

Job Satisfaction among Librarians in Tirunelveli District

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Abstract

This article deals with job satisfaction among librarians in Tirunelveli district. The study includes academic, public and special libraries. A sample of 100 library professionals has been selected as respondents on the basis of stratified random sampling method. The study revealed that majority of the respondents felt job satisfaction as librarians. Majority of them said that they are satisfied with the economic benefits they get from their job. They also felt that their job was very helpful in widening their social status. Majority of the respondents have agreed that there is enough scope for freedom of decision making and initiative in their job. They get enough opportunity to serve as ex-offices in other posts. About 68 percent of the respondents have agreed that their working condition is satisfactory and the job allows them to related jobs. About 78 percent perceived a high level of job satisfaction.

Keywords: Cornerstone; Urbanization; Phenomenon; Professional.

Introduction

Man primarily works in different jobs to satisfy his needs. Satisfaction of needs is essential both for physical survival as well as providing man with pleasure and comforts. Low job satisfaction is a sign of deterioration in the efficiency of work. It may also be a part of grievances, low productivity, disciplinary and other organizational problems. On the other hand, high job satisfaction of employees is a happy sign for the employer for it will promote a congenial relationship between the employer and employee. The study of job satisfaction, a recent phenomenon, perhaps said to have begun in earnest with the famous Hawthorne studies in 1930's. But, historically speaking, interest in job satisfaction started when the central condition of modern industrial organization appeared about 175

years ago (Davis 1991).

Libraries are the indispensable cornerstones of the society. Job satisfaction of the librarians, who have an important place in the information society, will affect the quality of the service they render.

Need for the Study

A happy employee is a better employee which often is defined as a more productive employee. Researchers have attempted to correlate job satisfaction with efficiency, absenteeism, labour turnover and various other aspects of performance with directly mixed results. Hence, the researcher wanted to do an in depth study with regard to the job satisfaction among librarians in Tirunelveli district.

Review of Literature

Some of the relevant studies by eminent scholars, highlight the historic significance of this study which includes the studies carried out in India and abroad. In a study by Gibaja (1973), work attitude was examined in terms of exposure to urbanization and education. The sample included 615 industrial and 98 farm workers. The results indicated that the

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industrial workers find more satisfaction in work than the rural workers.

Several studies on job satisfaction have been carried out, though few of them attempt comparison with professional job satisfaction in library profession. Two very similar studies were by Ohio and Michigan (1980) universities; share some conclusions but dramatically in other areas. A.P.N Thapisa conducted a survey of job satisfaction among support staff in British libraries. The study revealed that these staff had less satisfaction as they found their job “boring” and inflexible.

Objectives of the Study

The present study attempts to analyze and understand the job satisfaction among librarians in Tirunelveli district. The following are the specific objectives of the study:

- To collect information on the socio demography of the respondents in terms of age, sex, educational qualifications and years of experience.
- To elicit information on the level of satisfaction of the respondents with certain aspects of job satisfaction namely quality of life, working conditions, opportunity and communication network and
- To know the level of job satisfaction of library professionals with different qualifications.

Research Design

The method followed in this study is descriptive design as it attempts to portray the respondents’ opinion as it helps the researcher

Table 1: Respondents Types of Library Wise

S.No	Type of Library	No.of.Respondents	Percentage
1.	Academic Library	50	50%
2.	Special Library	25	25%
3.	Public Library	25	25%
	Total of Respondents	100	100

Source: Primary Data

to describe accurately the characteristics of a phenomenon of an institution or of an individual.

Sampling Design

For intensive study, a sample of 100 libraries have been selected on the basis of stratified random sampling method as shown in table 1.

All Library science professionals employed in higher educational institutions viz., colleges and university libraries, library science professional working in special libraries and library science professionals working in public libraries form the universe of the study.

Source of Data

The required information for the study have been collected both from primary as well as secondary sources. First hand information has been collected from the 100 library professionals selected as representative respondents. In addition, interview technique and informal talk with knowledgeable persons were also made for collection of primary data. Books, articles appeared in journals and records of the institutions served as secondary sources of data.

Hypothesis

A null hypothesis has been set as “There is no significant difference in job satisfaction between male and female librarians”. An alternative hypothesis has also been framed as, “there are significant differences in the job satisfaction among male and female librarians”. The options collected from librarians were analysed and Chi-Square test was applied ($\chi^2 = \frac{\sum O - E^2}{E}$). It was found that the calculated value was less than the critical value (Table value), the null hypothesis has been accepted.

Tools used for Collection of Data

For the collection of primary data, a mailed,

structured close ended questionnaire was used. The questionnaire contained 30 questions with 5 point respondents. All the positive questions carry scoring 4, 3, 2, 1, 0 and scoring procedure is reverse for the negative questions. Except questions 12, 22, 23, 24 and 28 which are negative, the remaining 25 questions are positive. For the purpose of secondary data, books, journals, articles appeared in journals and daily news papers have been referred.

Tools used for Analysis and Interpretation

For analysis and interpretation of the data collected, simple statistical tools such as simple averages, percentages, tables, diagrams and chi-square tests have been applied.

Job Satisfaction- A Conceptual Frame Work

One of the biggest preludes to the study of job satisfaction was the Hawthorne's studies. These studies (1924 - 1933), primarily credited to Elton Mayo of the Harvard Business School, sought to find the effects of various conditions on worker's productivity. The finding provided strong evidence that people work for purposes other than pay which paved the way for researchers to investigate other factors in job satisfaction. Scientific management also had significant impact on the study of job satisfaction. Fraderick Winslow Taylor's (1911) book, principles of scientific management, argued that there was a single best way to perform any given work task. This work contributed to a change in industrial production philosophies, causing a shift from skilled labour and piece work towards the more modern approach of assembly lines and hourly wages.

Some argue that Maslow's hierarchy of needs theory, a motivation theory laid the foundation for job satisfaction theory. This theory explains that people seek to satisfy five specific needs in life physiological needs, safety needs, social needs, self -esteem needs and self actualization needs. This model served as a good basis from which early researchers could develop job satisfaction.

Models of Job Satisfaction

Among the models of job satisfaction, the important theories are Edwin A. Lock's Range of Affect theory (1976), Timothy A. Judge (1998) Dispositional theory and two factor motivator - hygiene theory.

Measurement of Job Satisfaction

There are many methods for measuring job satisfaction. By far, the most common method for collecting data with regard to job satisfaction is the likert's Five point scale. Other less common methods include - Yes / No questions, True / False questions, point systems, checklists and forced choice answers. For the present study mostly Likert's five point scale has been used to measure the level of Job Satisfaction among the Librarians.

Analysis and Interpretation

Tirunelveli has become a Municipal Corporation since 1994 by merging three municipalities namely Tirunelveli city, Palayamkottai, Melapalayam and a few Panchayat areas. Tirunelveli is considered as one of the oldest cities in the Indian Sub-Continent with a history dating back to 1000BC. Tirunelveli is an ancient city, as evidenced by the findings of archaeological excavations that are going on since 1840 at Adichanallur, the outskirts of Tirunelveli. The history of Tirunelveli was extensively researched by Bishop Robert Caldwell.

For intensive study, 100 librarians have been selected on the basis of stratified random sampling, method giving equal representation to different types of libraries serving both in village and urban areas. About 70 percent of the respondents are male and the remaining

Table 2: Respondents - Age Wise

S. No	Age group	No. of Respondents	Percentage	Cumulative Percentage
1.	25-30	36	36	36
2.	31-35	27	27	63
3.	36-40	15	15	78
4.	41 Above	22	22	100
	Total	100	100	-

Source: Primary Data

Table 3: Educational Qualification

S. No	Qualification	No. of Respondents	Percentage	Cumulative Percentage
1.	BLIS	6	6	6
2.	MLIS	78	78	84
3.	MLIS, M.Phil	16	16	100
	Total	100	100%	

Source: Computed from Primary Data

Table 4: Respondents Experience Wise

S. No	Years of Experience	No. of Respondents	Percentage	Cumulative Percentage
1.	0-10	70	70	70
2.	11-15	11	11	81
3.	16-20	08	08	89
4.	21-25	08	08	97
5.	26% Above	03	03	100
	Total	100	100	

Source: Calculated from Primary Data

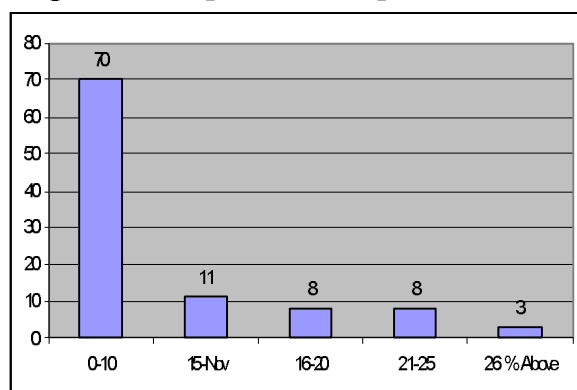
30 percent are female. The respondents are classified on the basis of their age group, experience, and educational qualifications, marital status and religious affiliations, which normally affect job satisfaction along with remuneration and social status.

It is seen from the table that the majority of the respondents (63 percent) are youngsters in the age group of 25 to 35 years.

The table shows that about 78 percent of the respondents are post graduates in library and information science and about - 16 percent possess research qualifications and 75 percent of them are married.

It is evident from the table that about 70 to 80 percent of the respondents have put in more than 10 years of experience as librarians. About 3 respondents have more than 25 years of experience as librarians.

The above information has been depicted in the following diagram.

Figure 1: Respondents Experience Wise

It is evident from table 4 that 16 percent of the respondents are “extremely satisfied” with the economic advantages given to them. Only about 12 percent of the respondents stated that they are poorly satisfied. Hence, it is inferred that majority of the librarians are satisfied with the economic benefits available to them.

Table 5 Shows that about 51 percent of the librarians have accepted that their Job has contributed very much for the increase of their social status. Only a meager 8 percent of the respondents have stated that their job is of some advantage for the increase of their social status and widening their social circle.

About 88 percent of the librarians have accepted that without difficulty, very easily they get time and opportunity to attend their family functions. This shows that they are highly satisfied with their job as librarians. In certain jobs, leave may not be available, no substitute may be available. Hence, they may not get opportunity to attend to their family.

About 69 percent of the respondents have accepted that there is vertical mobility in the Job as librarians and there are opportunities for them to get other positions as ex-officios.

It is clear from the opinions of about 63 percent of the respondents that their position as librarians has improved their quality of life. Only a small 3 percent of the librarians disagreed that their position as librarians has contributed for the improvement of quality of life. No body has strongly disagreed the statement.

About 85 percent of the respondents have stated that their working environment is very much satisfying as the NAAC Committee has insisted that the working conditions for librarians and storing place are to be good for awarding National Accreditation to institutions. More than 50 percent of the library professionals feel that the job they hold makes them a better man and thus improving their quality of life.

Table 11 shows that about 74 percent of the respondents agree that their job leaves enough scope for freedom, decision making, initiative etc and only 6 percent of the respondents

Table 5: Rating the Job by Respondents

S. No	Opinion	No. of Respondents	Percentage	Cumulative Percentage
1.	Extremely satisfying	16	16	16
2.	Very much satisfying	21	21	37
3.	Moderately satisfying	48	48	85
4.	Poorly Satisfying	12	12	97
5.	Not at all satisfying	03	03	100
	Total	100	100	

Source: Calculated from Primary Data

Table 6: Job and Social Status

S. No	Opinion	No. of Respondents	Percentage	Cumulative Percentage
1.	Very great advantage	18	18	18
2.	Great advantage	33	33	51
3.	Advantage	41	41	92
4.	Some Advantage	08	08	100
5.	No Advantage	0	0	100
	Total	100	100	

Source: Primary Data

Table 7: Job Gives Time and Opportunity

S. No	Opinion	No. of Respondents	Percentage	Cumulative Percentage
1.	Very easily	09	09	09
2.	Easily	41	41	50
3.	Without difficulty	38	38	88
4.	With difficulty	06	06	94
5.	Not at all	06	06	100
	Total	100	100	

Source: Primary Data

Table 8: Opportunities to get Other Positions Ex - Officio etc.

S. No	Opinion	No. of Respondents	Percentage	Cumulative Percentage
1.	Very many	02	02	02
2.	Many	36	36	38
3.	Moderate	31	31	69
4.	A Few	24	24	93
5.	Nil	07	07	100
	Total	100	100	

Source: Primary Data

Table 9: Improves the Quality of Life

S. No	Opinion	No. of Respondents	Percentage	Cumulative Percentage
1.	Strongly agree	19	19	19
2.	Agree	63	63	82
3.	Moderate	15	15	97
5.	Disagree	03	03	100
6.	Strongly Disagree	0	0	100
	Total	100	100	

Source: Primary Data

Table 10: Working Environment

S. No	Opinion	No. of Respondents	Percentage	Cumulative Percentage
1.	Highly satisfying	16	16	16
2.	Satisfactory	69	69	85
3.	Slightly satisfactory	12	12	97
4.	Unsatisfactory	03	03	100
5.	Not at all satisfactory	0	0	100
	Total	100	100	

Source: Calculated from Primary Data

Table 11: Scope for Freedom, Decision making, Initiative

S. No	Opinion	No. of Respondents	Percentage	Cumulative Percentage
1.	Strongly agree	08	08	08
2.	Agree	74	74	82
3.	Not Much	12	12	94
4.	Slightly disagree	06	06	100
5.	Strongly disagree	0	0	100
	Total	100	100	

Source: Calculated from Primary Data

slightly disagree that due to hierarchy in the job levels, there is no scope for freedom. Some feel that their status before their friends and relatives is little less but by and large in the present Information Technology era where librarians are highly skilled, feel the status is equally high compared to other professions.

Leading Findings of the Study

The following are the summary of the major findings of the study:

1. Majority of the library professionals felt that they are extremely satisfied with the economic benefits they get from their job.
2. Majority of the respondents felt that for widening their social status, their job as librarians was of great advantage.
3. About 47 percent of the respondents agreed that to a great extent their job is responsible for developing in them the desirable life style.
4. Majority of the respondents agreed that there is enough time and opportunity to attend to their family functions without any difficulty.
5. Majority have accepted that by virtue of being a librarian they get opportunity to serve as ex-officio in other posts.
6. About 68 percent of the respondents have agreed that their working condition is satisfactory and the job allows them to have side jobs.
7. Majority of the respondents have agreed that there is enough scope for freedom for decision making and initiative in their job.
8. About 78 percent perceived a high level of Job satisfaction.

A Few Suggestions

1. It is suggested that the librarians of public libraries and libraries of colleges must possess research qualifications such as M.Phil. and Ph.D.
2. Because of the increased cost of living, the librarians are not able to make both ends meet hence; their salaries are to be raised on par with the other government employees.
3. Since there is no promotional possibility in the job, some of them prefer to leave the job. Hence, promotion opportunities are to be made.
4. Librarians should be given opportunities to attend refresher courses at least once a year either at State or National level.
5. There should be enough supportive staff to maintain the library during summer vacation.
6. Library staff should be given training to operate computers so that they can keep their records upto date.
7. Librarians should be given training in digital library system.
8. Since librarians are expected to work from morning 8 o' clock to 8 o' clock at night they feel tired, So they require rest and working hours are to be regularized. If required, shift system is to be introduced.

Conclusion

It may be concluded that job satisfaction of an employee is related to an individual's expectations of different characteristics of the

job and perceptions of how much is attained. Greater the discrepancy between the two, higher will be dissatisfaction. The aspiration varies due to various reasons from individuals and within the same individual at different times. Age, education, length of service, job of level may be associated with higher aspiration leading to satisfaction or dissatisfaction. This accounts for the conflicting results with regard to effort of those variables on job satisfaction.

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