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Job satisfaction of college librarians: a study of Kashmir

Abstract

The purpose of the study is to ascertain the job satisfaction among the library professionals. Survey method was carried to achieve the goal study besides questionnaire was used as the data collection tool. The study shows both positive and negative signs of satisfaction among the professionals but the dominant signs were positive job satisfaction among professionals. This paper may benefit society by encouraging librarians to contribute more to their jobs and may help them in their personal growth and development. Hence, it is essential for library administrators to motivate their library professionals to work hard for achieving the organizational goals and objectives.

Keywords: Job satisfaction, College libraries, Library Professionals.

Paper Type: Research Paper

Introduction

Authors, in many ways defined the concept of job satisfaction. However, the most-used definition of job satisfaction in organizational research is that of **Locke , (1976)** who described job satisfaction as “a pleasurable or positive emotional state resulting from the one's job or job experiences”. Job Satisfaction is a combination of two words, Job and satisfaction. Job includes occupational activity performed by an individual in return for a monetary reward while satisfaction is a word, which is not boosting up the morale of the employees (**Jange & Gavali, 2014**). **Memon & Jena, (2017)** are of the view that job satisfaction is the main aspect of success and all-round development of employees of any company or organisation and is considered as a buzzword of research in management studies. Workers, which are satisfied always confirmed as productive in terms of achieving motto, vision and mission of any organization. Libraries are the essential cornerstones of the society. The nature of job satisfaction is multifaceted **Hirchfeld**

(2000) classified job satisfaction into two parts or domains that is intrinsic and extrinsic. Intrinsic satisfaction reflects one's work as inherently worthwhile and the external satisfaction depends on tangible factors like working conditions. The qualification of the library personnel are the fundamental determinants of the development and organization of the service. Rendering effective service in a library depends on the human source. **Ranaweera and Si Li (2018)** is of the view that library staff is responsible for the development of academic and research work. Satisfied workers prove fruitful to libraries and dissatisfied library staff is a menace. The purpose of this paper is to investigate the job satisfaction among library professionals in J & K. Survey method will be carried out for data collection based on questionnaire, coupled with personal interviews where needed. This paper may benefit society by encouraging librarians to contribute more to their jobs and may help them in their personal growth and development. Hence, it is essential for library administrators to motivate their library professionals to work hard for achieving the organizational goals and objectives.

Review of related literature

Plethora of literature is available on the job satisfaction and its allied domains like motivation, psychological factors of job satisfaction, intrinsic and extrinsic factors of job satisfaction. Hence, attention is made to highlight few studies here. **Sohail, M. (2019)** Carried a survey on library professionals in Fiji and concluded the study with these results that the job satisfaction is higher in females than males; experienced employees are more satisfied than new comers in library profession, and married professionals are more satisfied than unmarried professionals. **Saini, Kushwaha, & Mohanta, (2017)** carried a study on job satisfaction of library professionals in Haryana, India and find out the satisfactory results in terms of better satisfaction among professionals working in the university libraries of Haryana. However, the results of earlier study conducted by **Wijayarathne and Marasinghe (2016)** are contradictory to former study. Similarly **Fatima & Bhatti, (2016)**; **Chauhan, (2015)** conducted an important study on job satisfaction of library professionals in Punjab, Pakistan and Uttar Pradesh, India and the overall results of the study remained satisfactory besides an attention was provoked towards providing better work environment to women professionals. **Peng (2014)** examined the job satisfaction and job performance of university librarians. Besides the focus of study remained the relationship of performance and satisfaction. Another study was carried by

Baah and Amoako (2011) in which they highlighted that motivational factors are having great role with relation to employees worth with respect to value bestowed to them by bosses. **Khan and Ahmed (2013)** conducted a survey on university librarians of Pakhtunkhwa, Pakistan and realized that job satisfaction of professionals working in select university was satisfied but the results were negative towards the professionals welfare facilities. Related results were found in **Kaya (1995)** study related to job satisfaction of university librarians in Ankara that professionals were not satisfied with physical working environment, job recognition, job appraisal, promotion, incentives, perception of librarians among society and supervisory autonomy. One more study was bring forth by **Mondal, Bandyopadhyay, & Hasan, (2014)** in Westbengal, India on seven state university libraries on the basses of various job satisfaction parameters like service conditions, interpersonal relations and promotional policies. The study revealed negative results in terms of dissatisfaction of professionals towards monetary benefits, promotional policies and esteem. Similar results were found in the study of **Esakkimuthu & Vellaichamy, (2015a)** in Tamilnadu based on job satisfaction of librarians working in the Engineering Institutes. The study highlighted both positive as well as negative results; hence, on the bases of positive results, they made our attention towards satisfaction of the professionals and negative aspects of study-outcomes clearly mentioned dissatisfaction of professionals towards salary, job security, and dominance of management. Besides it's evident from the suggestions made by researcher that in Tamilnadu library professionals are not getting salary according to UGC norms.

Scope

The scope of the present study is confined to the library professionals working in the Colleges of Kashmir division of J and K.

Objectives

- 1) To identify the level of job satisfaction among college librarians of Kashmir.
- 2) To know the core satisfaction and dissatisfaction factors among librarians.

Methodology

For achieving the goals of above mentioned objectives survey method was carried out and for data collection questionnaire was used as a tool, which was based on various parameters like demographic features, intrinsic and extrinsic aspects of job satisfaction. Moreover, Likert 5-point scale was used to examine the job satisfaction of respondents (**Esakkimuthu & Vellaichamy, 2015b**). Besides questionnaire was framed using “Google Forms” and link of questionnaire was send to selected professionals via email. In addition, the questionnaire was based on the various scales of job satisfaction like scale cum questionnaire by **Dubey, Maini and Uppal; Bhatia and Vohra; and Udai Pareek (NA)**. Further, MS Excel, a tool for statistical data analysis will be used for data analysis.

The total number of questionnaires sent to professionals was 30 out of which only 15 questionnaires were received that are 50 percent of total questionnaires. Hence, the respondent rate is 50 percent.

Data Analysis and Interpretation

Demographic features of library professionals

The analysis of data revealed that out of 15 (100.0%) respondents there are 10 (66.6%) male and rest 5 (33.3%) females. So far as marital status is concerned there are majority 11 (73.3%) of professionals married and rest unmarried. It is also evident that the professional qualification of professionals is also good, the maximum 12(80.0%) professionals are having MLIS followed by 8 (53.3%) professionals having BLIS and handful number of professionals 3(20.0%) are having PHD Degree. Moreover, the analysis of data highlights that there are maximum professionals 7 (46.7%) new in the profession (Table 1).

Table 1. Demographic Features

S.No	Profile of Respondents		No of Respondents
1	Gender	Male	10 (66.6)
		Female	5 (33.3)
	Total		15 (100)
2	Marital Status	Married	11 (73.3)
		Un-married	4 (26.6)
	Total		15 (100)
		P.HD	3 (20.0)

3	Professional Qualification	M.Phil	4 (26.6)
		MLIS	12 (80.0)
		BLIS	8 (53.3)
		PGDCA	4 (26.6)
		PGDLAN	3 (20.0)
Total		15 (100.0)	
4	Age in Years	20 to 30	4 (26.7)
		30 to 40	9 (60.0)
		40 to 50	1 (6.5)
		50 to 60	1 (6.5)
		Above 60	0 (0.0)
Total		15 (100.0)	
5	Designation	Librarian	13 (86.6)
		Asst librarian	2 (13.3)
Total		15 (100.0)	
6	Experience in Years	1 to 5	7 (46.7)
		5 to 10	3 (20.0)
		10 to 15	4 (26.7)
		15 to 20	1 (6.5)
		Above 20	0 (0.0)
Total		15 (100.0)	

Figures in parenthesis indicates percentage

N=15

Job Satisfaction results with respect to given statements

The analysis of data reveals that the eight given statements show positive results that is **Statement 1:** *I have been getting promotion as per my qualification and experience.* Equal number of respondents 5(33.3%) agree and 5(33.3%) remain neutral and only 2(13.3%) respondents strongly agree with the statement, mentioned above. **Statement 3:** *Favoritism does not have any role to play in my organization.* To this statement maximum 8(53.3%) respondents agree and 1(6.6%) strongly agree. **Statement 4:** *On the whole, I am satisfied with the general supervision in my department.* To this statement maximum respondents 6(40.0%) agree and 3(20.0%) strongly agree. **Statement 5:** *Working conditions in your organization are satisfactory.* To this statement maximum 6(40.0%) respondents agree while as 4(26.6%) respondents are neutral. **Statement 7:** *I have good opportunity to present my problems and views to the management.* To this statement the maximum 7(46.6%) respondents are agreed followed by 1(6.6%) respondent strongly agree. **Statement 8:** *My present job is as per my ability/qualification and experience.* To this statement equal number of respondents agree as well as strongly agree that is 7(46.6%) each. **Statement 9:** *I have satisfactory relations with my supervisor.* To this statement maximum 7(46.6%) respondents agree and only 1(6.6%) strongly agree. **Statement 13:** *My job is reasonably secure as long as I do good work.* To this statement the maximum 10(66.6%) respondents agree and 2(13.3%) respondents strongly agree. **Statement 16:** *My pay is enough for providing necessary things in my life.* To this statement maximum 5(33.3%)

respondents agree as well as strongly agree. The in-depth analysis of data reveals that with respect to rest statements the results are either neutral or disagree (Table 2).

Table 2. Opinion of Respondents Regarding Various Statements

S.N o	Statements	Opinion				
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	I have been getting promotion as per my qualification and experience.	0 (0.0)	3 (20.0)	5 (33.3)	5 (33.3)	2 (13.3)
2	I have full confidence in the management of this organization	2 (13.3)	4 (26.6)	2 (13.3)	5 (33.3)	2 (13.3)
3	Favoritism does not have any role to play in my organization.	0 (0.0)	5 (33.3)	1 (6.6)	8 (53.3)	1 (6.6)
4	On the whole, i am satisfied with the general supervision in my department.	1 (6.6)	4 (26.6)	1 (6.6)	6 (40.0)	3 (20.0)
5	Working conditions in your organization are satisfactory.	1 (6.6)	3 (20.0)	4 (26.6)	6 (40.0)	1 (6.6)
6	My organization treats its employees better than any other organization	0 (0.0)	2 (13.3)	8 (53.3)	4 (26.6)	1 (6.6)
7	I have good opportunity to present my problems and views to the management.	0 (0.0)	5 (33.3)	2 (13.3)	7 (46.6)	1 (6.6)
8	My present job is as per my ability/qualification and experience.	0 (0.0)	1 (6.6)	0 (0.0)	7 (46.6)	7 (46.6)
9	I have satisfactory relations with my supervisor.	0 (0.0)	3 (20.0)	4 (26.6)	7 (46.6)	1 (6.6)
10	I am proud of my organization.	1 (6.6)	4 (26.6)	4 (26.6)	4 (26.6)	2 (13.3)
11	Compared to the salary for similar jobs in other organizations, my pay is better.	0 (0.0)	3 (20.0)	5 (33.3)	5 (33.3)	2 (13.3)
12	My supervisor takes into account my wishes and my performance.	1 (6.6)	4 (26.6)	6 (40.0)	4 (26.6)	0 (0.0)
13	My job has helped me to learn more skills.	0 (0.0)	1 (6.6)	2 (13.3)	10(66.6)	2 (13.3)
14	My job is reasonably secure as long as I do good work.	5 (33.3)	2 (13.3)	4 (26.6)	4 (26.6)	0 (0.0)
15	I usually feel fresh at the end of the day's work.	0 (0.0)	2 (13.3)	8 (53.3)	3 (20.0)	2 (13.3)
16	My pay is enough for providing necessary things in my life.	0 (0.0)	3 (20.0)	2 (13.3)	5 (33.3)	5 (33.3)
17	There is high team spirit in the work group.	0 (0.0)	6 (40.0)	3 (20.0)	6 (40.0)	0 (0.0)
18	I am satisfied with welfare facilities (medical,HRA etc) provided by the organization.	3 (20.0)	5 (33.3)	5 (33.3)	2 (13.3)	0 (0.0)
19	I have good prospects of advancement in my job	0 (0.0)	1 (6.6)	9 (60.0)	5 (33.3)	0 (0.0)

Figures in parenthesis indicate percentage

N=15

Findings and Discussion

In real sense every professional has its own taste and definition of satisfaction but some common expected aspects of job satisfaction were asked to professionals. And it strengthens the belief that there are new people in the librarianship profession. Overall professionals are satisfied with their professions and showed positive sign towards various statements like promotions, salary, supervision, nepotism free environment, departmental relations, earned skills while working etcetera. Besides professionals are neutral to various statements like to this Statement “My job is reasonably secure as long as I do good work” and also dissatisfied with the welfare facilities provided to them by concerned authorities.

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