# Job Satisfaction of Library and Information Science Professionals: An Expert's View

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### Abstract

*The library is a growing organism it demands highly skilled and experienced library and information science (LIS) professionals to fulfil needs of the user and for information management. It is also very important for the professionals to satisfy their own needs because only satisfied professionals can provide innovative services to the end user. In this article, we analyse the various literature related to the job satisfaction of LIS professionals and highlighted important information.*

*Keywords: Library, LIS professionals, job satisfaction, literature study, experts view*

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## INTRODUCTION

The idea that organisation competes through people highlights the fact that achieving success increasingly depends on an organization's ability to manage talent or human resources. The human resource describes the economic value of employee's knowledge, skills, and capabilities. It has a tremendous impact on an organisation's performance [1]. To build healthy human resources in any kind of organisations, management must continue to develop superior knowledge, skills and experience within their workforces and retain and promote to performers to get best out from them and train the non-performers to do better in future.

Job satisfaction is very important for both to the employee and employer. It influences the degree of performance of the employee. Job satisfaction is the favourableness or unfavourableness with which employees view their work. It expresses the amount of consonance between one's expectations of the job and the rewards that the job provides. One of the elements that are assessable is the employees' performance through the level of their productivity. This includes the quality, quantity, knowledge or creativity of individual towards the accomplished works that are in accordance with the responsibility during a specified period. However job stress, motivation, and communication do simultaneously affect the employees' performance.

## JOB SATISFACTION

Job satisfaction is a person's attitude towards the job. Job satisfaction is also an emotional response to a job situation which cannot be seen, it is only be inferred and simply how the people feel about their job and different aspects of it. Jobs are multi-dimensional. The size, nature and aim of an organization, its technology and administrative procedures, the whole environment of location, pay facilities and fellow workers all come together to produce for each job a unique profile of tasks, conditions and rewards. There is an enormous range of possible interactions between people and job.

Positive attitudes towards the job are equivalent to job satisfaction whereas negative attitudes towards the job are equivalent to job dissatisfaction. Job satisfaction represents a complex assemblage of cognitions, emotions, and behavioural tendencies. It also correlates certain characteristics such as age, education, length of employment, performance, salary, abilities, marital status and sex with the satisfied-dissatisfied dichotomy.

## DEFINITIONS OF JOB SATISFACTION

According to Pestonjee (1991) [2], job satisfaction defined as employee's feelings in four important areas such as job-nature of work, Management, Social relations and personal adjustment-health and emotionality. According to Glimmer Job satisfaction as "Any contribution, psychological, physical, and environmental circumstances that causes a person truthfully say, 'I am satisfied with my job."

## OBJECTIVES OF THE STUDY

The main objectives of the study are to know what are the different factors impact on job satisfaction, how to improve job satisfaction and impact of ICT on job satisfaction of LIS professionals.

## LIMITATION

This study discus the various issues related to job satisfaction of only LIS professionals serving in various organisations.

## METHODOLOGY

To fulfil the above objectives, a content analysis method is fruitful. We analysed various literature related to job satisfaction of LIS professionals. The purpose of 'Content Analysis' is obtained data by observing and analysing the contents or messages of advertisements, newspapers, articles, television programs, letters and the life. This method involves systematic analysis as well as observation to identify the specific information content and other characteristics of the messages [3].

## EXPERT'S VIEW

We found a large number of literatures on job satisfaction of LIS professionals. The underneath paragraphs present some of the important expert's view on different parameters of job satisfaction of LIS professionals in national and international level. Bii and Wanyama (2001) [4], faculty from Moi University, Eldoret, Kenya, presents the impact of automation on the job satisfaction among library professionals of the Margaret Thatcher library, Moi University, Kenya. Findings indicate that there were myriad problems with the library regarding training and access to automated systems.

However, library staff members are satisfied with their job in an automated environment. The study concludes that, training and continues update of library professionals will boost the staff member's job satisfaction in automated systems.

Deeming [5] form Information Librarian at the University of Bath, Bath and Chelin, from IT Development Librarian at the University of the West of England, Bristol, (2001) examine the reasons why people have changed their career in order to become the library professional and measure the amount and nature of satisfaction to be derived from changing the job. Authors focus on the motivations for career change decision process. This includes discussion of drift versus active choice, previous career experience, and the context of life as a whole, nature of library work and the influence of other people. The study concludes with the suggestion that library professional as a whole in marketing itself in order to recruit and properly remunerate skilled and enthusiastic people.

Sornam and Sudha [6] from department of Library and Information Science, Bishop Hebel College, Tiruchy (2003) purpose of the study is to find out the level of occupational role stress among women library professionals. The influences of certain demographic variables like age, experience, qualification and mental status are tested with the key variable occupational role stress. They also explain that library profession is a people-oriented profession which cannot escape from the clutches of conflicts and frustrations. The study concludes that age, mental status and years of experience have the deep impact on occupational role stress.

Sheikha [7] from Hashemite University, Zarqa, Jordan, and Younis, from Department of Educational Administration, The University of Jordan (2006) analyses the effect on absence rates of the administrative factors such as the life authority, work climate, leadership, supervision, decision making etc. Data analysis says that poor organizational structure, improper work climate, poor leadership and communication processes, the absence of sensible employment policies; poor supervision and manager's passiveness are

administrative factors negatively affecting employee's absence from work. Study conclude with recommendations for solutions and establishing sensible organizational structure, delegating authority, promoting teamwork practice, developing the job description and evaluation systems, allowing employees freedom of choice to perform job duties, providing employees with training opportunities and motivations.

Sidorko and Woo [8] from the University of Hong Kong, Hong Kong (2008) study focus on series of approaches, including a customized staff training package, that was intended to enhance users experience with the staff. Authors also highlight a series of initiates generated from and managed within a major university library and aimed to improve a customer service focus. Findings show that improvements in user perceptions of staff performance have improved with time and have done so most dramatically following a series of self-initiated workshops conducted by library staff. Study conclude that it is difficult to directly correlate the successful outcomes with the initiatives, including the staff-conducted workshops, it will be necessary to continue to track user's perceptions of staff to ascertain whether the trend is sustainable or an aberration.

Mondal [9] from Burdwan Raj College, Aftab Avenew, Burdwan, West Bengal, and Bandyopadhyay, from University of Burdwan, Burdwan, West Bengal, (2010) deliberate on the situation of IT application and related manpower problems in government-aided general degree college libraries of Burdwan Sadar, West Bengal. Study findings shows that the government-aided general degree colleges of Burdwan Sadar, are still in the state of infancy with regard to IT applications in libraries. Out of the nine libraries only three had completed retro-conversion work while work was in various stages of progress. No library had computerised the records of periodicals. Though Free and Open Source Software (FOSS) like KOHA was available, still one-third of the libraries used the local nonstandard software. The college libraries of Burdwan Sadar face several hindrances in full-fledged IT application. The primary factor was

inadequate funds. Insufficient manpower, lack of IT skills among the library professionals and lack of right attitude of the authorities towards library development were some of the other problems.

Karim (2010) [10], Faculty of Computer Science and Information Technology, University of Malaya, Kuala Lumpur, Malaysia, express the impact of five work related variables i.e. role conflict, role clarity, job autonomy, job performance feedback and job involvement on organizational commitment and job satisfaction among Malaysian university librarians. Purpose of the study is to find out the work related variables such as role conflict, role clarity, job autonomy, job performance feedback and job involvement correlate significantly as well as significantly predict the variation in organizational commitment and job satisfaction among university librarians in Malaysia; and this set of five work related variables have a greater/lesser impact on organizational commitment as compared to job satisfaction or vice versa. The findings reveal that of the five work related variables that were employed, all were found to be correlates of organizational commitment.

Kont and Jantson (2013) [11] from Institute of Information Studies, Tallinn University, Tallinn, assess the satisfaction of the staff of Estonian university libraries. Authors investigate the levels of satisfaction with the division of labour, work organization and coordination, the existence of intra-organizational career opportunities as well as the fairness of salaries in view of the qualifications and responsibilities of university library professionals in Estonia. Finding revels that librarians were satisfied with the division of labor within their departments, the respondents feel that duties in the library as a whole should be reorganized and workloads should be divided more equally.

Librarians are relatively pessimistic about career opportunities within their libraries and women's are not satisfied with their job because of low salary. The study concludes that librarians are capable and willing to work more and more intensively than they are

currently allowed of they would bring about an increase in their salaries. Bellary (2014) [12], librarian from Chetana's R. K. Institute of Management, Mumbai deliberate on factors influencing on job satisfaction of library and information science (LIS) professionals. The author identified three types of factors i.e. organizational factors, job-related factors and personal factors. The study further says that LIS professional's job satisfaction can improve service quality and increase professional's satisfaction. In this case, higher authorities of the organization have turned their attention to providing different kinds of facilities to their employees in order to satisfy their employees. The study concludes that organizational factors are the most important aspect for job satisfaction of the employees in any organization.

Peng [13] from Department of Library and Information Science, Fu Jen Catholic University, New Taipei City, Taiwan, (2015) study presents the negative effects of surface acting and the moderating role of supervisor support in librarianship. The study uses structural equation modelling to examine how supervisor support moderates the impact of surface acting on facets of job satisfaction and job performance of university librarians. The findings are very useful for providing a comprehensive understanding of the relationships between surface acting, supervisor support, facets of job satisfaction and facets of job performance in the university library context. The study concludes by offering some managerial advice for librarians.

Motlou [14], Singh and Karodia from Regent Business School, Durban, Republic of South Africa, (2016) discusses the various factors influence on job satisfaction and impact staff retention and turnover. The study is only concentrated on Lonmin's Rowland Shaft, however, there were also other parts of the mine that were experiencing high labour turnover which was not addressed in this particular research. Authors presented the finding in two headings namely: key findings from the literature review and primary research. The finding shows that majority of employees are not satisfied with the working conditions at Rowland shaft and given a chance, the employee will join another

organisation. Communicating the organisation's mission and vision is very important as it ensures that employees know the future direction of the organisation. The study concluded with the recommendations on employee's qualifications improvement, communicating with employees, training of employees, addressing gender disproportion, promotion of employee development, and employee support from management, fair treatment of employees and employee retention.

## CONCLUSION
The job is very important for an individual's life it provides financial support for the family members. Library and information centre is a service oriented organisation, it demands well qualified and experienced LIS professionals to provide effective services to its user and fulfil the aims and objectives of the parent organisation. It has been observed that only satisfied LIS professionals can provide innovative services. The higher authority should provide all type of essential requirements to the professionals and training on new developments in the field of library science to adopt and use those technologies properly in the library and information centre.

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