

# Job Satisfaction and Conflicts among LIS Professionals in Academic Institutions in Chennai: An Evaluative Study

N. Manjula<sup>1</sup> and N. Thilagavathy<sup>2</sup>

<sup>1</sup>Research Scholar, Mother Teresa Womens University, Kodaikanal, Tamil Nadu, India

<sup>2</sup>Librarian, Dr.MGR Janaki Womens College of Arts & Science, Chennai, Tamil Nadu, India

E-Mail: nmanjulalib@gmail.com

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**Abstract** - Human Resource Management is maintaining various service and supporting the library professionals. This article explains that LIS professionals feel about designation and library profession. It discusses satisfaction level of various factors among library science professionals. This analyses solve conflicts among library staff in the academic institutions. This explains to resolve personal conflicts of subordinates to applying win-lose-method, lose-lose-method, win-win-method and compromising style.

**Keywords:** Personal Conflicts of Subordinates, Job Satisfaction of Various Factors, Choice of Library Profession, HR in Academic Institutions

## I. INTRODUCTION

Human Resource Management is related to specific activities viz., development, compensation and employee relations. Since the human resource function is unique to each institution, HRM should aim at achieving both employee satisfaction and organization objectives, without any conflict between the two. The HR policies of an organization should be based on ground realities and be employee-friendly. Good HRM policies enable the management to keep the workforce secure, satisfied and motivated. They also help the management in deriving better employee performance. HR policies also help in maintaining uniformity in administration across different units and departments in the organization. HR managers handle various functions such as employment, training, wage and salary administration, motivation, grievance redressal, collective bargaining etc. and they perform various staff function concerned with the management like advising, guiding, assisting, counseling and making available vital information to subordinates. Changes in demographics in a shifting industrial base as well as educational institution will have a considerable impact on job satisfaction. This is because many factors determine job satisfaction, depending on age, qualification, designation, gender and other characteristics. We can estimate which issues could have the biggest impact on job satisfaction. Though employers and HR practitioners can do a lot to raise levels of job satisfaction, there are several issues such as health care cost, job security, Good salary, work environment, treatment by superiors, and pension will be partially dependent on wider political and economic trends. HR need to be aware of these issues and be ready to play an active role in the political response to these

challenges. HR has to solve the conflicts among the library professional through grievance procedure, observation, suggestion box and exit interview method to find the problems. HR always supports LIS professionals and their works.

## II. REVIEW OF LITERATURE

Priti Jain (2005)<sup>1</sup>, “The study identified a number of issues where staff had differences of opinion changing employees’ expectations about work, transformational leadership, job satisfaction, performance feedback and delegation of responsibility”.

Graham Walton (2007)<sup>2</sup>, “There are three central themes for libraries to address when considering the various theories and research around flexibility, importance of management, human resource issues and the need to know the user flexibility have to be managed pro activity as a concept in libraries”.

Vicki Williamson (2008)<sup>3</sup>, “The study finds that greatest challenge to transform library services, resources and facilities in transforming the knowledge, skills and ability of library staff and develop new models and approaches to professional practice, which meet and exceed user expectation and overcome the traditionally conservative approach to the practice of librarianship”.

Veebala Sharma, Dinesh K. Gupta (2012)<sup>4</sup>, “Most of the Indian libraries have been using selective outsourcing for many years, which has favorable impact on the activities and services of these libraries. Outsourcing seems a viable solution, as a majority of the libraries lack the required permanent HR. Normally, outsourcing is considered to be an anti-staff and ant-professional activity. However, the study found the library professional staff supportive of outsourcing because it reduces their work load and improves their skills and professional competencies”.

## III. OBJECTIVES OF THE STUDY

1. To analyze the details about LIS professional based on satisfaction level.
2. To find the solve conflicts among the library staff.
3. To find out how to resolve personal conflicts of subordinate.

### IV. METHODOLOGY

In this study based on the objectives framed questionnaire and distributed to the 600 library and information professional in selected academic institutions in Chennai. After collecting filled questionnaire analyzed by using tables and charts.

### V. DATA ANALYSIS AND INTERPRETATION

TABLE I DISTRIBUTION OF THE RESPONDENTS BASED ON DESIGNATION

Designation	Number of Respondents	Percentage
Librarian	188	31.3
Asst. Librarian	245	40.8
Library Asst.	59	9.8
Scientist	62	10.3
Other	46	7.6
Total	600	100

It is observed that the distribution of the respondents based on designation 31.3 percent of the respondents are librarian, 40.8 percent of the respondents are Asst. Librarian, 9.8 percent of the respondents are Library Asst, 10.3 percent of the respondents are Scientist and 7.6 percent of the respondents are others. So, majority of the respondents are Asst librarian.

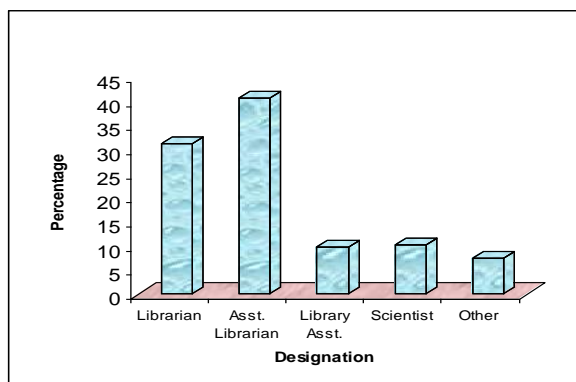


Fig. 1 Distribution of the Respondents based on Designation

TABLE II FEELING ABOUT BEING IN LIBRARY PROFESSION

Library Profession	Number of Respondents	Percentage
Good Choice	325	54.2
Bad Choice	175	29.2
Neither good Nor bad	100	16.6
Total	600	100

The above table shows that the distribution of the respondents is based on Library Profession. 54.2 percent of the respondents feel as good choice, 29.2 percent of the respondents feel as bad choice and 16.6 percent of the respondents feel neither good nor bad. So, majority of the respondents feel as good choice.

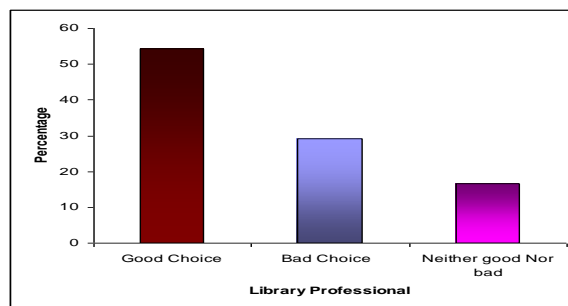


Fig. 2 Feeling about being in Library Profession

TABLE III SATISFACTION LEVEL OF VARIOUS FACTORS

Factors	Number of Respondents	Percentage
Good salary	340	56.7
Good working environment	150	25.0
Treatment by Superiors	110	18.3
Total	600	100

The above table shows that the respondents are based on Satisfaction level of various factors. 56.7 percent of the respondents have satisfaction about good salary, 25 percent of the respondents are working in good environment and 18.3 percent of the respondents are treated by superiors. So, majority of the respondents have satisfied with good salary.

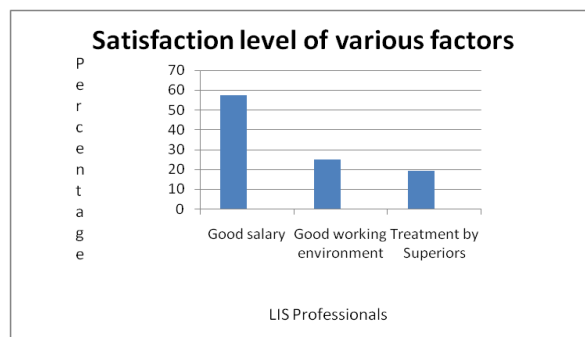


Fig. 3 Satisfaction Level of Various Factors

TABLE IV SOLVE CONFLICTS AMONG LIBRARY STAFF

Solve conflicts among Library Staff	Number of Respondents	Percentage
Grievance procedure	55	9.1
Observation	185	30.8
Suggestion box	120	20.0
Exit interview	115	19.2
Any other	125	20.8
Total	600	100

It is inferred from the above table that the details about the distribution of the respondents are based on solve conflicts among Library Staff. 9.1 percent of the respondents are based on grievance procedure, 30.8 percent of the respondents are with observation, 20 percent of the

respondents follow suggestion box, 19.2 percent of the respondents adopt exit interview and 20.8 percent of the respondents belong to any other group. So, majority of the respondents are with observation.

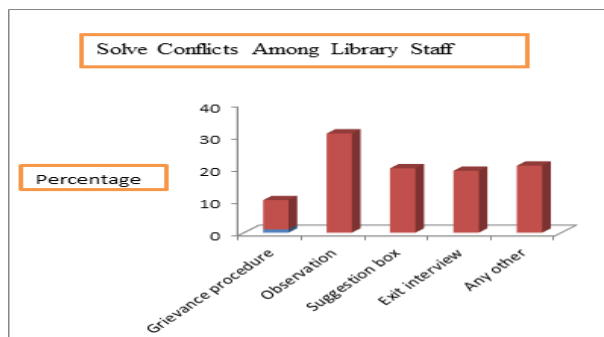


Fig. 4 Resolving Personal Conflicts of Subordinates

TABLE V RESOLVING PERSONAL CONFLICTS OF SUBORDINATES

Resolving personal conflicts of subordinates	Number of Respondents	Percentage
Apply win-lose method	89	14.0
Apply lose-lose method	98	16.3
Apply win-win method	258	43.0
Compromising style	155	25.8
Total	600	100

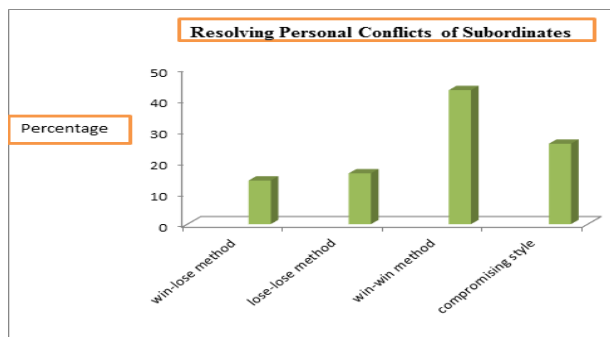


Fig. 5 Resolving Personal Conflicts of Subordinates

The above table exhibits that the details about the distribution of the respondents are based on resolving Personal Conflicts of Subordinates. 14 percent of the respondents apply win lose method, 16.3 percent of the respondents apply lose-lose method, 43 percent of the respondents apply win-win method and 25.8 percent of the respondents adopt any compromising style. So, majority of the respondents follow win-win method.

## VI. FINDINGS

1. Majority of the respondents are Asst. Librarians (40.8%) working in academic libraries.
2. 54.2% of the respondents feel happy being in the library profession.
3. Out of 600 respondents, majority of respondents are satisfied with salary and good working environment but 19.2% respondents are not satisfied with treatment of superiors.
4. Among 600 respondents 30.8% of the respondents solve conflicts among library staff by observation method and only 19.2% of respondents follow exit interview.
5. Majority of respondents (43%) apply win-win method to resolve personal conflicts of subordinates whereas 25.8% respondents apply compromising style to resolve personal conflicts of subordinates.

## VII. CONCLUSION

It is concluded that most of the LIS professionals are working in the position of Asst. Librarians and few are working as librarian in the academic institutions. Most of the library and information science professionals are getting good salary, few library staff has no higher qualification and experience and hence they get low salary. The library staff resolves the personal conflicts of subordinates during the work period. It will improve the various level of job satisfaction. LIS professionals have to motivate the users.

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