

# A Study on Job Satisfaction of Library Professionals with Reference to Colleges Imparting Management Education

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## Abstract

*The present study examines the issues related to the job satisfaction of the library professionals working in colleges imparting management education in and around Madurai, Tamil Nadu. Job satisfaction is a very important attribute which is frequently measured by organizations. The most common way of measurement is the use of rating scales where librarians report their reactions to their jobs. Questions relate to rate of pay, work responsibilities, variety of tasks, promotional opportunities the work itself and co-workers. There is a need to study the job satisfaction of the librarians because the nature of job is changing. The job satisfaction is the condition of establishing a healthy organizational environmental in an organization. Normally this depends on the economical, social and cultural conditions. This paper attempts to evaluate the job satisfaction of library professionals based on a questionnaire survey method. 65 questionnaires were distributed out of which 58 responses were received. In the 58, 3 were not fully completed; we take the sample size as 55 questionnaires for this analysis. The data analyzed indicates that library professionals are satisfied with their job.*

**Keywords:** Job Satisfaction, Library Professionals, Madurai District

## 1. INTRODUCTION

In early preliterate days, work has been man's total way of life. It was not separated from other spheres of life. The incentive for work was immediate satisfaction of needs. But as society changed, magic and aesthetic considerations were stripped from work. In ancient days manual work was thought to be monotonous, having brutalizing effect on human mind. It was to be avoided by elites. The higher castes in India also looked upon work with similar disregard.

Job satisfaction of the librarian naturally depends on the economically, social and cultural conditions. A librarian who can not get a sufficient wage will be faced with the problem of maintaining his or her family life. This problem puts the librarian far from being satisfied. Especially the social facilities are sufficient because of the economic conditions. Low wages, lack of status and social security affect motivation. Job satisfaction cannot be talk of where there is absence of motivation. Job satisfaction of the librarian who has an important place in the information

society will affect the quality of the service he renders. In this respect, the question of how the material and moral element affect the job satisfaction of the librarians gains importance.

Job satisfaction has been defined as a pleasurable emotional state resulting from the appraisal of one's job;[1] an affective reaction to one's job;[2] and an attitude towards one's job. Weiss has argued that job satisfaction is an attitude but points out that researchers should clearly distinguish the objects of cognitive evaluation which are affect (emotion), beliefs and behaviours. This definition suggests that we form attitudes towards our jobs by taking into account our feelings, our beliefs, and our behaviors.

## 2. SCOPE OF THE STUDY

In the presence scenario there is a need to study the job satisfaction of the Library professionals because, job nature are changing in the current information technology era, remuneration structure, rewards are changing to current position, expectations of the library professionals

at present seems to be changing. In this context the research study is set in and around the Madurai, Tamil Nadu. It includes totally 55 library professionals.

### 3. OBJECTIVES

This study attempts to observe the job satisfaction of the library professionals working in the colleges imparting management education. The following objectives were fixed.

- i To know the level of job satisfaction of library professionals with various qualifications, gender, marital status;
- ii To find the category wise job satisfaction level;
- iii To find the job satisfaction is responsible for desirable life style;
- iv To find the working condition of library professionals involved in the job satisfaction;
- v To find the level of job satisfaction of library professionals with various organization;
- vi Scope of freedom, decision making, and initiatives are how to influence in the job satisfaction of library professionals.

### 4. LITERATURE REVIEW

Julie Parmer and Dennis East's 1989 study of support staff in twelve Ohio libraries used the JSS as its basis and found that overall these workers considered themselves basically satisfied [3]. They were strongly satisfied in the areas of supervision, coworkers, work, benefits, and pay, but were dissatisfied with operational procedures, communication, contingent rewards, and opportunities for promotion.

The relevance of job satisfaction and motivation are very crucial to the long-term growth of any educational system around the world. They probably rank alongside professional knowledge and skills, center competencies, educational resources and strategies as the veritable determinants of educational success and performance. Professional knowledge, skills and center competencies occur when one feels effective in one's behavior. In other words, professional knowledge, skills and competencies can be seen when one is taking on and mastering challenging tasks directed at educational success and

performance [4]. Donna K. Fitch used the Job Descriptive Index in her 1990 survey of Alabama professional job satisfaction. Though her study broke satisfaction down into components similar to those of the JSS, she made more of an effort to look at how institutional differences such as size of university and extent of library automation [5] affected job satisfaction. Again, she found that pay and promotion were the least satisfying areas. Fitch's findings are somewhat difficult to compare with those of Parmer and East or Voelck, however, because she was testing significantly different variables that, as she concluded, tended to have minimal effect on job satisfaction.

### 5. RESEARCH APPROACH

This research was undertaken in 20 libraries in and around Madurai, Tamil Nadu using a questionnaire survey to study the job satisfaction among library professionals working in colleges imparting management education. Primary data collected from the questionnaire. 65 questionnaires were randomly distributed. Out of 65 questionnaires 58 were received. In the 58, 3 were not fully completed; we take the sample size as 55 questionnaires for this analysis. The collected primary data were kept into system by using the MS-Excel to analyze data and to generate tables. This research covers the library professionals who are working in various College Libraries in Madurai.

### 6. DATA ANALYSIS AND INTERPRETATION

The researcher analysis and interprets the data collected. The data were collected during the month between January and March 2011 through questionnaire method. After verifying the questionnaire for completeness and editing the entries, the researcher analyzed the data using Excel. The data are presented in the form of tables.

#### 6.1 Socio Demography Data

After careful observation was made, the socio demography information table divided in five sections. i.e. Professionals designation, Educational qualification, Distribution of gender, Age group and Professional experience.

**Table 1 Socio Demography Information**

S.No.	Socio-Demography Information	No. of Respondents (n=55)	Percentage (Cumulative %)
<b>Professionals Designation</b>			
1	Librarian	13	24 (24)
2	Assistant Librarian	17	31 (55)
3	Library Assistant	25	45 (100)
<b>Educational Qualification</b>			
1	MLISc., M.Phil.,	20	36 (36)
2	MLISc., only	25	46 (82)
3	BLISc., only	10	18 (100)
<b>Gender Distribution</b>			
1	Male	31	56 (56)
2	Female	24	44 (100)
<b>Age Group Distribution (in Years)</b>			
1	Below 25	9	16 (16)
2	25 to 35	15	27 (43)
3	36 to 45	19	35 (78)
4	Above 46	12	22 (100)
<b>Professional Experience (in Years)</b>			
1	Below 10	20	36 (36)
2	11 to 15	10	18 (54)
3	16 to 20	11	20 (74)
4	21 to 25	6	11 (85)
5	Above 26	8	15 (100)

Table 1 shows that 45% of the respondents are library assistants, 31% are assistant librarians and remaining 24% are librarians. In educational qualification represents 46% of the respondents have completed MLISc degree only, 36% of the respondents have completed MLISc with M.Phil. Degree, and the remaining 18% of the respondents are completed the bachelor degree. In the third section of gender distribution 44% of the female respondents are involved. Age group wise the following observation studied. Most of the respondents under 36 to 45 age group, 27% from the middle age group, 22% from the senior professionals other 16% from the young age group. Finally in the professional experience 36% of the respondents are from below 10 years experience, 20% are from 16 to 20 years experience, 18% are from 11 to 15 years experience, 8% professionals have vast experience and the remaining 10% are from 11 to 15 years experience.

## 6.2 Economic Advantages

**Table 2 Economic Advantages**

S.No.	Opinion	No. of Respondents (n=55)	Percentage (Cumulative Percent)
1	Extremely Satisfying	6	11 (11)
2	Very Satisfying	12	22 (33)
3	Moderately Satisfying	27	49 (82)
4	Poor Satisfying	6	11 (93)
5	Not at all Satisfying	4	7 (100)

Table 2 shows that 11% of the respondents are ‘extremely satisfied’ with the economic advantage given to them. 22% and 49% of the respondents say that it is ‘very satisfying’ and ‘moderately satisfying’. 11% and 7% of the respondents are ‘poorly satisfying’ and ‘not at all satisfied’ respectively. It is seen from the above table that as far as economic advantages are concerned nearly half of the professionals feel that it is only moderately satisfying.

### 6.3 Co-operation with Higher Authorities

A questionnaire was asked that whether their higher authorities are co-operative, helpful and inspiring people for better and sincere work.

The Table 3 shows that 24% of the respondents ‘strongly agree’ that their authority is co-operative helpful and inspiring people, etc. 63% of the respondents are ‘agree’ with higher authorities co-operation, etc. Remaining 4%, 7% and 2% of the respondents have given the following opinion i.e. ‘poorly agree’, ‘slightly agree’ and ‘disagree’ respectively that their higher authorities are co-operative, helpful and inspiring people for better and sincere work.

**Table 3 Co-operation with Higher Authorities**

S.No.	Opinion	No. of Respondents (n=55)	Percentage (Cumulative Percent)
1	Strongly Agree	13	24 (24)
2	Agree	35	63 (87)
3	Poorly Agree	2	4 (91)
4	Slightly Agree	4	7 (98)
5	Disagree	1	2 (100)

### 6.4 Profession with Family

**Table 4 Profession with Family**

S.No.	Opinion	No. of Respondents (n=55)	Percentage (Cumulative Percent)
1	Very Easily	5	9 (9)
2	Easily	26	47 (56)
3	Without Difficulty	20	36 (92)
4	With Difficulty	2	4 (96)
5	Not at All	2	4 (100)

The Table 4 shows whether the profession gives sufficient time and opportunities to spend with their family. 9% and 47% of the respondents have given the opinion of ‘very easily’ and ‘easily’ has time to spend to their family after the profession respectively. 36% and 4% each spend their family ‘without difficulty’, ‘with difficulty’, and ‘not at all’ after their work respectively. Majority of the respondents spend the time with their family after the profession.

### 6.5 Profession with Overtime

Profession is so observing that even in the absence of over time allowance, they willing to work on Sundays, Holidays etc., and also at late hours.

**Table 5 Profession with Overtime**

S.No.	Opinion	No. of Respondents (n=55)	Percentage (Cumulative Percent)
1	Always	10	18 (18)
2	Frequently	14	26 (44)
3	Now and then	20	36 (80)
4	Under Compulsion	4	7 (87)
5	Never	7	13 (100)

The Table 5 shows that 36% and 26% of the respondents work on holidays and Sundays without remuneration ‘now and then’ and ‘frequently’. 18% of the respondents work always and 7% work ‘under compulsion’ and 13% of the respondents are ‘never’ work in absence of overtime allowance on Sundays, holidays, etc.

### 6.6 Working Condition

The working conditions like comfortable seating, adequate temperature, and humidity, hygienic and healthy environment of the work place are shown in the table below

**Table 6 Working Condition**

S. No.	Opinion	No. of Respondents (n=55)	Percentage (Cumulative Percent)
1	Very Satisfying	9	16 (16)
2	Satisfactory	37	67 (83)
3	Only Slightly Satisfactory	7	13 (96)
4	Unsatisfactory	1	2 (98)
5	Not at all Satisfactory	1	2 (100)

The Table 6 shows the majority of the respondents (67%) say their working condition is ‘satisfactory’. 16% and 13% say their working condition is ‘very satisfactory’ and ‘only lightly satisfactory’ respectively. Other respondents are unsatisfied with their working condition.

### 6.7 Professional Status

Library professionals status recognize by their family members, relatives and friends as follows

**Table 7 Professional Status**

S. No.	Opinion	No. of Respondents (n=55)	Percentage (Cumulative Percent)
1	Displeasing	1	2 (2)
2	Very Pleasing	12	22 (24)
3	Pleasing	16	29 (53)
4	Okay	25	45 (98)
5	Somewhat Displeasing	1	2 (100)

The Table 7 shows 45% of respondents say their job is satisfied by their family members, relatives and friends. 29% of the respondents say ‘pleasing’, 22% of the respondents feel ‘very pleasing’ and 2% each of the respondents feel ‘displeasing’ and some what displeasing respectively. The status of library professionals is of debate for a long period. Some of the professionals feel their status is not satisfied compared with IT era. Using the recent information communication technology, professionals improve their knowledge for status.

### 7. FINDINGS

The following observations were found from this study:

- i Professional designation represents 45% of the respondents are library assistants.
- ii In educational qualification represents 46% of the respondents have completed MLISc degree only.
- iii In the gender distribution 44% of the female respondents are involved.
- iv Most of the respondents under 36 to 45 age group.
- v In the professional experience, majority of the (36%) respondents are from below 10 years experience.
- vi 49% of the respondents feel moderately satisfying with the economic advantages.

- vii 63% of the respondents are agree with their higher authorities are co-operative, helpful and inspiring people for better sincere work.
- viii Majority of the respondents spend their time with their family after profession.
- ix 7% of the respondents are work under compulsion.
- x Library working condition is 67% satisfactory by the respondent’s response.
- xi 45% of the respondents feel their professional status is recognized by the family members, relatives and friends.

### 8. CONCLUSION

After the observations, it may be concluded that the job satisfaction of library professionals is related to an individual’s expectation of different types of the profession and perception of how much is attained. The aspiration varies of various aspects from individuals, and within the same individual at different periods. Age, education, experience, job level may be associated with higher aspiration leading to satisfaction or dissatisfaction. This is depending on the perceived potentiality of the job fulfill those aspirations.

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