

# A Study of the Job Attitudes and Perception of Library and Information Science Professionals in Erode and Karur Districts in Tamil Nadu

V.P. Ramesh Babu<sup>1</sup>, S. Aravind<sup>2</sup> and D. Umamaheswari<sup>3</sup>

<sup>1</sup>Head & Librarian, Department of Library and Information Science, Rev. Jacob Memorial Christian College, Ambilikai - 624 612, Dindigul District, Tamil Nadu, India

<sup>2</sup>Librarian, G.T.N Arts College, Dindigul- 624 005, Tamil Nadu, India

<sup>3</sup>Librarian, Christian College of Nursing, Ambilikai - 624 612, Dindigul District, Tamil Nadu, India

Email: : rameshbabu\_vp1967@yahoo.com, aravind2601@yahoo.co.in

(Received on 18 January 2013 and accepted on 10 march 2013)

**Abstract** - Job satisfaction is one important aspect that a library system should look after for because it has a significant correlation with job performance. Specifically, this relationship appears stronger on a collective basis. Then, perception plays a vital role in personality traits and emotional states that may have an important role in determining individual satisfaction. Concurrently, work environment and organisation strategy are found to be more likely determinants to increase collective job satisfaction. Thus, libraries should consider implementing both personal and organisational approach to ensure greater level of LIS Professionals' satisfaction. The study counts upon the perception of the LIS professional job satisfaction and perception.

**Keywords:** Job Satisfaction, Job Perception, Analysis of Data

## I. INTRODUCTION

The success of a library depends to a large extent upon the library staff being the service providers to the community of users promoting their use of the information resources thereby achieving the goal of the library. In order to render a full fledged service to the satisfaction of the user, the library professionals with a right attitude at all levels, need to be motivated, committed and satisfied with their job. The present investigation is a survey undertaken to identify the level of perception, commitment and job satisfaction of Library and Information Science (LIS) professionals in academic libraries in selective districts of southern Tamil Nadu.

Satisfaction is a psychological factor. Its expression in human mind is understandable. When an employee is satisfied with his/her assigned task and can discharge the job related functions satisfactorily, it is known as 'job satisfaction'. Library and Information Science professionals'

job satisfaction is more significant in a way that the academic community depends constantly upon the library and its services. Thus, libraries should consider implementing both personal and organizational approach to ensure greater level of LIS Professionals' satisfaction. The study counts upon the perception of the LIS professionals and their job satisfaction.

### A. Library Systems and Professionals

Library is a service oriented institution with a laudable social cause. Institution is defined as an established organization, especially one dedicated to education, public service, culture or the care of the poor and the like. Libraries as social institutions are considered as organizations in a sense, that they are social units of people dedicated to education and research, systematically structured and managed to meet a social need or to pursue collective goals on a continuing basis.

### B. Job Satisfaction

The Oxford English Dictionary defines satisfaction as "fulfillment of one's wishes, expectations, or needs or pleasure derived from this; gratification of an appetite and pleasure." In general, one may tend to associate high performance with enjoyment of the work, fulfillment in accomplishment, and effective work relationships. Job satisfaction is directly or indirectly related to performance. This view is being either agreed upon positively or contradicted or negated in the results of various studies. Job satisfaction has been widely researched both in terms of its determinants and its predictive power. In the view of Cotton and Tuttle (1984), "Researchers have noted that job satisfaction is directly related to employee turnover/ retention rates".

### **C. Job Perception**

Shermerhorn Jr. (1986) expressed that, "Job satisfaction is a result of employees' perception of how well their job provides those things that are viewed as important. The degree to which an individual feels positively or negatively about various aspects of the job is called job satisfaction. It includes assigned tasks, the work setting, and relationships with co-workers". Weiss and Cropanzano (1996) suggested that, "Disposition may influence the experience of emotionally significant events at work, which in turn influences job satisfaction." Perception, thought to be at the base of the psychological factors, has been found to cognitively affect a relationship between dispositions and job satisfaction.

### **II. OBJECTIVES**

The objectives of the present study are:

1. To examine the job satisfaction among the LIS professionals employed in the libraries affiliated to the academic institutions located in Erode and Karur districts of Tamil Nadu;
2. To measure and assess the LIS Professionals' perception of their jobs;
3. To understand and discuss the nature of relationship between the perception of employee involvement and perceived levels of job satisfaction;
4. To identify major implications for human resource development research and practice based on the findings of this study.

### **III. METHODOLOGY**

#### **A. Data Collection**

Primary data were collected through a structured questionnaire, which was distributed among the respondents in LIS professional for all the academic institutes (Schools, B.Ed, Polytechnic, Engineering, Arts and Science Colleges) in Erode and Karur Districts. The questionnaire contained open-ended questions and it also incorporated various parameters that were identified for analysing those parameters.

#### **B. Sample Size**

The sample size consists of 177 respondents of LIS professional. Convenience sampling technique was used for a period of 2 months (November - December 2012).

### **C. Research Design**

Question-wise analysis was carried out with the help of Microsoft Excel Workbook and SPSS version 15.0. The questionnaire was based on different variables, which were considered to be significant while analysing LIS professional. Some analytical techniques like tables, percentage, mean, standard division and chi-square test were used to analyse the collected data.

### **IV. RESULTS AND INTERPRETATION**

TABLE I DEMOGRAPHIC FACTORS OF RESPONDENTS

Gender-wise respondents		
Gender	Respondents	Percentage
Male	115	65.0
Female	62	35.0
Total	177	100.0
Age-wise respondents		
Age	Respondents	Percentage
Below 25 years	16	9.0
26 – 35 years	76	42.9
36 – 45 years	58	32.8
45 years and above	27	15.3
Total	177	100.0
Educational qualification-wise respondents		
Educational Qualifications	Respondents	Percentage
UG with B.L.I.Sc.,	21	11.9
PG with B.L.I.Sc.,	36	20.3
UG/PG with M.L.I.Sc.,	42	23.7
M.Phil / Ph.D.,	78	44.1
Total	177	100.0
Experience -wise respondents		
Experience	Respondents	Percentage
Below 3 years	23	13.0
3 – 5 years	56	31.6
6 – 12 years	55	31.1
12 years and above	43	24.3
Total	177	100.0

Table I shows gender-wise analysis of LIS professional. Out of 177 respondents, 115 (65%) of the respondents were male and the remaining 62 (35%) were female.

Table II shows the age-wise of LIS professional in the sample area. A total of 16 (9%) respondents belong to the age group of below 25 years, 76 (42.9%) belong to the age group of between 26 and 35 years, 58 (32.8%) belong to the age group of between 36 and 45 years and the remaining 27 (15.3%) belong to the age group of above 45 years.

Table I shows the analysis of education-wise respondents of LIS professional were 21 (11.9%) respondents were UG with B.L.I.Sc. qualification, 36 (20.3%) respondents were PG with B.L.I.Sc. qualification, 42 (23.7%) respondents were UG/PG with M.L.I.Sc. qualification and the remaining 78 (44.1%) respondents were M.Phil./Ph.D qualification.

Table I shows the working experience of LIS professional in the sample area. A total of 23 (13%) respondents were having experience of below 3 years, 56 (31.6%) respondents were having experience of between 3 and 5 years, 55 (31.1%) respondents were having experience of between 6 and 12 years and the remaining 43(24.3%) respondents were having experience of above 12 years.

TABLE II MEAN VALUE FOR THE JOB SATISFACTION OF THE RESPONDENTS

S. No.	Description	Mean	Standard Deviation
1	I am satisfied with the opportunity for personal growth and development in my life	3.71	.566
2	I am satisfied with my peers and co-workers	3.36	.961
3	I am fairly well satisfied with my job at this library	3.50	1.497
4	I am enthusiastic about my job most days	3.91	.800
5	I am satisfied with my job security	3.55	1.261
6	I am satisfied with my pay or other compensation	2.79	1.228
7	I am satisfied with the assigned duties in the library	3.79	.656
8	I am satisfied with the relationship between my supervisor and me	3.99	.517
9	I am satisfied with the physical surroundings of my organization	3.67	.654
10	I am satisfied with my relationship with library users	3.95	.664

Table II reveals the mean value and standard deviation with regard to the job satisfaction of the respondents. It is found from the table that the highest mean value 3.99 was scored by 'I am satisfied with the relationship between my supervisor and me', followed by the mean value 3.95 scored by 'I am satisfied with my relationship with library users'. Further it is found that the mean value 3.91 was scored by 'I am enthusiastic about my job most days'.

It is found that the most important among the various factors leading to job satisfaction are the relationship with the supervisor and it has scored 3.99 as mean value.

All the factors that included Job at the library currently working, enthusiastic feeling about job, job security, peers

and co-workers, relationship with supervisor, opportunity for personal growth and development of self, assigned duties, surroundings in the organization, management style and relationship with users got a mean value score above 3.0 while satisfaction regarding the pay alone was found to be less than 3.0.

It was, "I am satisfied with my pay or other compensation", specifically that received the least score (2.79). The attributes leading to a poor score were the lack of standard practice or uniformity in pay fixation for LIS professionals in academic institutions. In many cases, respondents belonging to the same cadre working in different library suffered salary disparity.

TABLE III MEAN VALUES FOR THE JOB PERCEPTION FOR THE RESPONDENTS

S.No.	Description	Mean	Standard Deviation
1	I am able to keep myself busy all the time in my job	3.89	.559
2	I have the chances to do different things from time to time	3.73	.653
3	My suggestions in resolving library related problems are given serious consideration by the superiors	3.50	.545
4	I feel my present job is secure providing me steady employment	3.82	.437
5	I am able to use my skills and abilities to deliver high standards of quality service at the library	3.63	.561
6	I am happy with the working conditions of the library	3.83	.734
9	My co-workers are committed of doing quality work with good cooperation	3.52	.905

**A Study of the Job Attitudes and Perception of Library and Information Science Professionals in Erode and Karur Districts in Tamil Nadu**

Table III reveals the mean value and standard deviation with regard to the job perception of the respondents. It is found from the table that the highest mean value 3.89 was that of 'I am able to keep myself busy all the time in my job', followed closely by the mean value 3.83 of 'I am happy with the working conditions of the library'. Further it is found that the third highest mean value 3.82 was that of 'I feel my present job is secure providing me steady employment'. It may be inferred that the most important factors about the job perception are the personal accomplishment, recognition and participation in library matters which all were considered favorably by the respondents.

Table IV shows the respondents' opinion regarding overall job satisfaction. A total of 45 respondents were highly satisfied with the statement and 94 respondents were moderately satisfied with the statement, while 38 respondents were found to have a low level satisfaction with the statement. From gender-wise analysis it can be seen that 24 male and 21 female respondents were highly satisfied. For the age-wise analysis, highly satisfied respondents included 3 respondents in the age group of below 25 years, 5 respondents under the age group of 26-35 years, 18 respondents under the age group of 36-45 years and the remaining 19 respondents under the age group of above 45 years. The educational qualification-wise analysis, shows

TABLE IV OVERALL RESPONDENTS BASED ON THEIR LEVEL OF JOB SATISFACTION

Factors		LEVEL OF JOB SATISFACTION						TOTAL			
		LOW		MODERATE		HIGH					
		N	%	N	%	N	%				
Gender	Male	30	16.95	61	34.46	24	13.56	115	64.97		
	Female	8	4.52	33	18.64	21	11.86	62	35.03		
	Total	38	21.47	94	53.11	45	25.42	177	100.00		
Age	Below 25 years	4	2.26	9	5.08	3	1.69	16	9.04		
	26 – 35 years	18	10.17	53	29.94	5	2.82	76	42.94		
	36 – 45 years	12	6.78	28	15.82	18	10.17	58	32.77		
	45 years and above	4	2.26	4	2.26	19	10.73	27	15.25		
	Total	38	21.47	94	53.11	45	25.42	177	100.00		
Education	UG with B.L.I.Sc.,	8	4.52	13	7.34	0	0.00	21	11.86		
	PG with B.L.I.Sc.,	17	9.60	19	10.73	0	0.00	36	20.34		
	UG/PG with M.L.I.Sc	4	2.26	28	15.82	10	5.65	42	23.73		
	M.Phil / Ph.D.,	9	5.08	34	19.21	35	19.77	78	44.07		
	Total	38	21.47	94	53.11	45	25.42	177	100.00		
Experience	Below 3 years	13	7.34	10	5.65	0	0.00	23	12.99		
	3 – 5 years	14	7.91	37	20.90	5	2.82	56	31.64		
	6 – 12 years	9	5.08	38	21.47	8	4.52	55	31.07		
	12 years and above	2	1.13	9	5.08	32	18.08	43	24.29		
	Total	38	21.47	94	53.11	45	25.42	177	100.00		

that 10 UG /PG with M.L.I.Sc., respondents and 35 M.Phil./ Ph.D., respondents were highly satisfied. For the working experience wise analysis, 5 respondents had an experience of 3-5 years, 8 respondents had an experience of 6-12 years and the remaining 13 respondents had an experience of 12 years and above are highly satisfied in overall job satisfaction.

Table V shows the respondents' opinion regarding overall job perception. A total of 32 respondents were highly satisfied with the statement and 95 respondents were moderately satisfied with the statement, while 50 respondents showed a level satisfaction on the statement. From gender-wise analysis it can be seen that only 32 male respondents

were highly satisfied. In age-wise analysis, highly satisfied respondents included 8 respondents under the age group of 26-35 years, 17 respondents under the age group of 36-45 years and the remaining 7 respondents under the age group of above 45 years. Regarding the educational qualification-wise, 4 UG with B.L.I.Sc., respondents, 6 PG with B.L.I.Sc., respondents, 12 UG /PG with M.L.I.Sc., respondents and 10 M.Phil., / Ph.D., respondents were highly satisfied. For the working experience wise analysis, 10 respondents under experience of 3-5 years, 10 respondents under experience of 6-12 years and the remaining 12 respondents under experience of above 12 years were highly satisfied in overall job perception.

TABLE V OVERALL RESPONDENTS BASED ON JOB PERCEPTION

FACTORS		LEVEL OF JOB PERCEPTION						TOTAL	
		LOW		MODERATE		HIGH			
		N	%	N	%	N	%	N	%
Gender	Male	29	16.38	54	30.51	32	18.08	115	64.97
	Female	21	11.86	41	23.16	0	0.00	62	35.03
	Total	50	28.25	95	53.67	32	18.08	177	100.00
Age	Below 25 years	5	2.82	11	6.21	0	0.00	16	9.04
	26 – 35 years	34	19.21	34	19.21	8	4.52	76	42.94
	36 – 45 years	11	6.21	30	16.95	17	9.60	58	32.77
	45 years and above	0	0.00	20	11.30	7	3.95	27	15.25
	Total	50	28.25	95	53.67	32	18.08	177	100.00
Education	UG with BLISc	8	4.52	9	5.08	4	2.26	21	11.86
	PG with BLISc	3	1.69	27	15.25	6	3.39	36	20.34
	UG/PG with MLISc	17	9.60	13	7.34	12	6.78	42	23.73
	M.Phil / Ph.D.,	22	12.43	46	25.99	10	5.65	78	44.07
	Total	50	28.25	95	53.67	32	18.08	177	100.00
Experience	Below 3 years	10	5.65	13	7.34	0	0.00	23	12.99
	3 – 5 years	14	7.91	32	18.08	10	5.65	56	31.64
	6 – 12 years	23	12.99	22	12.43	10	5.65	55	31.07
	12 years and above	3	1.69	28	15.82	12	6.78	43	24.29
	Total	50	28.25	95	53.67	32	18.08	177	100

TABLE VI OVER ALL JOB ATTITUDES OF THE RESPONDENTS

S. No.	Description	N	Min	Max	Mean	Standard Deviation
1	Overall Job satisfaction	177	30	52	39.45	4.629
2	Overall Job perception	177	60	83	73.08	5.313

Table VI reveals the overall job attitude of the respondents taken for the study. It is interpreted from the table that, among 177 respondents mean values of 39.45 were found to have over all job satisfaction. Where as a mean value of 73.08 were found to have over all job perception.

## V. SUGGESTIONS AND FUTURE RESEARCH

A potential future direction of employee attitude research will be to better understand the interplay between the employee and the situation and the various intrinsic and extrinsic factors that influence employee attitudes. In particular, a better understanding of the role of emotion, as well as broader environmental impacts, is needed and has been largely overlooked in past research. In addition, ongoing research will provide more in-depth understanding of the effects of employee attitudes and job satisfaction on organizational measures, such as customer satisfaction and financial measures. Future research regarding job satisfaction may consider exclusive in depth studies taking up individual categories by designation; professionals and paraprofessionals; family conditions commitments and such other factors that also may affect the job satisfaction among the LIS professionals.

## VI. CONCLUSION

Satisfaction with one's job can affect not only his/her motivation at work but also work environment, career decisions, relationships with others and organizational commitment in general. Those who work in a profession that is extremely demanding and sometimes unpredictable can be susceptible to feelings of uncertainty and reduced job satisfaction. Satisfied employee is an asset to a library with better results of user satisfaction. Satisfied library users add stronger values to a positive advertisement to services and the organization without any financial commitment. Knowledgeable, confident LIS professionals bring in a breeze of satisfaction not only in his/her self but also among the professional colleagues and the working environment as well. Universities conducting the LIS courses should chalk out course programs, counseling and such other initiatives to inspire and attract more young talents into the LIS courses that may produce befitting professionals combating the lacking quality, standards and workforce shortage also. This shall make way for an improved library environment and user satisfaction leading to Indian library.

## REFERENCES

- [1] J. Cotton And J. Tuttle, "Employee Turnover: A Meta-Analysis And Review With Implications For Research", *Academy Of Management Rev*, Vol.11, No.1, Pp.55-70, 1984.
- [2] Oxford English Dictionary, Oxford: Oxford University Press, Pp.1651, 2001.
- [3] J. R Schermerhorn., Jr, Management For Productivity, 2Nd, Ed, New York: John Wiley & Sons, 1986.
- [4] H. M Weiss And R. Cropanzano, "Affective Events Theory: A Theoretical Discussion Of The Structure, Causes, And Consequences Of Affective Experiences At Work", *Research In Organizational Behavior*, Vol.18, Pp. 1-74, 1996.