of education possess an increased quantity options for employment and are therefore less prone to feel trapped in a particular position or company.

Furthermore, work experience is another construct in this paper that has nexus with job satisfaction among sign language interpreters. It is the length of time that they have spent working as interpreters. Work experience, according to Zhang, Zhou, Tang, Wang, Nie, Zhang, and You, (2020) shows how much time a person has been working. It is applicable to a wide range of Human Resource (HR) tasks, including recruitment, education, and development and career development and productivity. Several professions acknowledge the duration of years a person has worked as a



significant component in their human resource strategies, which include pay systems, benefits packages, and promotion choices (Greer, 2021). According to Sendawula, Nakyejwe, Bananuka, and Najjemba (2018), the concept suggests that as people accumulate job experience, their knowledge, skills, productivity, and performance improve. This is congruent with sign language interpreting which is a skill that develops overtime with experience. The more years use in a profession can be used as yardstick to measure the level of satisfaction one has received thus far in such job.

Remuneration is the third variable which is crucial to any organization because it shows its commitment to protecting its human resources and fostering a culture of high loyalty and dedication. The increase in remuneration is anticipated to support the maintenance of the workforce, the accomplishment of the job expectation, purpose and the accomplishment of work goals (Sorn, Fienena, Ali, Rafay, and Fu, 2023). Remuneration is therefore defined as incentives or compensation that workers get for their job. Ihemereze, Eyo-Udo, Egbokhaebho, Daraojimba, Ikwue, and Nwankwo, (2023) argued that the remuneration system ought to prioritise cooperation over individual accomplishments. They believe that individuals ought to be acknowledged for their exceptional teamwork through promotions, salary increments, and other suitable methods. As a result, when sign language interpreters are contented with their job, their performance increases, attrition decreases, and collegiality grows (Thomas, 2024). Among sign language interpreters, relative remunerations are frequently perceived to be a determining factor. Its dispersion may influence job satisfaction especially if workers compare their earnings to those of their co-workers when choosing their level of effort (Afanjo, 2002). According to Ali and Anwar, (2021), if the organisation manages its remuneration structure well, it may boost employee motivation, output, and satisfaction. If sign language interpreter is dissatisfied with his or her existing remuneration, lack luster performance is inevitable. This might indicate that the earnings are not reaching his or her expectations. Sign language interpreters may remain in an organisation if they are well-paid but may also leave if they are not. According to Alrawahi, Sellgren, Altouby, Alwahaibi and Brommels (2020), employees want a greater remuneration for the work responsibilities that they perform. It is the catalyst for both personal development and workplace mental health. Conversely, inadequate remuneration might result in disregarding essential duties and contribute to poor job satisfaction and productivity (Anwar and Ghafoor, 2017).

Hence, this study is believed to close the gap in research about the job satisfaction of sign language interpreters. It is on this premise that the study investigated the influence of academic qualification, work experience and remuneration on job satisfaction among sign language interpreters in Nigeria.



### **Literature Review**

Fulfilling one or more objectives is all that is required to make someone happy. There exists a clear correlation between a person's estimation of their own accomplishments in the workplace and their job satisfaction. When people find fulfillment in their work, it may function as a stimulant for more commitment and effort, (Bello, Adewole and Afolabi, 2020). According to Okhakhume and Aroniyaaso (2019), job satisfaction encompasses both good and unhappy feelings about one's employment. The researcher stated that a worker that is employed brings with them needs, wants and experiences that define expectations and when expectations are not met in the in the workplace, there is a tendency to say personnel exhibit an inadequate degree of job satisfaction and that this can affect employee productivity. Employees are most satisfied when they believe they have been adequately rewarded for the work they have done in ensuring that those rewards are real contributions to the organisation and are consistent with the reward policy. The rewards can include many other benefits such as salary, promotion and recognition (Ajala, 2017).

Previous study has indicated that academic qualification and job satisfaction have been shown to be correlated. According to some study, persons with higher heights of education possess an increased quantity options for employment and are therefore less prone to feel trapped in a particular position or company, (Piore, 2018). Consequently, Oyovwe-Tinuoye and Adomi (2021) assert that the educational background of librarians in southern Nigerian university libraries is a substantial determinant of job satisfaction.

According to Biernacka and Kalata-Zawłocka, (2019), Sign language interpreters must be highly skilled. In addition to being fluent in both the source and target languages, they must be able to mediate cultural differences; this skill requires sufficient experience. Work experience is the length of time that an SLI spends working as an interpreter, (Kardam and Rangnekar 2012). Aside from the expert and scholastic information, it is generally accepted that sign language interpreter's level of expertise may significantly impact their efficiency in a workplace. Job experience is therefore applicable to a wide range of Human Resource (HR) tasks, including recruitment, education, and development and career development and productivity, (Mahapatro, 2021). Several professions acknowledge the duration of years a person has worked as a significant component in their human resource strategies, which include pay systems, benefits packages, and promotion choices (Greer, 2021).

Remunerations are crucial to any company because they demonstrate its commitment to protecting its human resources and fostering a culture of high loyalty and dedication. According to Pillah (2023) remuneration might be an amount of money that has been agreed upon between the manager and the worker as monthly recurrent payment in respect to rendered services. The availability of varied compensation systems has improved employee performance in the short and long run, creating a competitive environment over organisations that lag behind in terms of giving better



pay plans (Ibidunni, Osibanjo, Adeniji, Salau and Falola, 2016). In Africa, and particularly in Nigeria, the majority of employees who change jobs do so in search of greater compensation (Raza and Hanif, 2013). According to the Nkechi, Emeh and Okechukwu, (2012) beyond a 70% threshold of employees in Nigeria, who are intrigue in changing jobs usually, cite low revenue in their current state as the reason for looking for a new career. Several scholars, including Ali and Raza (2015) and Ali and Anwar (2021) argue that employees will only stay in an organisation to provide their best when they consider the remuneration process is proportionate to their contribution. This has resulted in a high proportion of employees leaving their jobs, often migrating away from their country or city in pursuit of more favorable conditions.

### **Theoretical Review**

Abraham Maslow”, a well-known expert in the area of western humanistic psychology, presented the concept of the "Theory of Hierarchy of Needs" in his influential book *The Theory of Human Incentives* (1943) (Zhang and Leng 2018). In his work "Motivation and Personality" published in 1954, Maslow provided a detailed explanation of the five basic levels of needs. Determining the influence of human desires on behaviour was the principal objective of this theory, which also offered a straightforward structure for forecasting motivation and conduct (Maslow, 1970). According to the concept, all individuals possess essential needs that must be fulfilled (Amin, 2021). Despite attaining self-sufficiency, the satisfaction of these essential prerequisites will continue to be contingent upon the individual in question. According to (Firkhan, Mohd and Mohd 2021) failure to meet basic human needs leads to confusion in humanity and does not result in self-satisfaction in their development, career, or employment. Maslow's Theory (1954) of Job Satisfaction provided a detailed explanation of the five basic levels of needs. Determining the influence of human desires on behaviour was the principal objective of this theory, which also offered a straightforward structure for forecasting motivation and conduct (Maslow, 1970). Maslow arranged the following human requirements in a pyramidal style: physiological, safety and security, belonging and love, esteem, and self-actualization, (Maslow, 1943; Zhang and Leng 2018). In accordance with this logic, once the fundamental requirements are fulfilled, only then can the more intricate needs be considered, (Thielke, Harniss, Thompson, Patel, Demiris and Johnson 2012).

The "hierarchy of needs" as outlined by Abraham Maslow (1954), is often discussed in relation to human growth, self-actualization, and fundamental need. The hierarchical framework of needs, comprised of five tiers, as suggested by Maslow in 1954, became the basis for conventional viewpoints on job satisfaction. The priorities were arranged in descending order of importance, with essential needs such as food, water, and a secure dwelling being assigned the lowest priority. On the second tier, there was monetary and physical stability, and on the third level included the need for love, acceptance, and a sense of belonging in society. The greatest level of



the pyramid is geared to the pursuit of self-actualization, which encompasses autonomy and self-direction. On the other hand, the fourth tier of the pyramid is focused on the desires for self-esteem and social acknowledgment. According to Maslow's theory, an individual's needs follow a certain order, and it is necessary to address the most basic needs before addressing more intricate ones. Once those essential prerequisites are completed, they no longer serve as sources of inspiration to the person. Job satisfaction exhibits a positive correlation with the presence of chances for career progression and the fulfillment of higher-level needs, (Escardíbul, and Afcha, 2017). Furthermore, it is important to possess a lucid understanding of individuals' requirements and subsequently furnish them with the essential resources in order to foster successful motivation.

The Job Characteristics Model alternatively referred to as the Job Characteristic Theory, can be employed to implement employment modifications that increase employee satisfaction and productivity. According to the approach, an individual succeeds because of the conditions created to thrive in their work. A successful employee, according to the concept, will be enthusiastic about their work, exert maximum effort, and take pleasure in their position. According to Hackman and Oldham (1975, 1976, 1980), the Job Characteristics Model (JCM) allegedly influences three mental states: task centrality, task identity, task autonomy, feedback, and skill diversity. Following this, the three psychological states might result over a range of possible consequences, including job satisfaction.

The model provides a concise overview of the five fundamental job characteristics.

1. Skill Variety is a metric that quantifies the range and diversity of talents and skills required for a certain job. Job Characteristics Theory submits that workers will have a heightened sense of direction in their work when their job entails a diverse range of tasks and demands a higher level of abilities and capabilities.

2. Task Identity refers to the extent that an individual can see the whole outcome of their work and can identify their contribution to the overall task. The determining factors are the clarity of the job's tasks and the visibility of the outcomes. According to this theory, employees will have stronger dedication to their occupation if they had clear knowledge of their objectives, deadlines, and can see the outcomes of their work.

3. Significance of the task

It denotes the extent to which the endeavor will produce significant results. The word "impact" has a broad spectrum of potential meanings. This suggests that the task is important for the firm. This suggests that the initiative has significance for the overall welfare of society.



#### 4. Autonomy

The degree of discretion granted to an employee in determining the methods and approaches to accomplish their task is referred to as autonomy. The degree of autonomy an employee has directly influences the extent to which they are able to use discretion in determining the timing and methods of accomplishing tasks. Based on the Job Characteristics Theory, employees who are granted more autonomy are more inclined to assume responsibility for their actions and achieve superior results.

5. Feedback entails providing the employee with information on their performance in their employment. The theory suggests that employees have a deeper understanding of the significance of their employment when they receive more feedback. Receiving constructive feedback in one's workplace may enhance a worker's confidence and motivation to persist. An optimal approach for an employee to handle constructive criticism is to receive it promptly, enabling them to promptly resolve any concerns before they intensify.

#### **Methodology**

This study is a correlational type of descriptive survey research design. The representative sample of this study consists of one hundred (100) educational sign language interpreters. The researchers made use of the total enumeration sampling technique as there was a thorough examination of all sign language interpreters from 6 different higher institutions of learning in Nigeria. Ten tertiary institutions in Nigeria serving students with hearing impairment were purposively selected, namely: The institutions include Federal college of Education Oyo (18), University of Ibadan (6), University of Lagos (6), University of Calabar (6), Enugu State university of science and Technology (5), Alvan ikoku Federal College of Education Owerri (4), University of Jos (4), University of Ilorin (6), Kwara State University Malete(1) and Bayero University Kano (5). The instruments used were Job Satisfaction scale ( $\alpha = 0.70$ ), Academic qualification scale, Work experience scale and remuneration scale. The instruments used were Job Satisfaction scale ( $\alpha = 0.70$ ), Data were analysed using descriptive statistics and Pearson product moment correlation at 0.05 level of significance.

The research questions were developed based on a review of relevant literature and the study's rationale.

**RQ1** what is the relationship that exists among academic qualification, work experience and remuneration on job satisfaction among sign language interpreters?

**RQ2** what is the joint contribution of academic qualification, work experience and remuneration to job satisfaction of sign language interpreters?

**RQ3** what is the relative contribution of academic qualification work experience and remuneration to job satisfaction of sign language interpreters?

**Findings**

**Research question one:** What is the relationship that exists between independent variables (Academic qualification, Work experience, and Remuneration) and dependent variable (Job satisfaction)?

**Table 1: Zero-order correlation showing the relationship between academic qualification, work experience, remuneration and job satisfaction among sign language interpreters**

	Job satisfaction	Academic qualification	Experience	Annual remuneration
Job satisfaction	1			
Academic qualification	.213* (.045)	1		
Experience	-.263* (.042)	.271* (.001)	1	
Remuneration	-.283* (.032)	.398* (.001)	.627* (.001)	1

\* Correlation is significant at the 0.05 level

Table 1 showed that there is a statistically significant relationship between job satisfaction among sign interpreters and academic qualification ( $r=.213, p(.045)<.05$ ), experience ( $r= -.263, p(.042)<.05$ ), and annual remuneration ( $r=-.283, p(.032)<.05$ ) respectively. Hence, relationship exists between job satisfaction, work experience, academic qualification, and annual remuneration among sign language interpreters in tertiary institution.

**Research question two:** What is the joint contribution of independent variables (academic qualification, work experience, and remuneration) to dependent variable (job satisfaction)?

**Table 2: Summary of Regression analysis showing the joint contribution of academic qualification, work experience, and remuneration on job satisfaction among sign language interpreters**

R	R Square	Adjusted R Square	Std. Error of the Estimate			
.468	.385	.389	21.55176			
A N O V A						
Model	Sum of Squares	DF	Mean Square	F	Sig.	Remark
Regression	4066.455	3	1355.485	2.918	.022	Sig.
Residual	26010.795	56	464.478			
Total	30077.250	59				

Table 2 showed that the joint contribution of academic qualification, work experience, and remuneration on job satisfaction was significant. The table also shows a coefficient of multiple

correlation  $R = .468$  and a multiple  $R^2$  of  $.385$ . This means that 38.5% of the variance was accounted for by the three predictor variables when taken together. The significance of the composite contribution was tested at  $\alpha = 0.05$ . The table also shows that the analysis of variance for the regression yielded F-ratio of 2.918 (significant at 0.05 level). This implies that the joint contribution of the independent variables to the dependent variable was significant and that other variables not included in this model may have accounted for the remaining variance.

**Research question three:** What is the relative contribution of independent variables (academic qualification, work experience, and remuneration) on dependent variable (Job satisfaction)?

**Table 3: Summary of regression analysis showing the relative contributions of academic qualification, work experience, and remuneration on job satisfaction among sign language interpreters**

Model	Unstandardized Coefficient		Standardized Coefficient	t	Sig. p
	B	Std. Error	Beta Contribution		
(Constant)	129.553	13.976		9.270	.001
Academic qualification	14.6158	5.014	.345	2.915	.025
Experience	-39.2896	16.142	-.498	-2.434	.019
Remuneration	.104	11.905	.004	0.009	.993

Table 3 showed the relative contribution of the independent variables to the dependent variable, expressed as beta weights, viz: academic qualification ( $\beta = .345$ ,  $p < .05$ ), work experience ( $\beta = -.498$ ,  $p < .05$ ), and remuneration ( $\beta = .004$ ,  $p > .05$ ) respectively. Hence, academic qualification, and experience could independently and significantly predict job satisfaction among sign language interpreters in the study.

### Discussions

The results corroborate with the result of Solomon, Nikolaev, and Shepherd, (2021) and Adeoye, Akoma, and Binuyo, (2014) who found academic qualification as the best predictor of job satisfaction. The researchers reported that a highly educated tend to report higher job satisfaction. The study of Kabak, Şen, Göçer, Küçüksöylemez, and Tuncer, (2014) is also in line with the result of this study, the study found a positive relationship between academic qualification and job satisfaction. However, Ghosh (2013), who found that educational qualification did not have significant impact on the job satisfaction of teachers working at the primary school. Also, the study of González, Sánchez, and López-Guzmán (2016), found that educational level does not influence job satisfaction.

Most researchers' results to this viewpoint or the result of this study may be so because Nigerians place a higher value on certificates than on the technical know-how or skills someone produces. It



is also a well-known truth that with a high degree certificate, one may find a decent and gratifying work different from the little ones that individuals with lower degrees are always drafted to.

Akiri and Ugborugbo (2009) discovered that increasing educational attainment of teachers results in decreased career satisfaction, and that the most experienced instructors are the least satisfied. Moreover, based on the study done by Adeoye, Akoma, and Binuyo (2014), the amount of education is an essential indicator of job satisfaction. Research undertaken by Schroder (2008), Ghafoor (2012), Eyupoglu and Saner (2009) found that lecturers with a doctorate degree in higher education have better altitudes of job satisfaction paralleled to their colleagues with subordinate educational attainment. Research done by Amarasena, Ajward, and Haqu (2015) investigated the influence of lecturers' job satisfaction on their personal characteristics at higher education institutions in Sri Lanka. The educational levels of these lecturers and their degree of job satisfaction did not exhibit a significant correlation (Amarasena, Ajward, and Haqu, 2015). Amarasena et al. (2015) exposed the existence of more adverse relationship associated with those who have a postgraduate degree or above. Paul and Phua (2011) found no proportionally substantial association between job satisfaction and academic qualifications. According to DeVaney and Chen (2003), job satisfaction is significantly influenced by demographic characteristics, including education, as enhanced qualification is a prerequisite for a rise in job satisfaction. According to Fanimihin and Popoola (2013), there is a positive and substantial relationship between career advancement and job satisfaction. According to Weng, McElroy, Morrow, and Liu (2010), the four aspects of career advancement are favorably connected with emotional commitment, and three of these dimensions have a strong and positive relationship with continuity and normative commitment. Researchers are almost universal in their belief that career development promotes job satisfaction and Organisational commitment, and hence contributes to the achievement of goals.

Furthermore, the finding of this study revealed that there is significant relationship between years of experience and job satisfaction among SLIs. The result is in consonance with Olorunsola (2012) study, results showed that workers' levels of job satisfaction were unrelated to their years of experience in the workforce. The result is also in line Obineli (2013) with indicated an absence of substantial disparity in the way experienced and less experienced educators perceived promotion as a determinant of job satisfaction. This study also corroborates with Glassdoor's research (2023), an employee's years of experience have a detrimental influence on their job satisfaction. Contrary to the findings of Hu and Liu (2004), the data indicated the exact inverse. Regarding the subject of job satisfaction among Chinese nurses, who conducted the research? The findings revealed that nurses with greater professional job title, experience, and opportunities to participate in continuing education programs reported greater levels of job satisfaction than those with lower levels of professional descriptions, fewer opportunities to participate in continuing education programs, and fewer years of experience. This result might be attributed to a number of factors. A good

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workplace culture, reasonable working hours, and support to thrive with satisfied work environment.

Investigation piloted by Oshagbemi (2003) and Clarke et al. (1996) confirmed that experience and job satisfaction had a significant relationship. Oshagbemi (2000) attributes variables like employment stability and development opportunities for the rise in job satisfaction over time. Bilgic (1998) and Onukwube (2012) found in their exploration on the connections between persona qualities and job satisfaction among Turkish workers that experience has a beneficial impact on perceptions of job satisfaction. His research showed that those with more work experience value their professions more, are better at applying their expertise to their work, and are also more expected to enjoy the actual workplace setting (Bilgic, 1998). Studies have found that, among other factors, age and work experience are connected to employees' job satisfaction (Bodur (2002). Additionally, Mosadeghr, Ferlie, and Rosenberg (2008) found that factors such as an employee's "gender, marital status, age, number of years of work experience, Organisational position, educational attainment level, type of employment, and reward earned" have a substantial influence on job satisfaction.

However, According to Perie, Baker, and Whitener (1997), in the USA, youthful and inexperienced educators are more satisfied than older and more experienced teachers in public schools. According to the findings of Justina and Cyprain (2011), there exists a positive correlation between job satisfaction and experience among librarians. It was also discovered that, while gender was not a major factor, work experience influences librarians' job satisfaction. Xin and Robert (1999) evaluated the significance of working environment on educators' job satisfaction and ascertained that instructors who had been in the profession for a long time were less satisfied with their professional positions.

Lastly, there is significant correlation between remuneration and job satisfaction among SLIs. The result of the study agrees with of Iqbal, Guohao, and Akhtar (2017), who found a connection between a company's financial rewards and the job satisfaction of its workers. Compensatory and benefit packages that are competitive are successful in retaining and attracting skilled personnel. The study also corroborates with that of Permana, Aima, Ariyanto, Nurmahdi, Sutawidjaya and Endri (2021) who did a study on the effect of compensation and career development on lecturer job satisfaction and found that compensation influences lecturer's job satisfaction, career development of the lecturers. According to Miah (2018), compensation and promotion are the two factors that affect an employee's level of satisfaction in an organisation. However, O'Donnell and Mirtcheva-Broderson (2015) in his study on the influence of income and working circumstances on job satisfaction, it was discovered that respondent income and absolute household income were not substantially associated to job satisfaction. This outcome may be due to the peculiarities of the study. Job satisfaction is a complex and multifaceted construct. Some employees prioritize high



income and are willing to sacrifice other aspects of their job, while others may value job fulfillment, work-life balance, or social impact over a higher salary.

As stipulated by Setiawan, Nasution, Rossanty, Tambunan, Girsang, Agus et al. (2018); employees are one of the key occupational assets that an organisation can possess and these employees must be managed and developed to ensure the continuation and accomplishment of corporate objectives. This can be achieved by giving workers the proper compensation or salary payments they deserve. Bhavani (2012) found that every organisation provides the statutory welfare measures and also postulated that some organisation goes above and beyond to provide additional performance based on pay benefits in order to retain its workforce. The provision of competitive compensation is regarded to have an extensive implication on the enhancement of employee performance and the increase of Organisational productivity, as stated by Azar and Shafiqi (2013). Salisu, Chinyio, and Suresh (2015) led a study on the influence of remuneration in the state of Jigawa, Nigeria, for public sector construction workers regarding their level of job satisfaction. Based on the research, remuneration has a favourable impact on workers' job satisfaction. Nelson (2008) also discovered a connection between pay and rewards and employees' job satisfaction. Oshagbemi (2000) reported that a strong link was seen between salary and work satisfaction among academics in the United Kingdom. Armsstrong and Murdlis (2007) held the idea that reward is a means of satisfying individual workers' needs. But Young, Worchel, and Woehr (1998) studied UK public sector workers and found no significant results. Ldama and Nasiru (2020) stated that salaries and wages are one of the most motivating factors because most workers are involved in remunerated jobs to earn a living, and a vital part of an effective organisation's wage and salary management is to monitor employee pay rates and compare them to those of other employees performing the same job to ensure that everyone is receiving a fair wage.

Robbins and Judge (2007) argue that the remuneration system ought to prioritise cooperation over individual accomplishments. They believe that individuals ought to be acknowledged for their exceptional teamwork through promotions, salary increments, and other suitable methods. As they emphasised, this does not mean that the person efforts are disregarded; on the contrary, it signifies that they are balanced by altruistic contributions to the team. The following actions were cited as exemplary: instructing inexperienced colleagues, engaging in effective communication with colleagues, mediating conflicts within the team, and acquiring skills that were essential but deficient. Research on teachers' job satisfaction have been undertaken in various contexts (Al Tayyar, 2014; Sahito and Vaisanen, 2020; Osifila and Abimbola, 2020). Remuneration, supervision, positive connections with coworkers, promotional chances, principal's approach, and principal's acknowledgment and incentive for good performance were discovered to be a primary element that influence educators' job satisfaction in these researches. Rabey (2003) observes that team members are mostly concerned with incentives and recognition. He emphasised the need of perceptive managers who continually benefit from their workers' hard work. As a result, when

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educators are contented with their occupations, their job performance increases, attrition decreases, and collegiality grows (Gligorovi, Terek, Gluc, Sajfert, and Adamovi, 2014; Woods and Weasmer, 2002).

The joint contribution of academic qualification, work experience, and remuneration to job satisfaction was significant. The result of the study corroborates with the study demonstrated a connection between gender and the attributes of teachers. Kumar (2016) identified a positive and statistically significant correlation between gender, fringe benefits, and working conditions. This correlation was also seen in regard to compensation, prospects for growth, contingent rewards, promotion, autonomy, and job satisfaction. The findings also agree with Adelakun, Orunaboka and Deemua, (2021) who found that job satisfaction may be predicted by a combination of socio-demographic factors such as age, gender, educational attainment, and duration of employment. Afolabi and Omole (2011) and Gesinde and Adejumo (2012) also found that age, gender, educational level, and work experience all significantly predicted job satisfaction. Also, the findings of Kunle, Jamiu, and Kolawole (2019) indicate that income, employment status, and education significantly and independently predict job satisfaction.

Table 3 showed that academic qualification, and experience could independently and significantly predict job satisfaction among sign language interpreters in the study. The results of this research align with the findings of Lee (2017), who conducted research involving one hundred fifty certified SLIs in South Korea. Lee's study revealed that a significant percentage of these interpreters articulated satisfaction with their careers. Significant correlations were observed between job satisfaction and variables such as respondents' marital status, tenure as interpreters, weekly working hours, and predominant employment type, (Lee 2017). The findings of Lee (2017) identified respondents' remuneration as the primary determinant of their job satisfaction. The study's results are consistent with those of Hee, Shi, Kowang, Fei, and Ping (2020), who found that job satisfaction among academic staff may be improved by variables such as remuneration and benefits, work environment, and senior management leadership. Moreover, the study findings are consistent according to the findings of the investigations performed by Muntazeri and Indrayanto (2018) in terms of the relationship between work experience, training, and education, and their impact on job satisfaction and performance. The study specifically demonstrates that academic qualification has a large and beneficial impact on job satisfaction.

### **Conclusion**

The conclusion drawn from this research is that all the independent variables (academic qualification, work experience and remuneration) are good predictors of job satisfaction among sign language interpreters. Organizations that genuinely prioritise the mental and psychological



well-being of their personnel will have the ability to stimulate and encourage their staff to approach challenges and prospects in the workplace with innovative thinking. To mitigate employee dissatisfaction and operational inefficiency, employers ought to ensure that the appropriate personnel possessing the requisite cognitive and affective abilities are allocated to the pertinent roles and responsibilities. Undefined objectives are the most difficult to attain. Therefore, employers should establish specific objectives for their sign language interpreting personnel in order to increase their focus on accomplishment.

### **Recommendations**

As a result of the findings, the below were made as recommendations:

1. Sign language interpreters should be offered expertise enhancement and training prospects by the university governing board and managements as this will enhance their skills, competencies and accumulate to be part of their experiences in their job.
2. Universities and other tertiary learning institutions, should foster positive reinforcement and acknowledgement of achievement as this can boost the job performance of sign language interpreters

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