

I Love My Job: Study of Job Satisfaction among Library Professionals Working in B-Schools in Mumbai City

Ravi N. Bellary*, Ramesh R. Naik**

Abstract

The era of globalization and liberalization is marked by demand for higher standard goods and services. The resources like raw materials, technologies etc., to name a few are easily available. The only scarce resource is trained professionals man power. In this paper attempts to evaluate the job satisfaction of library professionals of b-schools in Mumbai city based on a questionnaire survey method. 65 questionnaires were distributed out of which 62 responses were received. The data analyzed indicated that library professionals are satisfied with their job.

Keywords: Library professions; Job satisfaction; B-school; Mumbai city.

Introduction

An employee in an organization is a member of a team. An organization, irrespective of its nature and type is a word by itself and the employees lead a social life in it. Therefore, an employee rarely functions in isolation and it is, infect, impossible to deny the existence of the social structure in any organization. According to Blum "to do so is to refuse to face reality, men and women lead a social life in the job and they make friends and enemies, they exchange confidence, meet socially after working hours, talk together and so on. In short, consciously or unconsciously, officially or unofficially employees form into groups. These groups at last become the basic core of morale formation and job satisfaction. [1]

Thus, job satisfaction means good or positive attitude or feeling toward one's job. It is important to mention that an individual may

hold different attitudes towards various aspects of the job. Individuals with high positive morale have more likely to be satisfied with their jobs. Reverse is true for individuals with high negative morale.

Hoppock, proposed six major components of job satisfaction, they are:

- a. The way the individual reacts to unpleasant situations.
- b. The facility with which he adjusts himself to other persons.
- c. Relative status in the social and economic group with which he identifies himself.
- d. The nature of work in relation to the abilities, interests and preparation of the worker
- e. Security and
- f. Loyalty.[2]

However, job satisfaction of the librarian naturally depends on the economically, social and cultural conditions. A librarian who cannot get a sufficient wage will be faced with the problem of maintaining his or her family life. This problem puts the librarian far from being satisfied. Especially the social facilities are sufficient because of the economic conditions. Low wages, lack of status and social security affect motivation. Job satisfaction cannot be talk of where there is

Author's Affiliation: *Librarian, Chetana's R.K. Institute of Management & Research Bandra (E), Mumbai-51, Maharashtra, **Associate Professor, Department of Library and Information Science, Karnataka University, Dharwad-03, Karnataka, India.

Reprint's Request: Mr. Ravi N. Bellary, Librarian, Chetana's R.K. Institute of Management & Research Bandra (E), Mumbai-51, Maharashtra, India.

E-mail: rnbellary@gmail.com

absence of motivation. Job satisfaction of the librarian who has an important place in the information society will affect the quality of the service he renders. In this respect, the question of how the material and moral element affect the job satisfaction of the librarians gains importance.[3]

Librarianship is a growing and challenging profession progressing at a rapid pace day by day. Due to networking of libraries and the emergence of internet, libraries around the globe have shrunk and one can access the desired information by just a click of mouse. Librarianship of today has to adapt a multidisciplinary approach so as to encompass the various fields of human endeavor. It calls for a unique combination of a various kinds of academic attainments and personal qualities. A librarian has to be a scholar, practitioner, administrator and of course an expert in information technology to cope up with electronic media. In this fast growing age of information communication technology, the librarian is addressed as Information Manager, Information Consultant, Knowledge Navigator, Knowledge Manager etc. Librarians' role has been changed dramatically, from the mere custodian of books to provider of information. To provide these types of exceptional services, the professionals should be knowledgeable and conversant with accessing the information through internet and other modern technologies. However, these types of extraordinary, exceptional and quality services mainly depend upon the librarians' service orientation, willingness to serve, commitment to the profession and satisfaction.

Scope of the Study

The present study is confined to the job satisfaction among library professionals working in B-schools in Mumbai City. It includes totally 62 library professionals working in B-schools in Mumbai city.

Objectives of the Study

This study attempts to observe the job satisfaction of the library professionals working in the B-schools. The main objectives are as follows:

1. To assess the level of job satisfaction among library professionals of B-schools in Mumbai city.
2. To study job satisfaction in relation to monetary gratifications.
3. To make an assessment of job satisfaction with regard to professional aspects such as relevance of professional education / knowledge and training, skills required, job environment, welfare measures, recruitments and promotions.
4. To find out the job satisfaction with regard to motivational factors.
5. To recommend measures to raise the level of job satisfaction of B-schools library professionals on the basis of the findings that emanate from this study.

Literature Review

Tella (2007) has used a descriptive survey design to collect detailed and factual information from library personnel in all research and academic libraries in Oyo state, Nigeria. A census of five research and four academic libraries was taken. The study reveals that a correlation exists between perceived motivation, job satisfaction and commitment, although correlation between motivation and commitment was negative. No difference was observed in the perceived motivation of professional and non-professional library personnel. Also findings shows that differences exist in the job satisfaction of library personnel in academic and research libraries and that no relationship exists in the organizational commitment of library personnel based on their years of

experience.

Hart (2010) investigated 31 members of South African university library. The data were gathered using interview/questionnaires, informed by standard HRM job satisfaction theory. The study found a love-hate relationship between respondents and their work. The key positive finding is that 61 % report overall job satisfaction with the core work of an academic library providing for the information needs of clients, the source. However, only 51 % claim to be proved to work at their library and 50 % are open to other job offers. Causes for the restlessness include a sense of stagnation, frustration with inadequate resources and anger at a poor remuneration.

Attafar (2011) point out the new job stress i.e. burnout. The burnout which might be affected by a variety of factors it can have negative implications for both employees and employers. The study conducted in Iran to find out the level of job burnout among Iranian librarian. It focuses on the differences of three burnout a. Emotional exhaustion b. Depersonalization and c. Personal accomplishment among different genders, age groups, tenure levels, organizational positions and librarians educational backgrounds of 150 librarians.

Somvir (2012) examine those factors which are related to high manner of job satisfaction among library workers working in private engineering and management colleges in Haryana state of 100 library professionals. The study indicated the characteristics of their job environments. The supervisory climate and the essential characteristics of the job itself are the two most important determinants of job satisfaction. The study suggests that a supervisory climate which permits a librarian to exercise initiative and professional judgment in the performance of the job is conducive to job satisfaction.

Gavali (2013) has examined the job satisfaction of the librarians, who have an important place in the society. The study reveals 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.

Maheshkumar & Jayaraman (2013) study examines those factors which are related in a high manner to job satisfaction among librarians. Data were collected from 100 respondents from Coimbatore city. The study reveals that the supervisory climate and the essential characteristics of the job itself are the two most important determinants of job satisfaction. The collected data also suggests that a supervisory climate which permits a librarian to exercise initiative and professional judgment in the performance of the job is conducive to job satisfaction.

Methodology

The present study has been made by surveying the B-schools library professionals using questionnaire method. The questionnaire has been distributed to the users following stratified sampling techniques in the middle of November 2013. In this study, the mode of collection of data, its presentation, analysis and interpretation are presented in following tables.

Data Analysis & Interpretation

Following tables shows the data analysis and interpretation received from the library professionals. The questionnaire is divided into two parts a. Background information b. Parameters for job satisfaction.

A. Background Information:

1. Gender
2. Age Group
3. Educational Qualification
4. Professional Experience
5. Designation

Table 1 shows that 62.90 % male and 37.10 % of female respondents are working in library professionals. In Table 2 shows age group 40.32 % are fell under the age group 36 to 45,

Table 1

Sr. No.	Particulars	No. of respondents	Percentage
1	Male	39	62.90
2	Female	23	37.10
	Total	62	100.00

Table 2

Sr. No.	Particulars	No. of respondents	Percentage
1	Below 25	14	22.58
2	26 to 35	13	20.97
3	36 to 45	25	40.32
4	46 and above	10	16.13
	Total	62	100.00

Table 3

Sr. No.	Particulars	No. of respondents	Percentage
1	M. L. I. Sc	21	33.87
2	M. Phil	36	58.06
3	Ph. D	05	08.07
	Total	62	100.00

Table 4

Sr. No.	Particulars	No. of respondents	Percentage
1	Below 10 years	07	11.29
2	11 to 20 years	12	19.35
3	21 to 30 years	09	14.52
4	More than 31 years	34	54.84
	Total	62	100.00

Table 5

Sr. No.	Particulars	No. of respondents	Percentage
1	Librarian	42	67.74
2	Assistant Librarian	14	22.58
3	Any other	06	09.68
	Total	62	100.00

22.58 % of respondents are come under 25 age group, 20.97 % of respondents are under 26 to 35 age group and 16.13 % of respondents are above 46 years. Table 3 shows that educational qualification of library professionals. 58.06 % of respondents are completed M. Phil in library and information science, 33.87 % of respondents completed Master in library and information science (MLISc.), 8.07 % of respondents are completed Ph. D. Table 4 shows experience of library professionals, I am very happy to quote that

54.84 % respondents are has more than 31 years of experience in library field, 19.35 % respondents are 11 to 20 years on experience, 14.52 % respondents are 21 to 30 years of experience and 11.29 % respondents are below 10 years of experience. Finally, table - 5 shows professionals designations. 67.74 % respondents are working as a librarian, 22.58 % of respondents are working as a assistant librarian and 9.68 % of respondents are working as a other library professionals i.e. library assistant, library attendant.

Table 6

Sr. No.	Parameters	Measurement scales			
		Strongly agree	Agree	Disagree	Strongly Disagree
1	Getting promotions, increments as per the government norms	49 (79.03 %)	11 (17.74 %)	02 (3.23 %)	00 (0.00 %)
2	Receive appreciation from management for good work	33 (53.23 %)	15 (24.19 %)	09 (14.52 %)	05 (8.06 %)
3	Suggestions for improvement of working environment	39 (62.90 %)	13 (20.97 %)	10 (16.13 %)	00 (0.00 %)
4	Arrange workshops, orientation, book exhibitions etc to make awareness about library services	54 (87.10 %)	08 (12.90 %)	00 (0.00 %)	00 (0.00 %)
5	Work is an important commitment	30 (48.39 %)	28 (45.16 %)	04 (6.45 %)	00 (0.00 %)
6	Always help students in building their carrier and improving reading habit	55 (88.71 %)	07 (11.29 %)	00 (0.00 %)	00 (0.00 %)
7	Don't mind in helping administrative work of the director/registrar	12 (19.35 %)	10 (16.13 %)	23 (37.10 %)	17 (27.42 %)
8	Satisfied with the responsibility given in the job	58 (93.55 %)	04 (6.45 %)	00 (0.00 %)	00 (0.00 %)
9	Take leave from work only in emergency	52 (83.87 %)	05 (8.06 %)	05 (8.06 %)	00 (0.00 %)
10	Always take opportunity to attend professional programmes (Seminars, workshop, conferences)	60 (96.77 %)	02 (3.23 %)	00 (0.00 %)	00 (0.00 %)
11	Negotiate effectively to provide better service for library user	53 (85.48 %)	09 (14.52 %)	00 (0.00 %)	00 (0.00 %)
12	Getting salary as per the government norms	49 (79.03 %)	11 (17.74 %)	02 (3.23 %)	00 (0.00 %)
13	Institute encourages to develop creative talent	49 (79.03 %)	11 (17.74 %)	02 (3.23 %)	00 (0.00 %)
14	Job gives social status	50 (80.65 %)	12 (19.35 %)	00 (0.00 %)	00 (0.00 %)
15	Library has well modernized equipments	37 (59.68 %)	21 (33.87 %)	04 (6.45 %)	00 (0.00 %)
16	Freely talking with higher authority	32 (51.61 %)	26 (41.94 %)	04 (6.45 %)	00 (0.00 %)
17	Flexibility and freedom to express in job	43 (69.35 %)	19 (30.65 %)	00 (0.00 %)	00 (0.00 %)
18	Member of any professional association	59 (95.16 %)	03 (4.84 %)	00 (0.00 %)	00 (0.00 %)
19	Security regarding job	12 (19.35 %)	18 (29.03 %)	23 (37.10 %)	09 (14.52 %)
20	Morale in the institute is high	32 (51.61 %)	26 (41.94 %)	04 (6.45 %)	00 (0.00 %)
21	Colleagues give constructive feedback to improve librarianship	59 (95.16 %)	03 (4.84 %)	00 (0.00 %)	00 (0.00 %)
22	Passionate about work	43 (69.35 %)	10 (16.13 %)	09 (14.52 %)	00 (0.00 %)
23	Librarianship provides good scope for acquiring new knowledge	60 (96.77 %)	02 (3.23 %)	00 (0.00 %)	00 (0.00 %)
24	Not leave this profession for any other job opportunity	55 (88.71 %)	07 (11.29 %)	00 (0.00 %)	00 (0.00 %)
25	Enjoy with my job	56 (95.16 %)	06 (9.68 %)	00 (0.00 %)	00 (0.00 %)
26	Librarianship has a bright future	18 (29.03 %)	23 (37.10 %)	12 (19.35 %)	09 (14.52 %)
27	Librarianship is a challenging job	35 (56.45 %)	15 (24.19 %)	12 (19.35 %)	00 (0.00 %)
28	Job itself is source of satisfaction	44 (70.97 %)	18 (29.03 %)	00 (0.00 %)	00 (0.00 %)
29	Proud to be a library profession	54 (87.10 %)	08 (12.90 %)	00 (0.00 %)	00 (0.00 %)
30	Satisfied with the innovative measures & use to enhance library services	35 (56.45 %)	21 (33.87 %)	06 (9.68 %)	00 (0.00 %)

B. Parameters for Job Satisfaction

The author has identified 30 parameters for analyses of job satisfaction among library professionals. Table 6 shows one by one response to identified parameters. 79.03 % of respondents strongly agree for "getting promotions, increments as per the government norms", 17.74 % just agree and 3.23 % of respondents are disagree. 53.23 % for strongly agree, 24.19 % for agree and 16.13 % respondents are disagree for "receive appreciation from management for good work". 62.90 % for strongly agree 20.97 % for agree and 16.13 % disagree for the parameter of any "suggestions for the improvement of working environment in the library". 87.10 % for strongly agree and 12.90 % for agree for the "arranging workshops, orientation, book exhibitions etc to make awareness about library services". For "work is an important commitment" 48.39 % of respondents replied for strongly agree, 45.16 % are for agree and 6.45 % for disagree. 88.71 % for strongly agree and 11.29 % for agree for the "always help students in building their carrier and improving reading habit". It is surprise to quote that 37.10 % are disagree, 27.42 % are strongly disagree, 19.35 % are strongly agree and 16.13 % are agree for "the don't mind in helping administrate work of the director / registrar". 93.55 % for strongly agree and 6.45 % are agree for satisfied with the "responsibility given to them in the job". 83.87 % are strongly agree, 8.06 % for agree and disagree for the "take leave from work only in emergency". For "always take opportunity to attend professional progremms like seminars, workshop and conferences" 96.77 % are strongly agree and 3.23 % are agree. 85.48 % are strongly agree and 14.52 % are agree for "negotiate effectively to provide better service for library user". 79.03 % for strongly agree, 17.74 % for agree and 3.23 % for disagree for "getting salary as per the government norms also for institute encourages to develop creative talent". For parameter "job gives social statuses" 80.65 % for strongly agree and 19.35 % are for agree. 51.61 % for strongly agree, 41.94 % for agree and 6.45 % are for disagree for "flexibility and freedom to express in job".

95.16 % for strongly agree and 4.84 % for agree for the "member of any professional association". 37.10 % for disagree, 29.03 % for agree, 19.35 % for strongly agree and 14.52 % for strongly disagree for the "security regarding job". For "colleagues give constructive feedback to improve librarianship" respondents replied that 95.16 % are strongly agree and 4.84 % are agree. 69.35 % for strongly agree, 16.13 % for agree and 14.52 % for disagree for the parameter "passionate about work". 96.77 % are strongly agree and 3.23 % are agree for the "librarianship provides good scope for acquiring new knowledge". 88.71 % for the strongly agree, and 11.29 % are agree for the "not leave this profession for any other job opportunity". 95.16 % for strongly agree and 9.68 % for agree for the "enjoy with the job". For "librarianship has a bright future" 37.10 % are strongly agree, 29.03 % for agree and 19.35 % for disagree. 56.45 % are for strongly agree, 24.29 % are agree and 19.35 % are disagree for the "librarianship is a challenging job". 70.97 % for strongly agree and 29.03 % for agree for the "job itself is source of satisfaction". I am very happy to quote that 87.10 % are strongly agree and 12.90 % are agree for the "proud to be a library profession". Lastly, 56.45 % are strongly agree, 33.87 % are agree and 9.68 % are disagree for the "satisfied with the innovative measures & use to enhance library services".

Suggestions

Based on the findings evolved from the investigation, the researcher made at attempt to put for the following suggestions regarding the job satisfaction of library professionals in b-schools of Mumbai City. To improve the job satisfaction the library professions in Mumbai city, work can improve the performance as well as reduce the stress among the employee. The well experienced members committee may be formatted in the b-schools. The committee shall meet frequently and assess the performance and appreciate the sincere efforts made by the professionals. The library professionals may be given due participation

while framing policies in the institute. They serve, which will give them a feeling of being a part of the whole. This will help them to contribute to the achievements of the b-school's goals.

To enhance the level of job satisfaction of the library professionals, this study is recommend the some of the steps.

1. The job status as social aspect of library professionals should be defined for the enhancement of job satisfaction.
2. The management of b-schools should be more flexible.
3. To provide training on digital libraries to the professionals.
4. Working environment should be a friendlier.

Conclusion

Digital library needs digital professionals, who are skilled, knowledgeable and experienced. After the observations, it may be concluded that the job satisfaction of library professionals of b-schools librarians is related to an individual's exceptional of different types of the profession and perception of how much is attained. Age, education, experience, job level, remunerations may be associated with job satisfaction. This is depending on the perceived potentiality of the job fulfill those aspirations.

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