Job Satisfaction among Library and Information Science Professionals of Management Institutes in Karnataka State

Ravi N. Bellary¹*, Ramesh R. Naik²

¹Deputy Librarian, Narsee Monjee Institute of Management Studies (Deemed to be University), Mumbai, Maharashtra, India
²Department of Library and Information Science, Karnatak University, Dharwad, Karnataka, India

Abstract
Job satisfaction is a very important element for any type of organisation. In library and information centre, job satisfaction is very paramount because job satisfaction provides vivacity in offering dignified services to the patrons. The present study discusses the various issues related to job satisfaction and associated factors like salary, promotions, working conditions etc. of the library and information and science professionals working in management institutes of Karnataka state.

Keywords: Job satisfaction, library and information science professionals, library and information centre, academic library, management institute, Karnataka state

*Author for Correspondence E-mail: rnbellary@gmail.com

INTRODUCTION
Human resources are an incredible asset to the organisation. They provide solutions for the problems with their knowledge and experience. Based on the suggestions and recommendations, higher authority can take the decisions on important issues. It is prime duty of the organisation to assess the level of job satisfaction of the employee time to time. However, job satisfaction depends on various factors like qualification, salary, working hours, promotion system, and job security. Motivation and training are very important for the professionals to perform their duties in the organisation.

The library and information centre is a service oriented organisation, to fulfil the vision and mission of the parent organisation, library should perform effectively. In this connection, the higher authority should enrol well qualified and experienced library professionals. It has been observed that only satisfied professionals can provide innovative services for the users.

Job Satisfaction
Job satisfaction is a feeling towards their respective job they perform in the organisation; it may be positive or negative. If an employee has a positive feeling for their job, it leads to job satisfaction, whereas negative feeling leads to job dissatisfaction. Due to changes in requirements of the users and the digital shift in the library and publication industry, information is available in the various formats. To disseminate, collection and retrieval of information in various formats, library and information science professionals require special skills and techniques. The organisation should provide proper training on such issues. If professionals are unable to perform their duties, they will feel unhappy and it leads to dissatisfaction.

Shenbagam and Sekar in their study argued that according to Pestonejee, job satisfaction is employee’s feelings in four important areas [1]. They are:
1. Job: Nature of work (dull, dangerous, interesting), hours of work, fellow workers, opportunities on the job for promotions and advancement (prospects), overtime regulations, interest in work, physical environment, and machines and tools.
2. Management: Supervisory treatment, participation, rewards and punishments,
praises and blames, leaves policy and favouritism.
3. Social relations: Friends and associates, neighbours, attitudes towards people in the community, participation in social activity, scalability and caste barrier.
4. Personal adjustment: Health and emotionality.

LITERATURE REVIEW
The literature review is very important for the research work. It is a clear and logical presentation of the relevant research work done on the subject. Sekaran states that the purpose of the literature review is the identification, and discusses the important variables and to document the significant findings from earlier research that will serve as the foundation for the further research [2].

The study by Wakeham and Garfield discusses the change in management within the Anglia Polytechnic University library; about the role of the academic discussions within the educational community and about the role of research in the university [3]. The study also reports the project results of “Support for research: Support for learning”, this project found by learning and teaching fellowship at Anglia Polytechnic University. The project mainly discusses the issues related to student learning and specifically how researchers obtained their resources and financial limitations for library resources.

The study by Sivasubramanjan and Nikam focuses on different electronic facilities and services offered in university libraries, as part of a project conducted to human resource management in university libraries in Karnataka and Tamil Nadu [4]. Authors also evaluate professional’s computer literacy, availability of internet facilities as well as their operation methods and users’ web access training. The study concludes that library professionals need information technology-oriented training facilities.

The study by Moshoeshoe-Chadzingwa reviews the human resource management in Southern African academic libraries [5]. The author examines the transition from the traditional personnel administration to human resource management approach of focusing on human as a valuable resource at the workplace and the implications. Data analysis shows that human resource management approach has been adopted in workforce recruitment, human resource development, employment relations, health/safety performance assessment, and remuneration. The study concludes with the suggestion that working relations among employees and employers may create an environment that enhances institutional performance for effective library management.

The study by Fay and Feher discusses the effect of automation on academic library staff at the University of Georgia Libraries [6]. Authors highlight the historical developments of libraries form the 1970 onwards i.e. manual to automated services. They also expressed that libraries would require support staff with higher levels of knowledge and skill, which would result in more interesting and lucrative jobs, attracting an excellent calibre of staff. The study concludes with final remarks that are now library requires a highly skilled workforce to perform challenging tasks, and this need has resulted in the reorganization of duties and reclassifications.

The study by Bellary and Naik presents the various library professionals’ opinion for the job satisfaction in the various libraries at various levels in the national and international organisations [7]. This study is conducted to know what are the different factors which impact job satisfaction, how to improve job satisfaction and impact of ICT on job satisfaction of LIS professionals. Authors adopted content analysis method to present library professional’s opinion.

The survey by Pandita presents the level of job satisfaction among the practising Library and Information Science (LIS) professionals in India, covering across 20 states and union territories of the country [8]. The study highlights issues related to salary, work environment, professional position, working hours, location, and employee participation in administrative matters, recognition, and advancement. Findings show that respondents considered LIS profession by chance and not by choice, and the majority of the respondents have expressed their willingness to change
their present employer, if given better opportunity, because they are dissatisfied with their employers.

**OBJECTIVES OF THE STUDY**
1. To assess the level of satisfaction with regard to relation with superior and co-workers.
2. To determine the level of satisfaction with regard to working environment.
3. To discover the satisfaction with regard to economic benefits available for the professionals.
4. To assess the impact of technologies on the professional’s job satisfaction.

**SCOPE AND LIMITATION**
The study describes the level of job satisfaction of only library and information science professionals working in selected management institutes in Karnataka state. Total 35 institutes were selected for the study. Karnataka is one of the southern states of India and it has 30 districts. Kannada is the official language, whereas Konkani, Kodava and Tulu also spoken in the state. Bangalore is the capital city of Karnataka State.

**METHODOLOGY**
The study adopted survey method using questionnaire tool for data collection, and five points Likert scale (1. Very dissatisfied; 2. Dissatisfied; 3. Unsure; 4. Satisfied; 5. Very satisfied) is used to assess the job satisfaction level of the professionals.

**RESULTS AND DISCUSSION**
To assess the level of job satisfaction of library and information science professionals of management institutes. 62 questionnaires were distributed, out of 62, 48 duly filled questionnaires were received and considered for the study. The response rate is 77.42%.

**Relation with Superior and Co-Workers**
To understand the level of satisfaction regarding relation with superior and co-worker, five questions were asked. Table 1 shows the respondents’ opinion.

Relation with superior and co-workers is crucial for job satisfaction. The respondents’ opinion is as follows, 7 (14.58%) of respondents are very satisfied and 41 (85.42%) of respondents are satisfied with the ‘Methods for performance evaluation’ of the professionals. 4 (8.33%) of respondents are dissatisfied, 19 (39.58%) of respondents are very satisfied and 25 (52.09%) of respondents are satisfied with the ‘authorities support for library issues’. 5 (10.42%) of respondents are dissatisfied, 8 (16.67%) of respondents are very satisfied and 35 (72.91%) of respondents are satisfied with the ‘Guidance for library management’. 11 (22.92%) of respondents are very satisfied and 37 (77.08%) of respondents are satisfied with the ‘Relation with higher authority’. 5 (10.42%) of respondents are very satisfied and 43 (89.58%) respondents are satisfied.

**Working Environment**
The friendly and comfortable working environment in the library will boost the job satisfaction of the professionals. To understand the level of satisfaction related to the working environment in the library, five questions were asked to the professionals.

<table>
<thead>
<tr>
<th>Description</th>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Unsure</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Respondents %</td>
<td>Respondents %</td>
<td>Respondents %</td>
<td>Respondents %</td>
<td>Respondents %</td>
</tr>
<tr>
<td>Method for performance evaluation</td>
<td>00 / 00</td>
<td>00 / 00</td>
<td>00 / 00</td>
<td>00 / 00</td>
<td>41 / 85.42</td>
</tr>
<tr>
<td>Authorities support for library issues</td>
<td>00 / 00</td>
<td>04 / 08.33</td>
<td>00 / 00</td>
<td>00 / 00</td>
<td>25 / 52.09</td>
</tr>
<tr>
<td>Guidance for library management</td>
<td>00 / 00</td>
<td>05 / 10.42</td>
<td>00 / 00</td>
<td>00 / 00</td>
<td>35 / 72.91</td>
</tr>
<tr>
<td>Relation with higher authority</td>
<td>00 / 00</td>
<td>00 / 00</td>
<td>00 / 00</td>
<td>00 / 00</td>
<td>37 / 77.08</td>
</tr>
<tr>
<td>Relation with co-workers</td>
<td>00 / 00</td>
<td>00 / 00</td>
<td>00 / 00</td>
<td>00 / 00</td>
<td>43 / 89.58</td>
</tr>
</tbody>
</table>
Table 2 presents the working environment and other related factors in the library. 5 (10.42%) of respondents are dissatisfied, 18 (37.50%) of respondents are very satisfied and 25 (52.08%) of respondents are satisfied with the institute’s ‘policies and procedures for appointment of the professionals’. 2 (4.17%) of the respondents are dissatisfied, 15 (31.25%) of respondents are very satisfied and 31 (64.58%) of respondents are satisfied with the ‘working hours’ of the professionals. 9 (18.75%) of respondents are very dissatisfied, 11 (22.92%) of respondents are dissatisfied, 13 (27.08%) of respondents are very satisfied and 29 (60.42%) of respondents are satisfied for the level of ‘job satisfaction’. 10 (20.83%) of respondents are ‘very satisfied’ and 38 (79.17%) of respondents are satisfied with the ‘users behaviour’ in the library and with the professionals.

**Economic Benefits**

Economic benefits are financial and non-financial rewards provided by the institutes to the professionals. To investigate the reaction regarding economic benefits available for the library and information professionals, following five questions were asked.

Table 3 highlights the respondents’ opinion on economic benefits provided by the organisation. 8 (16.67%) of respondents are dissatisfied, 9 (18.75%) of respondents are very dissatisfied, 10 (20.83%) of respondents are very satisfied and 21 (43.75%) of respondents are satisfied with the ‘salary package’ provided for the professionals. 28 (58.33%) of respondents are very satisfied and 20 (41.67%) of respondents are very satisfied with the ‘leave benefits’. 12 (25%) of respondents are very dissatisfied and dissatisfied and 24 (50%) of respondents are satisfied with the ‘retirement benefits’. 6 (12.50%) of respondents are very satisfied and dissatisfied, 7 (14.58%) of respondents are very dissatisfied and 29 (60.42%) of respondents are satisfied with the ‘promotion system’ available in the institute. 5 (10.42%) of respondents are very satisfied, 11 (22.92%) of respondents are dissatisfied, 13 (27.08%) of respondents are satisfied and 19 (39.58%) of respondents are very dissatisfied with the ‘financial rewards’ for the professionals.

**Impact of Technologies on Job Satisfaction**

Technologies are the core strength of any organisation. It helps in smooth flow of workforce in the organisation. To understand how technologies impact professionals’ job satisfaction, five questions were asked.

<table>
<thead>
<tr>
<th>Description</th>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Unsure</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointment policies and procedures of the professionals</td>
<td>00 00</td>
<td>05 10.42</td>
<td>00 00</td>
<td>25 52.08</td>
<td>18 37.50</td>
</tr>
<tr>
<td>Working hours</td>
<td>00 00</td>
<td>02 04.17</td>
<td>00 00</td>
<td>31 64.58</td>
<td>15 31.25</td>
</tr>
<tr>
<td>Job security</td>
<td>09 18.75</td>
<td>11 22.92</td>
<td>00 00</td>
<td>15 31.25</td>
<td>13 27.08</td>
</tr>
<tr>
<td>Job satisfaction</td>
<td>03 6.25</td>
<td>05 10.41</td>
<td>00 00</td>
<td>29 60.42</td>
<td>11 22.92</td>
</tr>
<tr>
<td>Users behaviour</td>
<td>00 00</td>
<td>00 00</td>
<td>00 00</td>
<td>38 79.17</td>
<td>10 20.83</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Unsure</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salary package</td>
<td>09 18.75</td>
<td>08 16.67</td>
<td>00 00</td>
<td>21 43.75</td>
<td>10 20.83</td>
</tr>
<tr>
<td>Leave benefits</td>
<td>00 00</td>
<td>00 00</td>
<td>00 00</td>
<td>28 58.33</td>
<td>20 41.67</td>
</tr>
<tr>
<td>Retirement benefits</td>
<td>12 25.00</td>
<td>12 25.00</td>
<td>00 00</td>
<td>24 50.00</td>
<td>00 00</td>
</tr>
<tr>
<td>Promotion system</td>
<td>07 14.58</td>
<td>06 12.50</td>
<td>00 00</td>
<td>29 60.42</td>
<td>06 12.50</td>
</tr>
<tr>
<td>Financial rewards</td>
<td>19 39.58</td>
<td>11 22.92</td>
<td>00 00</td>
<td>13 27.08</td>
<td>05 10.42</td>
</tr>
</tbody>
</table>
Table 4: Impact of Technologies on Job Satisfaction.

<table>
<thead>
<tr>
<th>Description</th>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Unsure</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondents</td>
<td>%</td>
<td>Respondents</td>
<td>%</td>
<td>Respondents</td>
<td>%</td>
</tr>
<tr>
<td>Easy for library management</td>
<td>00</td>
<td>00</td>
<td>00</td>
<td>00</td>
<td>12</td>
</tr>
<tr>
<td>Improve job satisfaction</td>
<td>00</td>
<td>00</td>
<td>00</td>
<td>00</td>
<td>19</td>
</tr>
<tr>
<td>Improve working environment</td>
<td>05</td>
<td>10.42</td>
<td>04</td>
<td>08.33</td>
<td>00</td>
</tr>
<tr>
<td>Offer quality services to the users</td>
<td>00</td>
<td>00</td>
<td>00</td>
<td>00</td>
<td>21</td>
</tr>
<tr>
<td>Reduce stress</td>
<td>09</td>
<td>18.75</td>
<td>07</td>
<td>14.58</td>
<td>00</td>
</tr>
</tbody>
</table>

Table 4 reveals that 12 (25%) of respondents are satisfied and 36 (75%) are very satisfied with the ‘easy for library management’. 19 (39.58%) of respondents are satisfied and 29 (60.42%) of respondents are very satisfied with the ‘improve job satisfaction’ of the professionals. 4 (8.33%) of respondents are dissatisfied, 5 (10.42%) of respondents are very dissatisfied, 15 (31.25%) of respondents are satisfied, 24 (50%) of respondents are very satisfied with the ‘improve working environment’ in the library and 21 (43.75%) of professionals are satisfied and 27 (56.25%) very satisfied for the ‘offer quality services to the users’ and 1 (2.08%) of respondents is very satisfied, 9 (18.75%) of respondents are very dissatisfied, 7 (14.58%) of respondents are dissatisfied and 31 (64.59%) of respondents are satisfied with the ‘reduce stress’ in the library work.

RECOMMENDATIONS

Based on the data analysis, following recommendations are advised to improve the job satisfaction of the library and information science professionals:

1. Management institute should provide proper training on how to make use of available technologies in day to day work of the library.
2. Management institute should implement AICTE/UGC pay scale for the library professionals based on their experience and qualifications.
3. Job security is very important for the library professionals to accomplish goals and objectives of the organisation.
4. Deputation for the national and international conference and workshop to build networking of library professionals.

CONCLUSION

Job satisfaction of library and information science professionals is very important in an educational institute, because library is the backbone of higher education and library professionals assist in information dissemination and retrieval in the library. Data analysis shows that majority of the respondents are not satisfied with their job because of job security, pay scale and promotion system followed the organisation. Most of the management institutes in the state are private institutes and maintained by the trust and other organisations. The trust and organisations should fulfil the needs and requirements of the professionals to be proactive in their reasonability.

REFERENCES


Cite this Article