Job Satisfaction of Library Professionals of University of Calicut: An Analytical Study

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Abstract - **Job and job satisfaction are the twin co-related components of human resource management. It is encompasses the physiological psychological and ecological factors and determines the level of job satisfaction of the employees in any organization. [1] The purpose of this study is to measure the job satisfaction among library professionals in C.H Mohammad Koya Library: University of Calicut. Job satisfaction is an individual feeling which could cause by a variety of factors. The six components of job satisfaction were measures derived through literature: physical environment & ICT infrastructure, organizational culture, personal growth and development, salary, promotion and nature of work.5-point scale were used to examine the job satisfaction of respondents. Questionnaire method was used for data collection and results are tabulated. Outcome of the study has been discussed that although library professionals working in this university library were slightly satisfied with their nature of work, while the salary, promotion, and denied access to benefits were identified as major constraints to job satisfaction. Based on the results, the study recommended that review the conditions attached to promotion, salary, among others as measures for enhancing job satisfaction. It is also suggested that the encourage and motivate the library professionals more incentives and good salary packages are to be offered so that their achievement drive can be activated that in turn lead to high level of job satisfaction.**
Keywords: **Job satisfaction, Library professionals, Information and Communication Technology, Calicut University Library**

I. INTRODUCTION

Libraries play an important role in the higher education sector with their rapidly expanding functionalities from particular discipline to inter disciplinary work with the introduction of Information Communication Technology in library, the work of library professional has become are complex and competitive one when compared to other subject area. Hence in this situation a library professionals need to be specialized in more than one field, so a library professional should have more grasping minded and learning minded to acquire newly introduced knowledge. In this scenario, a library professional should be actively participated in their field, for which fully satisfaction is a must otherwise concentration and development of library and library profession will be negative one. Satisfaction about the inherent characteristics of their job status of employees is very important to any organization for the success and future existence. Also it is a key component for enhancing the productivity of the organization and as well as the career development and success of the employees. Employees spend an extensive period of time at the working place, it is important to discover the opinion of individuals on their job and its inherent status. Theoretically, the topic of job satisfaction as considered as one of the widely and frequently researched topic in the organization behaviour studies due to its inherent nature.

II. C. H. MOHAMMAD KOYA LIBRARY: UNIVERSITY OF CALICUT

The University of Calicut is the largest University in Kerala. Established in the year 1968, it is the second university to be set up in Kerala. C.H.Mohammed Koya Library is the name of the library of University of Calicut. The collection of the library contains 95,000 volumes. Book lending service is provided to all the members of the library. A member is entitled to get three books at a time. A book is issued for a period of thirty days and it can be renewed for further two terms, if the book is not being reserved by any one. Thus a member can keep a book for a maximum period of three months. If he/she wishes to keep the book further he/she has to present the book in the library and get it reissued. The Library maintains a separate collection of Text books and these books are issued for overnight reading only. Reference Books are not issued on loan. The library maintains a good Reference Collection. It includes valuable reference sources like Encyclopedias, Handbooks, Multilingual dictionaries, Theses, Dissertations etc. The question papers of the examinations conducted by the university in previous years and Syllabi of courses conducted by the University are also made available in this section. The library compiles bibliographies of different types. The library brings out bibliography of doctoral theses submitted to the university every year. It prepares bibliographies on special occasions as well.

A list of new books added to the library collection is brought out regularly and sent to all the teaching departments of the university. The Library provides photocopying facilities allowed within the copyright rules. Question papers of earlier year's University examination and Syllabi of various courses offered by the University can also be photocopied. An amount of one rupee per page on normal course and 75 paisa per page on production of intend is charged for the facility.

C. H. Mohammed Koya Library is committed to provide services for differently able patrons. Patrons seeking assistance are encouraged to contact particular staff of the concerned section. They will enable you to make the most efficient use of the library facilities, materials and services. All library public computers include the ORCA Screen Reader, assistive software. Assistive Technology workstations are available in the library. There is a production unit for Digital Talking Books and the library has converted study materials and texts books to digital talking books. [https://www.uoc.ac.in] [2]

III. REVIEW OF LITERATURE

Kumari (2012)[3] in her study on employee's job satisfaction, its antecedents and linkage between customer satisfaction and employee satisfaction concluded that satisfied employees are more productive, innovative and loyal, which in turn leads to customer retention. Odunlade (2012)[4] conducted a study to identify the benefits and compensation enjoyed by academic staff and denied professional libraries and its effects on librarians' job performance and satisfaction in Nigeria. The study showed that there is a significant association between employee compensation and job satisfaction as 66.75% of the librarians agreed that they are satisfied with the salary they get. This study has revealed that in some universities, library professionals are denied some benefits that are being enjoyed by their academic staff.

Rathee and Kaushik (2012)[5] conducted a study to examine the factors which are related in a high manner with job satisfaction among 100 numbers of library professionals from private engineering and management colleges in Haryana state. The researchers found that job satisfaction among library professionals is not related to their gender, marital status, supervisory status, involvement in IT and residential areas (Rural/Urban)., but it is related to the characteristics of their job environments. Hyder and Batool (2013)[6] made a comparative study on job satisfaction among librarians who are serving in public (government) and private sector universities/degree awarding institutes in Lahore. The analysis of the study showed that librarians serving in public sector universities are more satisfied as compared to the librarians working in private sector universities. While for some aspects, like promotion, private sector universities provided greater opportunities to librarians, as there is a lack of promotional infrastructure in public sector universities of Lahore.

IV. OBJECTIVES OF THE STUDY

The study under consideration was initiated based on the following objectives

1. To explore the factors contributing to job satisfaction of library and information science professionals in the University Library of Calicut University

2. To examine the quality of work life of library and information science professionals in the University Library of Calicut University
3. To study the level of job satisfaction of library and information science professionals

V. RESEARCH METHODOLOGY

Questionnaire method is used to collect the data. The questionnaire is formulated in keeping in view, of the objectives and various facets of the study and it is personally distributed and collected. 67 questionnaires were distributed among the randomly selected respondents from the library professionals of Cochin University of Science and technology campus Library and 56 of them were returned.

VI. DATA ANALYSIS AND INTERPRETATION

The researcher analysis and interprets the data collected. The data were collected during the month of February 2018 through questionnaire method. After verifying the questionnaire for completeness and editing the entries, the researcher analyzed the data using Excel. The data are presented in the form of tables. Analysis of data collected was carried out using frequency and simple percentage presented in tables.

A. Socio Demography Data of Respondents

After careful observation was made, the socio demography information table divided in five sections I.e. Professionals designation, Educational qualification, Distribution of gender, Age group and Professional experience.

Table I shows that 37% of the respondents are Deputy librarians/Assistant Librarians, 32% are Professional Assistant Grade 1, 28% are Professionals Assistants Grade 11 and remaining one is an Information Scientist. In educational qualification represents 29% of the respondents have completed MLISc with M Phil degree, 50% of the respondents have qualified UGC NET, and the remaining 21% of the respondents are completed their Doctorate in Library and Information science.

In the third section of gender distribution 57% of the female respondents are involved. Age group wise the following observation studied. Most of the respondents under 36 to 45 age group, 46% from the middle age group, 29% from the senior professionals other 7% from the young age group.

Finally in the professional experience 36% of the respondents are from below 10 years experience, 7% are from 16 to 20 years experience, 29% are from 11 to 15 years experience, 23% professionals have vast experience of more than 20 years.

TABLE I SOCIO DEMOGRAPHY DATA

S. No.	Socio Demography Information	No of Respondents (n=56)	Percentage (Cumulative %)
Professional Designation			
1	Deputy Librarian/Assistant Librarian	21	37(37)
2	Professional Assistant Grade 1	18	32(69)
3	Professional Assistant Grade 11	16	28(97)
4	Information Scientist	1	3(100)
Educational Qualification			
1	MLISc,Mphil,	16	29(28)
2	NET	28	50(79)
3	PhD	12	21(100)
Gender Wise Distribution			
1	Male	24	43(43)
2	Female	32	57(100)
Age Wise Distribution			
1	Below 25	4	7(7)
2	26-35	10	18(25)
3	36-45	26	46(71)
4	46-55	16	29(100)
Experience			
1	Below10	20	36(36)
2	11-15	16	29(65)
3	16-20	7	12(77)
4	Above 20	13	23(100)

B. Satisfactions with Work Condition

Satisfaction with working conditions like comfortable seating, adequate temperature, and humidity, hygienic and healthy environment of the work place are shown in the table below.

TABLE II SATISFACTIONS WITH WORK CONDITION

S. No.	Opinion	Number of Respondents	Percentage (Cumulative %)
1	Highly satisfied	11	20(20)
2	Satisfied	41	73(93)
3	Neutral	2	3(96)
4	Dissatisfied	1	2(98)
5	Highly dissatisfied	1	2(100)

Table II shows the majority of the respondents (73%) say their working condition is satisfied. 20% say their working condition is highly satisfied. Other respondents are unsatisfied with their working condition. It is clear that the professionals are satisfied with their working environment.

C. Satisfaction with Economic Condition

Job satisfaction plays an important role in achieving organizational goals. Job satisfaction is related to various factors like salary working condition status and promotion etc…Here we analyze their satisfaction on their salary.

TABLE III SATISFACTION WITH ECONOMIC CONDITION

S. No	Opinion	Number of Respondents	Percentage (Cumulative %)
1	Highly satisfied	11	19(19)
2	Satisfied	23	41(60)
3	Neutral	9	16(76)
4	Dissatisfied	11	20(96)
5	Highly dissatisfied	2	4(100)

Table III shows that 19% of the respondents are highly satisfied with the economic advantage given to them. 41% of the respondents say that it is satisfied 16% and 20% of the respondents are dissatisfied and not at all satisfied respectively. It is seen from the above table that as far as economic advantages are concerned nearly half of the professionals feel that it is only moderately satisfying.

D. Satisfaction with Job Security

Job satisfaction has been defined as a pleasurable emotional state resulting from the appraisal of one's job.

TABLE IV SATISFACTION WITH JOB SECURITY

S. No.	Opinion	Number of Respondents	Percentage (Cumulative %)
1	Highly satisfied	15	27(27)
2	Satisfied	26	46(73)
3	Neutral	9	16(89)
4	Dissatisfied	4	7(96)
5	Highly dissatisfied	2	4(100)

From the above Table IV it is evident that only 27% of the respondents are very satisfied with their security of job. Others more than 46% of the library professionals are satisfied with their job security. 16% of the respondents are in the stage of neutral others are dissatisfied with job security. It is clear that the Library Professionals are satisfied with the security of Job.

E. Co-Operations with Higher Authority

Organizational structure is also very important element that contributes towards overall job Satisfaction. A questionnaire was asked that whether their higher authorities are co-operative, helpful and inspiring people for better and sincere work.

TABLE V CO-OPERATIONS WITH HIGHER AUTHORITY

S. No	Opinion	Number of respondents	Percentage (Cumulative %)
1	Strongly agree	21	37(37)
2	Agree	32	57(94)
3	Neutral	1	2(96)
4	Dis-agree	1	2(98)
5	Strongly Dis-agree	1	2(100)

The Table V shows that 37% of the respondents strongly agree that there authority is co-operative helpful and inspiring people, etc. 57% of the respondents are satisfied with higher authorities' co-operation, etc. Remaining respondents have given the following opinion i.e. neutral, Dis-agree and Strongly Dis-agree respectively with the statement that their higher authorities are not co-operative, helpful and inspiring people for better and sincere work.

F. Satisfaction with Professional Status

The Table VI shows 21% of respondents say their job is satisfied by their present status in the community. 63% of the respondents say satisfied, 7% of the respondents feel neutral and 7% of the respondents feel dissatisfied and 2% of them are highly dissatisfied with their status. The status of library professionals is of debate for a long period. Some of the professionals feel their status is not satisfied compared with IT era. Using the recent information communication technology, professionals improve their knowledge for status.

TABLE VI SATISFACTION WITH PROFESSIONAL STATUS

S. No.	Opinion	Number of respondents	Percentage (Cumulative %)
1	Highly satisfied	12	21(21)
2	Satisfied	35	63(84)
3	Neutral	4	7(91)
4	Dissatisfied	4	7(98)
5	Highly dissatisfied	1	2(100)

VII. CONCLUSION

After the observations, it may be concluded that the job satisfaction of library professionals is related to an individual's expectation of different types of the profession and perception of how much is attained. The aspiration varies of various aspects from individuals, and within the same individual at different periods. Age, education, experience, job level may be associated with higher aspiration lending to satisfaction or dissatisfaction. This is depending on the perceived potentiality of the job fulfil those aspirations. Formation of job satisfaction is not an easy job for the management. It requires efforts and arrangement. So, the organization should conduct a job satisfaction survey of their employees at least once a year for continuous improvement and according that they should take necessary steps to improve because motivated employees work with pride deriving a sense of the satisfaction in their work to contribute to the success of the Organization. The study suggested that organization should also be allowed to attend professional conferences, seminars on deputation and must be allowed to visit other libraries, information centers, documentation centers of other states. This would be highly motivating and conducive to increase their efficiency and enhancing the value to their services.

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