



Job Satisfaction of Librarians in Academic Libraries

KEYWORDS

Job satisfaction, Human Resource management, Library Professionals.

T. Kavitha

Research Scholar, Karpagam University, Coimbatore - 641021

Dr. S. Jayaraman

Research Guide, Karpagam University, Coimbatore-641021

Introduction

Job satisfaction has been a subject of inquiry by psychologists, sociologists and personnel administrators for many years. Numerous occupations and professions have been studied to understand the causes and consequences of Job satisfaction. The usefulness of service institutions like libraries is measured by the quality of services rendered by them to their clientele. The quality of service in libraries depends on the library professionals who are responsible for the efficient, effective and expeditious delivery of the services. This can be achieved only by the professionals who are highly satisfied with their organizational culture, infra-structural facilities, salary, other perks and rewards etc. In library Management, job satisfaction of library professionals is an important factor in achieving the objectives of the library. This study examines the level of satisfaction of academic librarians with regard to the availability of Infra-structural facilities- both physical and information Technology- in their libraries and the salary and other perks offered to them.

Review of Literature

Esakkimuthu, C and A. Vellaichamy (2015) conducted a survey to measure the job satisfaction among library professionals in engineering institutions in Tamilnadu. The six components of job satisfaction studied were : physical environment and ICT infrastructure, organizational culture, personnel growth and development, salary, promotion and nature of work . Likert's 5- point scale was used to examine the level of job satisfaction of respondents. Findings of the study showed that while the library professionals working in these institutions were generally satisfied with their nature of work, the salary, promotion, and lack of job security were identified as major constraints to job satisfaction. Based on the results, the study recommended that the conditions attached to promotion, salary and incentives, among others, be reviewed as measures for enhancing job satisfaction. To encourage and motivate the library professionals more incentives and good salary packages be offered so that their achievement drive can be activated which may lead to high level of job satisfaction.

Hyder, Moeen and Batool, Syeda Hina ((2013) undertook a comparative study regarding job satisfaction among librarians serving public and private sector universities in Lahore. Questionnaires were used to collect data from librarians serving ten Higher Education Commission recognized public and private sector universities in Lahore. The eight components of job satisfaction studied were: physical environment & ICT infrastructure, personal growth, organizational culture, social prestige, salary, rewards, promotion and nature of work. The study observed that librarians serving public sector universities were more satisfied as compared to the librarians working in private sector univer-

sities. For some aspects, like promotion, private sector universities provided greater opportunities to librarians. The study suggested that authorities should formulate policies regarding job satisfaction such as proper reward system or work incentives, encouraging working environment particularly in public sector, and a proper career advancement.

Bhayana (2012) studied the effect of gender, academic stream and experience on job satisfaction of librarians. The major findings were that there was no significant difference in job satisfaction between men and women librarians and more experienced librarians had more job satisfaction than the less experienced librarians. However, no significant interaction effects of gender and academic stream; gender and teaching experience; gender, academic stream and teaching experience were found on the job satisfaction of the librarians.

Ishwara and Laxmana (2008) investigated the correlates of job satisfaction among the librarians. The majority of librarians were found to be dissatisfied about various aspects of their job. The aspects of high job satisfaction were found to be the work itself, pay, recognition for good work, creativity and responsibility, avenues for professional growth, working conditions and job security. The study revealed a positive association between overall job satisfaction and specific job satisfaction. Organizational, individual and career factors also determined the level of job satisfaction of the librarians.

Objectives of the Study

The overall objective of the study is to find out the level of satisfaction of the respondent librarians with regard to the Physical infrastructure and IT infrastructure available in their libraries and also measure their level of job satisfaction towards the salary and other perks offered to them. Towards achieving the overall objective a number of sub objectives were framed by the investigator, such as:

To identify the demographic characteristics of the respondents; to rank the various components of the Physical infra structure, IT infra structure and the pay and other perks offered; and to establish whether there is inter correlation between the three dimensions studied.

Hypotheses of the study

The following Null Hypotheses were formulated: There is no significant association between the three Dimensions studied: Physical infra structure, IT infra structure and the Pay and perks.

The various components of the three dimensions do not contribute to the job satisfaction of the respondent librarians.

Research Design

This study is a quantitative research which adapted the descriptive design to achieve the research objectives. Survey method is followed based on a self-constructed questionnaire. Using Random sampling method the investigator selected 138 respondents, working as Librarians/ Assistant librarians in various college libraries affiliated to Bharathiar University, Coimbatore. 101 duly filled-in questionnaires were returned working out to a response rate of 73.1%. The collected data were statistically analyzed using Likert's 5-point scale, simple percentage, weighted mean and correlation matrix and interpreted.

Table 1
Profile of the Respondents

S.No	Variable	No of Respondents (n:101)	Percentage
1.	Gender		
	Male	60	59.4
	Female	41	40.6
2.	Designation		
	Librarian	76	75.2
	Assistant Librarian	25	24.8
3.	Age		
	Below 30 years	17	16.8
	30 to 35 years	58	57.4
	36 to 40 years	15	14.9
	41 to 50 years	11	10.9
4.	Educational Qualification		
	Post Doctorate	2	2.0
	Doctorate	2	2.0
	M.Phil	77	76.2
	Post Graduate	20	19.8
5.	Experience		
	Less than 5 years	40	39.6
	5 to 10 years	52	51.5
	11 to 15 years	9	8.9

Table 1 gives an insight into the demographic characteristics of the respondents, such as, gender, age, designa-

tion, educational qualifications and experience. It is evident from the table that 59.4% of the respondents are male and 40.6% are female; 75.2% are librarians and 24.8% are assistant librarians. Age-wise the respondents are classified into four groups- 16.8% < 30 years of age; 57.4% are between 30-35 years of age; 14.9% between 36-40 years; 10.9% are between 41 to 50 years. Thus more than half of the respondents (57.4%) belong to 30 -35 years of age-group

The above table also reveals the profiles of the respondents in terms of qualification. 76.2% of the respondents are qualified with M.Phil and 19.8% with M.L.I.S. The remaining 4% are having Doctoral and Post doctoral degrees. Majority of the respondents (51.5%) have 5-10 years of experience followed by 39.6 % with <5 years and 8.9 % between 11-15 years of experience.

Table 2
Level of satisfaction of the respondents with regard to Physical Infrastructure

S. No.	Physical Infrastructure	A	B	C	D	E	WAM	Rank
1	Built –up area of the building	0 (0)	8 (7.9)	16 (15.8)	58 (57.4)	19 (18.8)	3.87	1
2	Provision for future expansion	0 (0)	6 (5.9)	20 (19.8)	57 (56.8)	18 (17.8)	3.86	2
3	Stack room	0 (0)	6 (5.9)	54 (53.5)	23 (22.8)	18 (17.8)	3.82	3
4	Drinking water Facility	4 (4.0)	0 (0.0)	26 (25.7)	39 (38.6)	32 (31.7)	3.79	4
5	Furniture Availability	0 (0)	22 (21.8)	52 (52.5)	22 (21.8)	4 (4.0)	3.08	6
6	Noise free Atmosphere	0 (0)	10 (9.9)	24 (23.8)	45 (44.6)	22 (21.8)	3.78	5

A-Very much dissatisfied; B –Dissatisfied- No Opinion; D-satisfied; E- very much satisfied

The above table shows the level of satisfaction of the respondents with regard to the six components of Physical infrastructure. The Weighted Arithmetic Mean shows high level of satisfaction for built-up area of the building, provision for future expansion, stack room, Drinking water facilities and noise free atmosphere, the weighted arithmetic mean values being in the range of 3.78-3.87 in Likert's 5-point scale. The respondents are not much satisfied with the availability of Furniture (WAM 3.08). Overall, the Physical Infra structure dimension is contributing to a high level of job satisfaction among the respondents.

Table 3
Level of satisfaction of the respondents with regard to IT Infrastructure

S.No.	Information technology infrastructure	A	B	C	D	E	WAM	Rank
1	Intercom facility	0 (0.0)	1 (1.0)	15 (14.9)	81 (80.2)	4 (4.0)	3.87	3
2.	Conference Hall with public address system, LCD projector	0 (0.0)	8 (7.9)	17 (16.8)	50 (49.5)	26 (25.7)	3.93	1
3.	Personal computer system with peripherals	0 (0.0)	8 (7.9)	17 (16.8)	54 (5.5)	22 (21.8)	3.89	2
4.	Multimedia Devices	0 (0.0)	8 (7.9)	30 (29.7)	45 (44.6)	18 (17.8)	3.72	5
5.	Internet connectivity	0 (0.0)	5 (5.0)	49 (48.5)	25 (24.8)	22 (21.8)	3.83	4
6.	WIFI connectivity	0 (0.0)	4 (4.0)	47 (46.5)	40 (39.6)	10 (9.9)	3.54	8
7.	Provision of RFID Tags/Barcodes in the Books/ Journals	0 (0.0)	4 (4.0)	37 (36.6)	48 (47.5)	12 (11.9)	3.67	7
8.	Library Automation Software	6 (5.9)	35 (34.7)	28 (27.7)	29 (28.7)	3 (3.0)	2.82	9
9	User Log Book	1 (1.0)	13 (12.9)	10 (9.9)	76 (75.2)	1 (1.0)	3.72	6

Table 3 shows the level of satisfaction of the respondents, library professionals with respect to nine components in the dimension of IT infra structure. It is evident from the above table that except for the Library automation software which has a WAM of 2.82 in Likert's scale, all the other eight components have WAM values varying in the range of 3.54 – 3.97 indicating a high level of satisfaction with the IT facilities in the library. The top five compo-

nents in the IT infra structure Dimension, as indicated by the WAM values are: Conference Hall with public address system and; LCD projector (3.93); Personal computer system with peripherals (3.89); Intercom facility (3.87) Internet connectivity (3.83); Multimedia Devices (3.72). Overall, the dimension of IT infra structure helps the respondents to get higher level of job satisfaction.

Table 4
Level of satisfaction of the respondents with regard to pay and other perks

S.No	Pay and other perks	A	B	C	D	E	WAM	Rank
1	Pay and Allowances to professional staff	1 (1.0)	3 (3.0)	40 (39.6)	32 (31.7)	25 (24.8)	3.76	2
2	Pay and Allowances to Supporting/unskilled staff	1 (1.0)	3 (3.0)	46 (45.5)	41 (40.6)	10 (9.9)	3.55	3
3	Other perks	4 (4.0)	4 (4.0)	42 (41.6)	42 (41.6)	9 (8.9)	3.47	5
4	Retirement benefits to staff members	6 (5.9)	4 (4.0)	47 (46.5)	28 (27.7)	16 (15.8)	3.48	4
5	Availability of rewarding schemes	2 (2.0)	6 (5.9)	15 (14.9)	53 (52.5)	25 (24.8)	3.92	1

Pay and other perks, incentives and rewards and retirement benefits play a significant role as motivators and by enhancing the level of job satisfaction help to achieve the best performance from employees. The values of weighted arithmetic mean point to high levels of respondents' satisfaction with all the components of Pay and perks dimension. The WAM values are in the range of 3.47- 3.92 in Likert's scale. Overall the Pay and perks Factor lead to high levels of job satisfaction among the respondents.

Table 5
Inter Correlation among the three dimensions- Physical infra structure, IT infra structure, Pay and other perks

	Physical infrastructure	IT Infrastructure	Pay and other perks	Overall
Physical infrastructure	1			
IT Infrastructure	.662**	.790**	1	
Pay and other perks	.477**	1		
Overall	.799**	.890**	.926**	1

It is important to find out whether the three dimensions studied have significant association with each other and also as a whole, individually and collectively. The above Table shows that there is a significant association among each of the various dimensions, such as, Physical infrastructure, IT infra structure, pay and other perks and overall Management of libraries at 0.01 level.

Further Table 5 shows that there is significant correlation among themselves and also when considered overall. Physical infrastructure has influence on the other dimensions such as IT infrastructure, pay and other perks and Overall Management of libraries, similarly for other two dimensions. Hence the Null Hypothesis is not accepted. The results of the study show that the respondent library professionals have high levels of job satisfaction with regard to the availability of physical and IT infra structure and pay and perks offered to them.

Conclusion

The academic libraries are in a state of transition. The rapid advances in the application of ICT in libraries pose many challenges to the academic librarians. In such a scenario, demanding new skills, dedicated services, identification and involvement with the vision and mission of the parent organization, it is imperative that the library professionals are fully satisfied with their work environment and other conditions. This can be achieved by providing them the best of infrastructure, salary and perks and opportunities to cope with the demands of the digital environment.

REFERENCE

1. Austen, W., Efficiency in college and University library work, *Library Journal*, 36, 566-569, 1991.
2. Esakkimuthu, C and A. Vellaichamy, Job satisfaction among the Library Professionals in Engineering Institutions: An empirical study. *International Journal of Digital Library services*, vol.5(1), 2015, 69-81.
3. Harold B Shall and Shawn Tonner, *College and Research Libraries*, Vol.No.64 No.6:431-456, 2003.
4. Ishwara, P and P. Lakshmana, Correlates of job satisfaction among librarians in select universities of Karnataka State. *Experiments in Education*, 36(5), 2007, 11-19.
5. Hyder, Moeen and Batool, Syeda Hina. Job Satisfaction Among Public and Private University/Degree Awarding Institution Librarians of Lahore: A Comparative Study. *Pakistan Journal of Library & Information Science*, 14, 2013.
6. Victor, A., V. Geetha and N. Natarajan, Information Resource Management skills among arts and science college librarians affiliated to Bharathidasan University. |