

# JOB SATISFACTION AMONG LIBRARIANS: A CASE STUDY

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## **Abstract:-**

The purpose of the study is to study the job satisfaction among library professionals in Government College Libraries of Madhya Pradesh in Jabalpur Division. Several Components of job satisfaction were considered in the study such as basic facilities, responsibilities, personal growth, salary etc. The study shows librarians are satisfied with their nature of work & salary. The study recommend to review the promotion policy of librarians, improvement in Information & Communication Technology facilities, better infrastructure facilities and availability of adequate staff. It is also suggested that to encourage & motivate the library professionals.

## **Key words:-**

Job Satisfaction, Library Professionals, College Library, Librarian, Higher Education, Information & Communication Technology, Motivation.

## **1. Introduction:-**

It is necessary for a employee to satisfied with his/her job. Most of the people spend majority of times in working place. Therefore job satisfaction is necessary for these people. Job satisfaction differs from person to person and each individual has his/her own perception of job satisfaction based on reasoning. The quality of employee service mainly depends upon the quality workforce which depends on knowledge and satisfaction of the library professional. The librarian can have job satisfaction only when they are able to perform their duties and responsibilities to the satisfaction of library readers as well as the higher authorities.

## **2. Objectives:-**

The following are the main objectives of the study:-

- To find out the nature of profession and feedback by Librarians of Government Colleges of Madhya Pradesh.
- To know the problems and challenges facing by Librarians of Government Colleges of Madhya Pradesh.
- To explore the professional satisfaction about library profession among Librarians of Government Colleges of Madhya Pradesh.

- To study the organizational support by higher authorities for Government College Librarians of Madhya Pradesh.
- To identify the opportunities for growth in the college Librarians of Madhya Pradesh.
- To highlight the problems of Librarians on different issues.

### **3. Scope:-**

The current study is based on job satisfaction among Librarians in Government Colleges of Madhya Pradesh in Jabalpur Division. The Librarians of Jabalpur, Mandla, Balaghat, Seoni, Chhindwara, Katni & Dindori covered in the study.

### **4. Methodology:-**

The questionnaire was distributed among the Librarians of Govt. College of Madhya Pradesh in Jabalpur Division. The primary data is based on analysis of questionnaire. However the secondary data were collected from the published books, journals, websites, directories, government data on college libraries.

The questionnaires were distributed to 92 librarians. Out of them total 88 (96%) librarians filled the questionnaire.

### **5. Review of Literature:-**

Joshi & Sahu (2020) shows that job satisfaction of library professionals is essential in achieving objectives. Motivation and job security are the two major factors that affect job satisfaction. The study is based on questionnaire. The significant positive correlations were shown between job satisfaction and job security.

Jerome Ibledbeyan-Ose (2019) stated the relationship between motivation and job satisfaction of university librarians in Nigeria. The study suggested that library staff must recognize and be more motivated in terms of intrinsic motivation.

Nahak & Mohapatra (2019) shows that the digital technology orientation in academic libraries has thrown more challenges to library professionals. In the information technology age professionals are stressed about their responsibilities.

Khan, Marsrek & Nadzar (2017) analyzed the problem related to emotional intelligence as the key factor. The study shows that job satisfaction depends on organizational culture, infrastructural facilities, salary, training & reward.

Ikonne, (2016) focused on influence of motivational factors on job performance of librarians. The study is based on 275 librarians from the six Federal University libraries in North East Nigeria. The study shows that the salaries and allowances are important for job satisfaction.

Machara & Jain (2016) evaluated the impact of motivation on job satisfaction. The findings also reveal that librarians are demotivated because of the lack of career prospects. There are rare training programme and future opportunities for promotion. Motivation increases the level of job satisfaction.

Esakkimuthu & Vellaichamy (2015) measure the job satisfaction among library professionals in engineering institutions in Tamilnadu. They studied six components including physical environment, ICT infrastructure, organizational culture, personal growth and development, salary, promotion & nature of work. Outcome of the study has been discussed that although library professionals working in these institutions were slightly satisfied with their nature of work.

Somvir & Kausik (2012) examines those factors which are related in a higher manner to job satisfaction among library workers in Harayana State. The data analysis indicated that job satisfaction among library professionals is not related to their sex, the type of library in which they worked or their vocational needs, but it is related to the characteristics of their job environments.

Kaur (2006) surveyed the job satisfaction of library professionals in indian libraries. The study shows that the old librarians are more satisfied than younger librarians.

## **6. Data Analysis:-**

The data collected by the questionnaire were analyzed. The analysis is given below in table and charts.

**Table No -6.1**

### **Descriptive Analysis of Work Experience:-**

<b>S.N.</b>	<b>Working experience</b>	<b>No. of Librarians</b>	<b>Percentage (%)</b>
01.	Below 5 years	34	38.63%
02.	5-9 years	12	13.63%
03.	10-14 years	10	11.36%
04.	15-19 years	14	15.90%
05.	More than 20 years	18	20.45%
<b>Total-</b>		<b>88</b>	<b>100%</b>

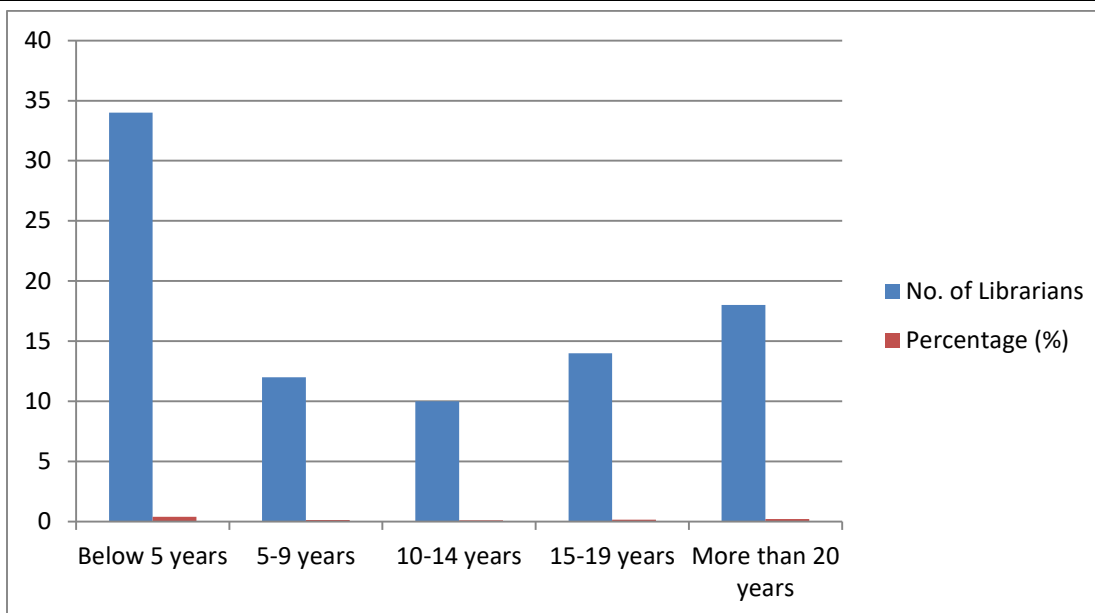
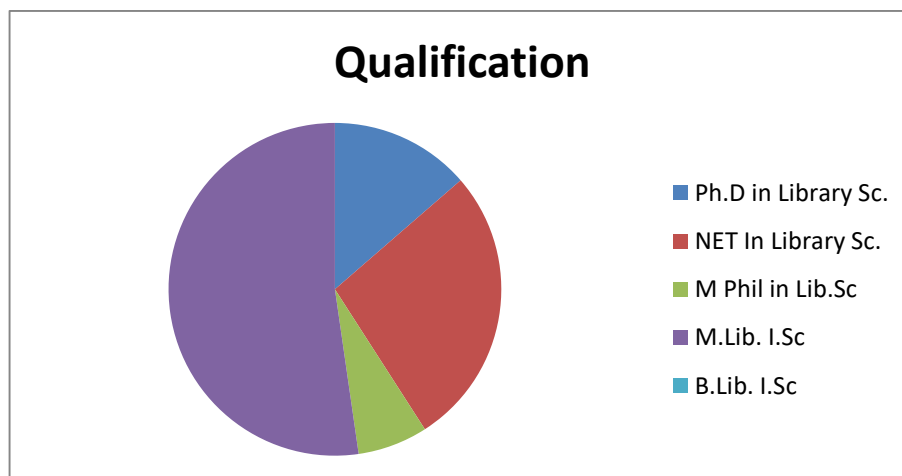


Table no-6.1 indicates that majority of librarians (38.63%) have experience of service below 5 years followed by 20.45% have more than 20 years experience & 15.90% have experience of service between 16 to 19 years. There are less number of librarians (11.36%) which have 10-14 year experience.

**Table No.- 6.2**

**Qualification :-**

S.N.	Qualification	Total	Percentage (%)
01.	Ph.D in Library Sc.	12	13.63%
02.	NET In Library Sc.	24	27.27%
03.	M Phil in Lib.Sc	06	6.81%
04.	M.Lib. I.Sc	46	52.27%
05.	B.Lib. I.Sc	-	-
<b>Total-</b>		<b>88</b>	<b>100%</b>

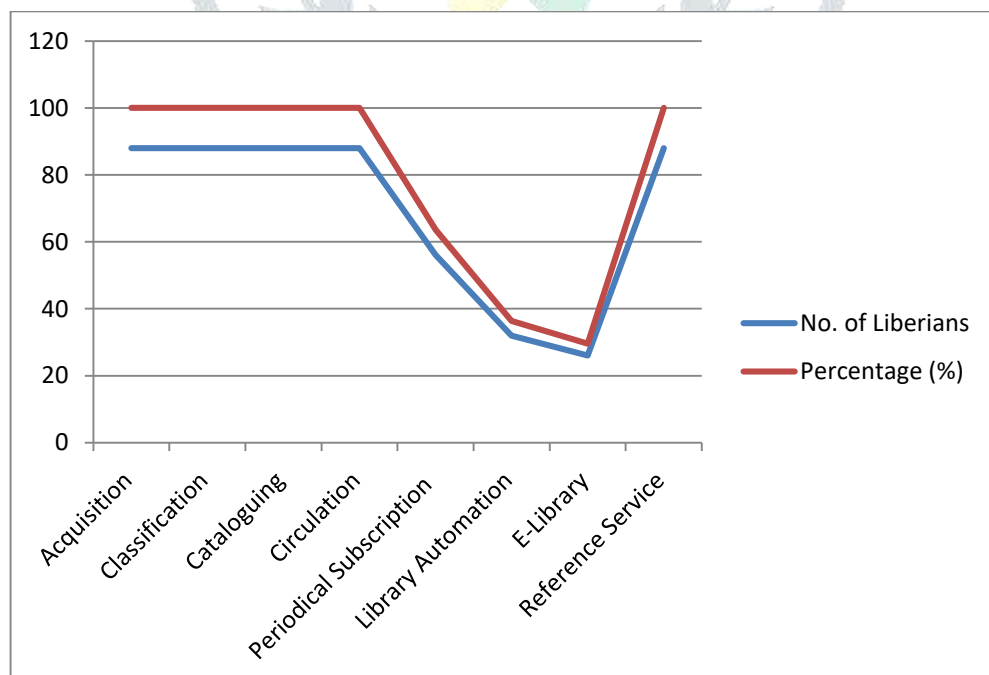


The Table no. 6.2 shows that out of 88 respondents 52.27% have acquired their post-graduation degree in library science followed by 27.27% are qualified NET examination. There are less number (13.63%) of Ph.D degree holders. It shows that there is a need for improvement research facilities for librarians.

**Table No.- 6.3**

**Nature of Work Performing in the Library :-**

S.N.	Nature of Work	No. of Liberians	Percentage (%)
01.	Acquisition	88	100%
02.	Classification	88	100%
03.	Cataloguing	88	100%
04.	Circulation	88	100%
05.	Periodical Subscription	56	63.63%
06.	Library Automation	32	36.36%
07.	E-Library	26	29.54%
08.	Reference Service	88	100%



It is found from the above table that all librarians are involved in essential library operations like acquisition, classification, cataloguing, circulation & reference work. There are less number of libraries (36.36%) which are automated. Only 29.54% libraries have e-resources.

**Table No. -6. 4**

**Descriptive Analysis of Substantial Motivation:-**

S.N.	Substantial Motivation	Strongly Agree		Agree		Disagree		No opinion		Total	Per.%
		No of Librarians	%	No of Librarians	%	No of Librarians	%	No of Librarians	%		
1.	Training opportunity are opted	22	25%	48	54%	15	18.18%	03	9.09%	88	100%
2.	Get change to study higher level	25	28.40%	40	45.45%	20	22.72%	03	9.09%	88	100%
3.	Get opportunity to participate in seminar workshop	45	51.13%	30	34.09%	12	13.6%	01	1.13%	88	100%

Table no.- 6.4 shows that majority of librarians (54%) are agreed with training opportunities provided to them. Only 25% are strongly agreed concerning with training opportunities where as 18.18% are disagreed. Very few librarians 9.09% did not give any opinion.

Mostly librarians (45.45%) are agreed that they get chance to study at higher level. Some of the librarians (28.40%) strongly agreed and 22.72% disagreed on this matter. There are less number of librarians who did not give any opinion in this matter.

There are good number of librarians (51.13%) who get opportunity to participate in seminar & conferences. Some librarians (34.09%) are agreed and few librarians (13.6%) disagreed. Only 1.13% librarians did not give any opinion about the participation in seminar & conference.



**Table No. – 6.5****Descriptive Analysis of Inherent Motivation:-**

S.N.	Inherent motivation	Strongly Agree		Agree		Disagree		No opinion		Total	Per. %
		Number	%	Number	%	Number	%	Number	%		
1.	Get good payment & reward	30	34.09%	35	39.77%	20	22.72%	3	3.40%	88	100%
2.	Enjoy challenging work	35	39.77%	40	45.45%	10	11.36%	03	3.40%	88	100%
3.	Always get reward for good work	15	17.04%	20	22.72%	50	56.81%	03	3.40%	88	100%

It is evident from the above table that most of the respondent (39.77%) are agreed with good payments & rewards. There are sufficient number of librarians (34.09%) strong agreed and few librarians (22.72%) are disagreed about good payments and rewards. Very few librarians (3.40%) give any statement about this point.

Regarding enjoying of challenging work good number of librarians (45.45%) agreed while 39.77% were strongly agree and 11.36% disagree. Only 3.40% librarians did not give any opinion.

A large majority of respondents (56.81%) disagreed about rewards for got work. Some of the librarians (17.04%) were strongly agreed and 22.72% agreed. Less number of librarians (3.40%) did not give any statement about this point.

**Table No.- 6.6****Descriptive Analysis of Security:-**

S.N.	Job Security	Strongly Agree		Agree		Disagree		No opinion		Total	Per. %
		Number	%	Number	%	Number	%	Number	%		
1.	Increment and allowances received along with salary	54	61.36%	30	34.69%	03	3.40%	01	1.13%	88	100%
2.	Retirement Benefit	60	68.18%	20	22.72%	05	5.68%	03	1.13%	88	100%
3.	Satisfaction with Job Security	80	90.09%	06	6.81%	01	1.13%	01	1.13%	88	100%
4.	Govt. Policy affect librarians	02	2.27%	04	4.54%	80	91.40%	02	2.27%	88	100%

Table no. – 6.6 describe the job security issues related to librarians. The table reveals that the majority of librarians (61.36%) strongly satisfied with increment and allowances given to them. 34.63% are agreed and 34% disagreed concerning this issues. Only few of them (1.13%) did not give any opinion.

The table also illustrated that the majority of librarians (68.18%) strongly satisfied with retirement benefits given to them after retirement. Some of the librarians (22.72%) agreed and 5.68% disagreed. Only 1.13% of librarians did not give any opinion.

It is observed that majority of librarians (90.09%) strongly satisfied with their job security. Only few of them (6.81%) are agreed and (1.13%) are disagreed. Only 2.27% librarians did not give any opinion.

Most of librarians (91.40%) are disagreed about government policy towards librarians. Out of the total population only 2.27% strongly satisfied and 4.54% satisfied. Very few librarians 2.07% were not interested to given any opinion.

**Table No. 6.7**  
**Organizational Support :-**

S.N.	Organizational Support	Strongly Agree		Agree		Disagree		No opinion		Total	Per. %
		Number	%	Number	%	Number	%	Number	%		
1.	Adequate equipment is available	22	25%	30	34.09%	35	39.72%	01	1.13%	88	100%
2.	Adequate staff	10	11.36%	12	13.63%	64	72.72%	02	2.27%	88	100%
3.	Fair & equal treatment	35	39.72%	32	36.36%	19	21.59%	03	3.40%	88	100%

Table No. 6.7 analyze the organizational environmental factors affect the professionals in terms of maximum involvement in the organizational activities. More number of librarians (39.72%) are disagreed with adequate equipment available to them. Only 25% of them strongly agreed and 34.09% are agreed. 2.27% librarians has not give any response.

Maximum number of professionals (72.72%) are not agreed with adequate staff provided to them. Only 11.30% are strongly agreed and 13.63% agreed.

The study has found that 39.72% librarians are strongly satisfied with fair & equal treatment by their higher authorities. Out of them 32.36% are agreed and 21.59% disagreed . Only 3.40% has not give any response.

## **7. Findings:-**

- The majority of librarians have their 15to19 years' service experience.
- Most of the librarians are agreed about the training opportunity that they are opted which effect their professional satisfaction.
- Maximum number of librarians get chance to go for higher studies.



- The librarians are strongly agreed on the opportunity of getting participation in seminars and workshops.
- The study shows that the majority of librarians got good payments & get UGC pay scales.
- It is found that the librarians are enjoying to challenges. It is their positive attitude.
- It is discouraging that librarians not get reward for good work.
- The librarians get increment and allowances along with salary. They strongly satisfied with government policy.
- Maximum number of librarians got retirement benefits within specific time. They strongly satisfied about their claims after retirement.
- Government college librarians strongly satisfied with their job security.
- Most of the librarians have disagreed with their promotion policy.
- All the librarians have their professional degree. They all got master degree in library & information science. Young librarian also qualified NET Exam. Some librarian also got Ph.D. degree.
- It is found from the study that all librarians are involved in acquisition, classification, cataloguing, circulation, & library automation.
- Most of the librarians are not satisfied regarding sufficient staff & equipment.

## **8. Conclusion:-**

The job satisfaction of the library professionals certainly depends on the job motivation and security. The study shows that most of the librarians are satisfied with their jobs.

But more arrangement should be taken to improve the job related factors like promotion policy, adequate staff, social status etc.

## **9. Recommendations:-**

- Government should follow strong policy about promotion of librarians.
- E-education related to Library Science should include need competency skills required for the professionals.
- Librarians should be getting a chance to participate in seminars, workshops and training programme.
- Sufficient fund for procurement of reading materials, equipment & e-resources should provided for libraries.
- Proper requirement of staff should be done from time to time.

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