

JOB SATISFACTION AMONG THE LIBRARY PROFESSIONALS: A SURVEY OF UNIVERSITY LIBRARIES IN HARYANA

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Abstract

Job satisfaction is one of the most important factors for establishing a healthy structure and environment in an organization. The present study aimed to understand the attitude towards job satisfaction of Library and Information Science professionals with respect to various factors like Salary, Promotion, Interpersonal relation, Job Security, Benefits and Workplace,. This study is a survey in nature and questionnaires were distributed to five university libraries staffs of Haryana. The study revealed that Library and Information Science professionals working university libraries were generally satisfied with many aspects of their jobs. The professionals working as contract basis were less satisfied with their salary packages and job security as compare to other professional staff working as regular basis. It is also found that Cooperation and Coordination in work place are very important aspects that help to balance satisfaction level among the staffs. The findings will be helpful for concerned authorities and university and library management in reorganizing job structure and policies for Library and Information Science professionals in India. It is also suggested that Periodical interview should be conducted of library staff to evaluate and analyse attitude towards job satisfaction.

Keywords: Job Satisfaction, University Libraries, Library Professionals.

1.0 Introduction:

Job satisfaction is a complex phenomenon. Job satisfaction is a dynamic changing idea that reflects an individual's attitudes and expectations towards his work and goals in life. Job includes occupational activity performed by an individual in return for a monetary reward while satisfaction refers to the way one feels about events, people, rewards, relation and amount of mental happiness on the job. Job satisfaction is simply how people feel about their job and different aspects of it. It is the extent to the person's attitude towards the job. (Jange & Gavali, 2014).

People work to fulfill or satisfy their needs. For perfect job satisfaction there should exists a one to one relationship between the perception of how well the job fulfills the various needs and expectations of the individual. It has often

been said that, 'Happy Employee is a Productive Employee' and a happy employee must be satisfied with the job. Since most people spend nearly half of their lives at work, the importance of work satisfaction can be well understood.

Blum and Naylore (1968) defines job satisfaction as "a general attitude which is the result of many specific attitudes to three areas namely (i) Specific Job Factors, (ii) Individual Characteristics and (iii) Group relationship outside the Job.

Hoppock (1935), the job satisfaction refers to an individual's complex reaction toward his/ her job.

"The feeling of pleasure and achievement that you experience in your job when you know that your work is worth doing, or the degree to which your work gives you this feeling." (**Cambridge Dictionary**).

"A feeling of fulfilment or enjoyment that a person derives from their job" & "the good feeling that you get when you have a job that you enjoy" (**Oxford Learner's Dictionaries**).

2.0 Objectives:

- To study the overall level of job satisfaction of library Professionals and semi-professional staff working in the university libraries in Haryana;
- To study job satisfaction in relation to pay scales, salary, increments and other incentives;
- To study job satisfaction with regard to professional aspects such as relevance of professional education/ knowledge and training, job environment, facilities and promotions

3.0 Need for the Study:

According to five laws of Library Science the fifth law says 'A Library is a growing Organism', but Libraries are neither profit nor production-oriented organizations like industries and business firms. Operations of libraries are based over 'service' to be served to its reader. To provide better service to its reader it always requires good and sufficient resources. The service-oriented organizations ought to provide optimum services at minimum cost. For this purpose availability of good professional staffs and other technical resources are the only alternative to serve the library readers properly. Therefore it is essential to increase the moral of the personnel as it is also necessary to develop a positive attitude among the library staff to gratify their needs.

The library professionals do not get much attention from society. In the present circumstances fall of satisfaction level in various field of work leads fall in productivity. Hence job satisfaction is an important aspect to be studied which determines the efficient functioning of the library in a significant way to provide better services to the users. In India level of Library and Information Science education is not as good as comparison to other foreign countries. So if a professional is not satisfied in the profession of Library and Information Science, then people will not take interest in this profession. People engaged in this profession should have the responsibility to evaluate level of satisfaction in this profession periodically.

4.0 Review of literature:

Balachandran and Gowthami (2016) studied about development of Job Involvement and Job Satisfaction among the Rural Librarians in Madurai District Tamilnadu. This study highlights the effect of job involvement on attractive of job, effective of job and Influence of job involvement. **Tinuoye, Omeluzor, and Akpojotor (2016)** surveyed on Factors influencing job satisfaction of academic librarians in university libraries in Edo and Delta states, Nigeria. This study shows the factors influences job satisfaction of academic librarians are work environment, promotion, remuneration, fairness and training. **Wijayaratne and Marasinghe (2016)** In this study, the sample group was

subdivided into three categories according to the age group. The results of the study indicated that there are some differences and similarities of job satisfaction of university library professionals in perceptions associated with three generations. **Das (2015)** The result of the study indicated that the most of library professionals are not satisfied to various attribute related to job satisfaction such as administrative policy, working condition, salary, personal relation, job security, personal growth, status, responsibility etc. **Madukoma and Ikonne (2016)** investigated the relationship between Job Satisfaction, Job Stress and Organizational Citizenship behaviour of librarian in Nigerian university libraries. The findings from the study revealed that the majority of the respondents were satisfied with their jobs. A greater numbers of them also agreed positively on the statements of organizational citizenship behaviour which shows that they are engaged in organizational citizenship behaviours in their various libraries.

5.0 Methodology:

This study adopted a descriptive survey research. The study is focused on collection of primary data from the field through structured questionnaire. The secondary data is also used to draw a general background. The secondary data were collected by websites, books, journals, etc. The questionnaire were distributed to 67 staff and collected back personally from the library staff and only 49(73.13%) staffs were responded. To analyse the collected data, simple percentage analysis and weighted average mean tools are used in IBM SPSS (Statistical Package for Social Sciences) version 20.0 package. It states the frequency and percentage of the respondent's profile, attitude and opinion regarding different variables. Also this study followed the American Psychological Association (APA) sixth edition writing style to acknowledge various cited documents.

6.0 Data Analysis and Interpretation:

Table 1: Work Place, Working Condition and Benefits

Description	SS	S	N	D	SD	Mean	Standard. Deviation
Nature of work	19 (38.8)	27 (55.1)	2 (4.1)	0	1 (2.0)	4.29	.736
Working Hour	21 (42.9)	24 (49.0)	4 (8.2)	0	0	4.35	.631
Internet Facility	28 (57.1)	16 (32.7)	5 (10.2)	0	0	4.45	.738
Drinking Water/ Canteen/ Urinal and Toilet facility	16 (32.7)	25 (51.0)	8 (16.3)	0	0	4.16	.688
Reading room/ Staff sitting room/ Fan/ Air cooler/ Air Condition Facility	13 (26.5)	19 (38.8)	11 (22.4)	4 (8.2)	2 (4.1)	3.76	1.071
Medical aid Facility	8 (16.3)	23 (46.9)	7 (14.3)	8 (16.3)	3 (6.1)	3.51	1.139
Reimbursement policy for medical or any other reason	7 (14.3)	24 (49.0)	11 (22.4)	4 (8.2)	3 (6.1)	3.57	1.041
Accommodation Facility	9 (18.4)	17 (34.7)	19 (38.8)	0	4 (8.2)	3.55	1.062
Transport Facility	4 (8.2)	11 (22.4)	23 (46.9)	5 (10.2)	6 (12.2)	3.04	1.079
Leave Travel Concession	13 (26.5)	19 (38.8)	15 (30.6)	0	2 (4.1)	3.84	.965
Special Leave	6 (12.2)	15 (30.6)	22 (44.9)	3 (6.1)	3 (6.1)	3.37	.994
Children's Education Allowance	17 (34.7)	14 (28.6)	13 (26.5)	1 (2.0)	4 (8.2)	3.80	1.190

Table 1 deals with job satisfaction with regard to Work place, Working condition and Benefits are being provided to university library professional. Here SS, S, N, D, SD stands for Strongly Satisfied, Satisfied, Neutral, Dissatisfied

and Strongly Dissatisfied respectively. The statements were analysed with five point likert scale and the mean value shows the level of satisfaction against the mentioned statements.

Table 2: Interpersonal Relationship

Descriptions	SA	A	N	D	SD	Mean	Std. Deviation
Your superiors or subordinates always treat you with respect	15 (30.6)	25 (51.0)	8 (16.3)	1 (2.0)	0	4.1	0.743
You have good working relationship with your co- worker	15 (30.6)	27 (55.1)	7 (14.3)	0	0	4.16	0.657
You believe cooperative and coordinative relationship exists in your library as a whole	17 (34.7)	21 (42.9)	10 (20.4)	1 (2.0)	0	4.1	0.797
Freedom to use own judgments	8 (16.3)	15 (30.6)	21 (42.9)	4 (8.2)	1 (2.0)	3.51	0.938
No gender bias	15 (30.6)	21 (42.9)	13 (26.5)	0	0	4.04	0.763
Your Suggestion and Feedback taken into consideration	10 (20.4)	22 (44.9)	15 (30.6)	2 (4.1)	0	3.82	0.808

Table 2 deals with job satisfaction with regard to Inter Personal Relationship at Work place. Here SA, A, N, D, SD stands for Strongly Agree, Agreed, Neutral, Disagreed and Strongly Disagreed respectively.

Table 3: Job Security

Descriptions	SA	A	N	D	SD	Mean	Std. Deviation
Feel secure in job	19 (38.8)	22 (44.9)	5 (10.2)	3 (6.1)	0	4.16	0.85
Job security as a main motivational factor	13 (26.5)	28 (57.1)	6 (12.2)	2 (4.1)	0	4.06	0.747
Job security keep you free from unnecessary stress at work	16 (32.7)	23 (46.9)	10 (20.4)	0	0	4.12	0.726

Table 3 describes about job security among library professionals. Respondents feel highly secure in their job with mean value 4.16 and believe that job security works as main motivational factor in their work and also keep them from unnecessary stress at work with mean value 4.06 and 4.12 respectively.

Table 4: Training and Promotion

Descriptions	SA	A	N	D	SD	Mean	Std. Deviation
Training and Promotion are interlinked procedure	6 (12.2)	14 (28.6)	13 (26.5)	13 (26.5)	3 (6.1)	3.14	1.137
Promotion Policy	7 (14.3)	14 (28.6)	14 (28.6)	6 (12.2)	8 (16.3)	3.12	1.285
Regular Promotion	3 (6.1)	16 (32.7)	16 (32.7)	4 (8.2)	10 (20.4)	2.96	1.224
Promotion according seniority	8 (16.3)	15 (30.6)	22 (44.9)	0	4 (8.2)	3.47	1.043
Chance of getting Promotion	7 (14.3)	14 (28.6)	18 (36.7)	3 (6.1)	7 (14.3)	3.22	1.212

Table 4 deals with job satisfaction with regards to training and promotion. Respondents are dissatisfied regular promotion.

Table 5: Dependency on Salary

Depend on Salary	Frequency	Percent
Yes	38	77.6
No	11	22.4
Total	49	100

Table 5 represents dependency of respondents on salary. 38 (78.6%) respondents are completely depend and 11 (22.4%) are not depend on salary for their daily expenses.

Table 6: Fair Salary

Fair Salary	Frequency	Percent
Yes	32	65.3
No	17	34.7
Total	49	100

Table 6 reveals the respondents satisfaction regarding salary. Out of total 49 respondent 32 (65.3%) were agreed with the statement that they were getting sufficient and fair amount of salary according to their designation and 17 (34.7%) were not satisfied with their salary structure.

TABLE 7: PERIODICAL INCREMENT

Periodical Increment	Frequency	Percent
Yes	34	69.4
No	15	30.6
Total	49	100

Table 7 shows respondents satisfaction with periodical pay increments in salary. 34 (69.4%) show their satisfaction in periodical increments and rests 15 (30.6%) are dissatisfied.

Table 8: Sufficient Income

Income is sufficient for normal expenses	Frequency	Percent
Yes	33	67.3
No	16	32.7
Total	49	100

Table 8 deals with the income of respondent are sufficient for their normal expenses. Out of 49 respondents 33 (67.3%) are agreed and 16 (32.7%) are disagreed this this statement.

Table 9: Salary suits educational qualification and experience

Salary suits educational qualification and experience	Frequency	Percent
Yes	30	61.2
No	19	38.8
Total	49	100

Table 9 shows the salary of the respondent suit their educational qualification and experience. Here 30 (61.1%) are agreed to this statement and 19 (38.8%) are not agreed.

7.0 Findings and Conclusion:

7.1 Findings:

- Out of 49 respondents 57% are male and 42.9% are female respondents. Is a good sign that women are also shows equal interest in this profession and they feel empowered, independent and take active part in dissemination of information through libraries and information centres.
- 55.1% are satisfied with the nature if work they do at library and only 2.0% are strongly dissatisfied.
- Respondents are much satisfied with Internet facility with mean of 4.45 and 57.1% have mentioned that they are strongly satisfied.
- Respondents are moderately satisfied with the other facility provided by university such as Reimbursement policy, medical, accommodation, transport, drinking water/ wash room and reading room facility,
- With mean 4.1 respondent feel that their superior or subordinates always treat them with respect; they believe that they have good working relationship with co-worker and cooperative and coordinative relationship exists in their library environment.
- 42.9% respondents agreed that there is no biasness exists regards to gender.
- 57.1% feel that job security is a main factor of motivation. 46.9% feel that job security keep them from unnecessary stress at work
- 78.6% respondents are completely depend and 22.4% are not depend on salary for their daily expenses.
- 34 (69.4%) respondents show their satisfaction in periodical increments and rests 15 (30.6%) are dissatisfied.
- Out of total 49 respondent 32 (65.3%) were agreed with the statement that they were getting sufficient and fair amount of salary according to their designation and 17 (34.7%) were not satisfied with their salary structure.
- 67.3% respondents are agreed that their income is sufficient for their normal expenses and (32.7%) are said that the income is insufficient.
- 61.2% respondents are said that the salary suits their educational qualification and experience and rest 38.8% are not agreed to this statement.

7.2 Conclusion:

This study measures and analyse level of job satisfaction with respect to various factors like Salary, Promotion, Workplace, Interpersonal relation, job security and Benefits. It says most of the library professionals are satisfied with the all the facilities they got such as Internet facility, Medical Facility, Accommodation Facility etc. The professionals working as contract basis were less satisfied with their salary packages and job security as compare to other professional staff working as regular basis. It is concluded that university administration is not concern about the promotion policies for university library staff which results a different level of job dissatisfaction among the staff and need to be considered. It is also found that Cooperation and Coordination in work place are very important aspects that help to balance satisfaction level among the staffs. The findings will be helpful for concerned authorities and university and library management in reorganizing job structure and policies for Library and Information Science professionals.

8.0 Suggestions:

- Periodical interview should be conducted of library staff to evaluate and analyse attitude towards job satisfaction.
- Salary should be decided according to the educational qualification for the employees working as contract basis.
- Promotion should be regularly conducted on seniority cum merit basis.

- University administration should conduct awareness programme for library staff regarding all government policies and facilities.
- To provide better service to the users, library staff should work as a team and the nature of task should be distributed to the staff according to their interest and capability.
- Training should be conducted regularly to improve knowledge and productivity of library staff.

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