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Job Satisfaction of Library Professionals: A Study of Arts, Science and Commerce Colleges (NAAC A Grade) in Pune City

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Abstract:

The valuable resource of any organization is the "Human Resource". The basic role of human resource is to shape the organization as per the organization's expectations. As far as the libraries are concerned the measurement of the performance is based on the quality of library service provided to the varied user segments. The quality of service is depending upon the quality of the work done by the staff. The work quality is highly based on the capacity of the staff to adopt and adapt as well as the domain knowledge and their satisfaction. Thus the library is an organization in services and library services effectively is related to the work of library professionals.

Job satisfaction as a tool of relaxation is used by the professionals for developing their capabilities and for strengthening themselves, which directly benefited the organization in achieving the goals more effective manner.The purpose of this work is to study the study the level of satisfaction and dissatisfaction in the NAAC –A graded Art, Science and Commerce colleges in Pune city. The present work has also studied various factors impacting the job satisfaction of the library professionals in NAAC –A graded Art, Science and Commerce colleges in Pune city.

Keywords: Job satisfaction, Work conditions, Commitments, Library professionals.

Introduction:

Human beings work in organizations with the motives in their minds such as job security, income, better future prospects, etc. Each and every person sets the different needs depending on the priorities. Therefore the management's responsibility is to locate the same and give the opportunities which are appropriate and also to give the conducive environment to people at the workplace so that their needs can be satisfied. Job satisfaction at work place is of prime importance in any individual's life span. The job satisfaction is related to emotional, social, economic, and lastly the feelings of an individual.

Today, the place of an academic library is at the core of any academic institution. The role played by the library professionals in todays era is very vital as far as the building the knowledge and provision of information resources through the remote accessibility as well as printed resources accessibility is concerned. The library is a non- profit organization and its success, growth, achievements depends on how library professionals work.Farley, Broady-Preston, and Hayward (1998) states that job satisfaction is the sense of fulfillment and pride

felt by people who enjoy their work and perform it well. Therefore the study on job satisfaction is equally important for an individual and for the organization also. Library professionals play an important role in today's era of information and technology, therefore job satisfaction of library professionals is the important aspect and through this paper, an attempt is made to know the job satisfaction level of library professionals in Arts, Commerce, Science college libraries.

Job Satisfaction of Human Resource:

The human resources are an invaluable resource of any organization. The importance of the active role of human resources in today's ever changing modern developing scenario is evident. The effectiveness and efficiency of service organization like libraries are measured in term of quality of its services delivered or rendered to its users. The quality of its service mainly depends upon the quality of work, which in turn directly depends on knowledge, adaptability and satisfaction level of the librarians, professionals working in a library.
Job satisfaction is a complex phenomenon that can be variably interpreted.

Job Satisfaction:

The term "job satisfaction" is derived from Latin words "satis" and "facere" meaning "enough and "to do" respectively. Job satisfaction is an integral component of the organizational climate and an important component element in management employees' relationship. Job satisfaction may be described in term of attitude forward the job and like any other attitude, it represents a complex assemblage of cognition (belief or knowledge), emotions (feelings, sentiments or evaluations) behaviours and tendencies.

Human Resource Management is considered to be the most valuable asset in any organization. It is the sum-total of inherent abilities, acquired knowledge and skills represented by the talents and aptitudes of the employed persons who comprise of executives, supervisors, and the rank and file employees. Human resource joinsthe organization with some motives like security of income and job, better prospects in the future, and the satisfaction of social and psychological need. Every human being has different priorities of needs at different times. It is the responsibility of management to identify those and provide appropriate opportunities and environments to human resource at work for satisfying their needs. Locke(1976 p.1300), an industrial psychologist defined the job satisfaction as as a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences. He further added that for researchers to understand the job attitudes, they need to understand job dimensions, which are complex and interrelated nature. The common dimensions of job satisfaction are work, pay, promotions, recognition, and benefits, working conditions, supervision, co-workers, company and management. Locke (1976, p. 1311) also described the most common consequences of job satisfaction for employees as, the effects on the physical health and longevity; mental health and an impact on the employees' social life in general. He further maintains that there is an interaction between the employees' feelings about his job and his social life.

Fredrick Herzberg attempted to elaborate the motivation as well as the satisfaction at the workplace. It is focused on the satisfaction and the dissatisfaction of the employee which is the result of two different factors –as motivators and hygiene factors. The work motivation of any employee depends on the job satisfaction of the employee at work.

Hackman & Oldham specified a model which specifies the conditions based on which individuals gets internal motivation to perform effectively in their jobs. The model was tested for 658 employees who work on 62 different jobs in seven organizations. This model focuses on the interactions among 3 classes of variables (a) the psychological states of employees(b) the characteristics of jobs(c) the attributes of individuals. They further combined the five core job characteristics combined to form a motivating potential score (MPS) for a job. These can be used as an index of how likely a job is to affect an employee's attitudes and behaviors. They found that not everyone is equally affected by the MPS of a job; but the people who are high in growth need strength (the desire for autonomy, challenge and development of new skills on the job) are particularly affected by job characteristics.

As far as Libraries are concerned in 1995, Fleck and Bawden conducted a study of LIS professionals in a law firm and LIS professionals in a medical school. They mentioned that LIS regarded by regarded by its users. They further added that LIS is much more service oriented and a reactive function rather than a dynamic and proactive one. Library staff considered as being efficient, helpful, possessing specialized knowledge and even undertaking the tasks beyond the routine and tradition. They found LIS staff as unambitious people and further their satisfaction lies in helping others. Whereas Kaya concluded that the job satisfaction of LIS professionals in developing countries is lower that of the developedcountries. Thornton, Joyce examined the responses of ninety-eight female respondents to a survey on job satisfaction of librarians of African descent employed in seventy-nine Association of Research Libraries (ARL) academic libraries in relation to other gender studies on job satisfaction of librarians. She mentioned that "Job satisfaction is critical to the retention and recruitment of librarians." Nijoy Kumar Paul (2014), studied the job satisfaction of library professionals in North East India; he concluded that Senior library professionals one has made job satisfaction than junior ones and educational qualification enhances more job satisfaction.GavisiddappaAnandhalli (2016) conducted in the study to identify the factors which impact the level of satisfaction of college librarians in Gulbarga and Yadagir districts of Karnataka. He found that among the surveyed LIS professional female librarians was more satisfied with their job than male librarians. Further, it was found that qualification, mode of education, length of the service, pay scale and type of college were most influencing factor on the job satisfaction .

Objectives of the studies:

- To understand the need and importance of study on job satisfaction of library professionals
- To know the job satisfaction of college library professionals in Pune city

- To know the factors influencing job satisfaction of college library professionals

Scope and Limitation of the Study:

This study is limited to Pune City;further it is focused on NAAC –A Graded Arts,Science and Commerce and Colleges . The present study is confined to know the job satisfaction level of library professionals in NAAC A   grade colleges in Pune city and the responses are collected from all the categories of library staff.The work is limited to Pune City NAAC –A Graded Arts,Science and Commerce and Colleges only and the results of this study are limited to the same scope and will not be applicable to the academic libraries in other education stream and also in other geographical areas.

Research Methodology:

The data gathered through the user survey, through the questionnaire tool as mentioned earlier.The effort has been done to find out the job satisfaction of library professionals from NAAC-A graded Arts, Science and Commerce colleges in Pune city. It was found that there are total 13 colleges of Arts, Science and Commerce in Pune city having "A Grade"ratingof NAAC. Therefore the data is collected from entire 13 college library staff members.

Sampling:

The data collected from the entire library staff and effort is done to measure the job satisfaction of entire categories of the library staff members, including Librarian, Assistant Librarian, Library Clerk and Library attendant in these colleges. The cluster sampling is used for the first three categories as Librarian, Assistant Librarian, Library Clerk. Further, during the study, it was observed that there were total 107 library attendants working in these respondent libraries and out of 107 attendants, 40 library attendants were fresher's and completed their masters in library science (MLIBISc). Therefore the multistage sampling is used for studying the library attendants' satisfaction by circulating the questionnaires to the 40 postgraduate library attendants.

Data analysis:

The data collected from the library staff of the 13 colleges as mentioned in the scope of the study and analyzed and presented in table and graphical format.Questionnaires were distributed to 108 employees and 87 Questionnaires were collectedresulting in a80.55% response as shown in the table 1.1.

Table 1.1Response received for the study

QUETIONNAIRE CIRCULATED	QUETIONNAIRE RESPONSE	PERCENTAGE
108	87	80.55%

The categorical analysis of the respondents is given below in the table 1.2

Table no.1.2Categorical Distribution of theResponse

CATEGORY	QUETIONNAIRE CIRCULATED	QUETIONNAIRE RESPONSE	PERCENTAGE
Librarian	13	13	100%
Assistant Librarian	10	10	100%
Library Clerk	45	42	92%
Library Attendant	40	22	55%

According to the above table no.1.2 the response rate of the Librarians and Assistant librarians is 100%. The study has received 92% response rate of the Library clerks and the response rate of the library attendant is 55%. The cluster sampling is used for the same for data collection purpose.It was observed that out of 107 attendants, 40 library attendants are fresher's and completed their MLIS or MLIB ISC. The multistage sampling is used for studying the library attendants'satisfaction by circulating the questionnaires to the 40 postgraduate library attendants.

Age group and Work experience of the professionals:
Responses collected **to know the age group of library professionals** is analyzed in the following table

Table no.1.3AGE GROUP OF PROFESSIONALS

AGE GROUP OF PROFESSIONALS	NO. OF PROFESSIONALS AS PER AGE GROUP
Less than 30 years	15 (17.24%)
In between 30-40 years	16 (18.39%)
In between 40-50 years	37(42.52%)
Above 50 years	19 (21.83%)
Total	**87 (100%)**

According to table no.1.3, number of Library Professionals as per age groups are less than 30 years are 17.24%,between 30-40years are 18.39%,between 40-50 years are 42.52% and above 50 years are 21.83% . It is observed that maximum numbers of library professionals are of the age group between 40-50 years and above 50 years.

Work experience:
Responses collected **to know the work Experience of library professionals** is analyzed in table 1.4

Table no.1.4 Library Professionals work Experience

Work Experience	No.of Professionals
Less than 5 years	21
In between 5-10 years	21
In between 10-20 years	30
Above 20 years	15

It is found that the majority of the professionals (30) isbetween 10-20 years' experience, whereas the meager least experienced percentage is above 20 years group.

Educational Qualifications:

Responses *collected to know the qualification of library professionals*in the respondent colleges. It is found that all the librarians are qualified as per the norm of UGC (M.Lib.I.Sc. and SET/NET qualified), further the assistant librarians have completed their M.Lib.I.Sc with 2% cleared the SET/NET as well. It is found that the 40 Library attendants completed their masters in LIS.

Working Hours:

Responses collected **to know the Satisfaction due to working hours of the library professionals** is analyzed in the following table no 1.5

Table no.1.5 About Satisfaction due to work timings

Working Hours Satisfaction	Total Respondents	Fully satisfied	Satisfied	Neutral	Dissatisfied
Number of professionals	87	38	40	2	7
Percentage		43.67%	45.97%	2.29%	8.04%

Table 1.5 indicates that 43.67% fully satisfied professionals and 45.97% satisfied professionals. The meagre percentage indicated dissatisfaction 8.04% and 2.29% are neutral. The categorical analysis done to find out the details; it shows that 100% Librarian and Assistant Librarians are fully satisfied with the work timings. 64.28% clerk and 59.10% attendant were satisfied with work timings. It is found that the dissatisfied employee, including attendants, further all these dissatisfied respondents are highly qualified.

Work satisfaction from the Use of ICT Tools:

Responses collected **to know the Satisfaction level due to ICT tools of library professionals** is analyzed in the table 1.6

Table no.1.6 Satisfaction level due to ICT tools

Satisfaction form the use of ICT Tools	Total Respondents	Fully satisfied	Satisfied	Neutral	Dissatisfied
Number of professionals	87	65	12	0	10
Percentage		74.71%	13.79%	0%	11.49%

The data analysis revealed that as far as the satisfaction from the use of ICT is concerned, 74.71% professionalsare fully satisfied and 13.79% were satisfied.The categorical analysis shows that 100% Librarian and Assistant Librarians and 76.19% clerks and 50% Attendants are fully satisfied as far as the use of ICT Tools is concerned. It is found that 23.80% of clerical staff and 50% of attendants are dissatisfied. It is also revealed that the major reason towards this dissatisfaction is because of illiteracy towards ICT.

Responses collected **to know the Satisfaction level due to Work Condition of library professionals** is analyzed in the table no 1.7

Table no.1.7 Satisfaction level due to Work Condition

Satisfaction from the Work Conditions	Total Respondents	Fully satisfied	Satisfied	Neutral	Dissatisfied
Number of professionals	87	40	38	2	7
Percentage		45.97%	43.67%	2.29%	8.04%

Extent of satisfaction due to work Condition is 43.67%, and 45.97% are fully satisfied. It means 88% respondents (78) are satisfied with the work conditions. Categorical analysis shows that 100% Librarian and Assistant Librarians and 40.48% clerk were fully satisfied with the work condition and 47.62% clerk and 81.81% are satisfied with work conditions.

Satisfaction from the Hygine at Work Place:

Table no. 1.8 Extent of Satisfaction due to Hygiene of work place

Satisfaction from the Hygiene at Work Place	Total Respondents	Fully satisfied	Satisfied	Neutral	Dissatisfied
Number of professionals	87	25	45	5	12
Percentage		28.73%	51.72%	5.74%	13.79%

Extentof satisfaction due to hygiene atwork is51.72%, whereas 28.73% professionals shown full satisfaction. **Satisfaction due to personal growth**Responses collected to know the Extent of Satisfaction due to Personal Growth of library professionals is analyzed in the following table no 1.9

Table no. 1.9 Extent of Satisfaction due to Personal Growth

SATISFACTION DUE TO PERSONAL/PROF. GROWTH	TOTAL NO.OF PROFFESIONALS	Fully satisfied	Satisfied	Neutral	Dissatisfied	Fully dissatisfied
Number of professionals	87	45	40	2	0	0
Percentage		51.72%	45.97%	2.29%	0%	0%

Extent of Satisfaction due to Motivation at work is as 51. 72% professionals were fully satisfied and 45.97% were satisfied and2.29% were given neutral response.Categorical analysis shows that 100% Librarian and Assistant Librarians and 52.38% clerk were fully satisfied with growth factor

Satisfaction from the work environment:

Table no. 1.10Extent of Satisfaction due to Working Environment

Satisfaction from the work environment	Total number of Professionals	Fully satisfied	Satisfied	Neutral	Dissatisfied	Fully dissatisfied
Number of professionals	87	57	28	0	2	0
Percentage		65.51%	32.18%	0%	2.29%	0%

It is found that, majority of the professionals (97.69%) are satisfied about the work environment. Out of that 65 .51% professionalsarefully satisfied and 32.18% are satisfied. Further, it is also found that 2.29% are dissatisfied. An attempt was done to find out the reasons of dissatisafaction among the respondent professionals, where the major reason of dissatisfaction mentioned by the dissatisfied respondents was the less salary.

Satisfaction from the Social Status:

Table no. 1.11Extent of Satisfaction due to Social Status

Satisfaction DUE TO SOCIAL STATUS	TOTAL NO.OF PROFFESIONALS	Fully satisfied	Satisfied	Neutral	Dissatisfied	Fully dissatisfied
Number of professionals	87	50	28	0	9	0
Percentage		57.47%	32.18%	0%	10.34%	0%

57.47% professionals are fully satisfied and 32.18% are satisfied and10.34% are dissatisfied with the social status of the library professionals. Total 89% respondent professionals are satisfied with the social status of librarians. Categorical analysis shows that 100% Librarian and Assistant Librarians are fully satisfied with Social Status of Librarian.

Satisfaction from the Remuneration:

Table no. 1.12 Extent of Satisfaction due to Pay/ Salary

Satisfaction From the remuneration	Total Respondents	Fully satisfied	Satisfied	Neutral	Dissatisfied	Fully dissatisfied
Number of professionals	87	70	15	0	2	0
Percentage		80.45%	17.24%	0%	2.29%	0%

According to this table no. 4.13 Extent of Satisfaction due toPay/Salary at work is as 80.45% professionals were   fully satisfied and 17.24% were   satisfied and2.29% were dissatisfied with Salary.Categorical analysis shows that 100% Librarian and Assistant Librarians and clerk were fully satisfied with Pay scale.

Motivation from the superiors:

Table no. 1.13Extent of Satisfaction due to Motivation

Satisfaction due to motivation	Total respondents	Fully satisfied	Satisfied	Neutral	Dissatisfied	Fully dissatisfied
Number of professionals	87	60	10	10	7	0
Percentage		68.96%	11.49%	11.49%	8.04%	0%

It is found that 68.96% respondentprofessionalsare fully satisfied about the motivation and promotion of the superiors and 11.49% mentioned their satisfaction for the same. Further, 11.49% are neutral and 8.04% expressed their dissatisfaction towards the motivation and promotion with the nature of work.Categorical analysis shows that 100% Librarian and Assistant Librarians and 88.10% clerk were fully satisfied with Motivation factor and 11.90% clerk ,22.72% attendantsare satisfied with the level of motivation where as 45.45% attendants given neutral response.

Satisfaction from the Nature of the work:

Table no. 1.14Extent of Satisfaction due to Nature of Work

Satisfaction from the Nature of Work	Total Respondents	Fully satisfied	Satisfied	Neutral	Dissatisfied	Fully dissatisfied
Number of professionals	87	47	30	5	5	0
Percentage		54.02%	34.48%	5.74%	5.74%	0%

According to this table no. 4.15, 54.02% respondent professionals are fully satisfied and 34.48% are satisfied.Further,5.74% are neutral and 5.74% are dissatisfied with the natureofwork.Thusthe majority of the respondent professionals (88%) is satisfied about the nature of work, whereas very meager percentage(11.48%) showing the dissatisfaction and neutral approach toward the work.Categorical analysis shows that 100% Librarian and Assistant Librarians and 57.14% clerk were fully satisfied with Nature of Work and 42.85% clerk, 54.54% attendant was satisfied with Nature of Work.

Findings:

- The present work is focused on studying the job satisfaction of the library professionals working in thearts, science and commerce colleges (with A grade by NAAC) located in Pune City. After the data analysis, the researcher chalked out the findings as follows.

- The majority of the respondents belongs to the senior most age groups 40-50's having the experience more than 20 years. It is also found that highly Qualified Library professionals are (77%) more in number, as the study is focused on the NAAC-A grade colleges therefore the library staff is appointed as per the UGC norms.

- The highest qualification found is a Ph.D. and 30% librarians completed their Ph.D.'s. The remaining staff is MLIS with NET/SET and 23% professionals are just graduating or under greatest belonging to the library attendant category.

- It is found that 90% of Library professionals work for 8 hours and shows satisfaction with timing at work place. Very few (8%) respondents, are dissatisfied as they have to work for a longer time than others. Thus work timing is the positive factor for satisfaction of Maximum number of Library professionals .

- The study measured the satisfaction regarding the use of computer technology (ICT tools); it is found that around 88% of Library professionals, are satisfied, happy and are very much positive with the use of computers. It is also observed that 11.49% are dissatisfied about the use of ICT. The effort done to find out the reason and the major reason behind the same was illiteracy towards ICT. The respondents are also not satisfied about the hardware configuration of the computers used in the library, a few of them also indicated the need for an upgrade.

- As far as working conditions are concerned, elements such as type of work, relationship with colleagues, work place affect the working conditions are measured and it is observed that a majority of them (90%)of Library professionals are satisfied with these factors. However,10% respondents are dissatisfied with the working conditions. This shows that the satisfaction due to working condition is high amongst Library professionals.

- There are 20% Library professionals who are not satisfied with the hygiene of work place, whereas 80% of Library professionals showing satisfaction for the same. Effort has been done to find out the reasons of the dissatisfaction toward hygiene factor the respondents mentioned that the dissatisfaction is related to the hygiene in common rooms and the reading hall as well.

- It is found that entire library staff (98%) of NAAC-A graded respondent colleges aresatisfied with personal growth. It is also found that respondents from all college libraries are getting the salary as per the norms of UGC, India as well as the required status. Therefore the rate of satisfaction is high about the personal growth.

- It is found that more than 92% Library professionals are satisfied with the appreciation of the management and higher authorities, whereas 8% respondent remains neutral indicating are not satisfiedupto the mark of their expectations.

- 98% Library professionals are satisfied with the working environment which includes the relationship with coworkers, cooperation, understanding and appreciation of wok.

- 90% Library professionals are satisfied with the social status as all are working in NAAC-A graded colleges therefore all are getting required status and the 10% respondents are dissatisfied. It includes the staff from the attendant category.

- Through this study it is observed that salary is the most positive factor for work satisfaction. 98% respondent Library professionals are satisfied with their present

salary package as all colleges are NAAC A and are following the norms of UGC therefore, the satisfaction level about pay is high.

- 80% library staff is satisfied with motivation given by the management whereas that 20% are dissatisfied. The factor motivation indicating higher % of dissatisfaction among the respondents as compare to others. It was investigated that major portion of library attendents qualifying masters in LIS are not getting able to express their opihighly qualified staff are working as attendants and could not get the opportunity to express their views, ideas at work ,status as per qualification.

- Further it was found that 90% respondents are satisfied with the nature of work which they are doing because of good working condition and freedom to express their ideas; further 92% respondent are satisfied with the section in which they are working and happy as they get opportunity to work in different sections of library.

Conclusion:

The present study is conducted for studying the job satisfaction of library professionals working in the NAAC A graded colleges in the Pune city. Therefore the data is collected from all the 13 colleges having A grade of NAAC from pune city. The study revealed that 90% respondent are satisfied ; eventhough there are few elements which are raised by the respondents and can be focused for making their work as a most pleasurable place which can promote in a right direction to the professionals in yielding the best performance as by giving a chance to every library professional to work in varied sections of the library; the provision of advanced ICT training for the LIS professionals and its required application in the library, further this can be linked with the their increents. Inspite of position and status, every library professionals should get the chance to put forward their ideas and points by using the advance etecniques of management such as brain storming, role play etc
The hygiene factor also must be a point of consideration as 20% professioanls are not happy about the same , maintaining a the hygienic condition in the common rooms, rading halls and staffv rooms is an essential factor which will affect positively on their performance; unhappiness due to darkness in workplace is also traced out at few places which is required to remove by making the provision of day light which can create a more healthy and confortable environment.

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