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Research Article

A STUDY ON FACTORS AFFECTING JOB SATISFACTION OF PROFESSIONALS WORKING IN COLLEGE LIBRARIES

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ABSTRACT

This study attempts to examine factors that affect job satisfaction among academic library professionals working in College Libraries, in India. It is observed from this study that the experienced library professionals were more satisfied than less experienced. Library professional with higher qualification was more satisfied with job than with less qualification and permanent library professionals were more satisfied with their jobs comparatively management library professionals. The findings of this study are helpful for administration of the concerned regional body for policy formulation regarding human assets.

Key Words:

Experienced Professional, Job
Satisfaction, Working Condition

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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 are than one field, so a library professional should have more grasping mind & learning mind to acquire newly introduced knowledge. In this scenario, a library professional should be actively participate in their field, for which full satisfaction is a must otherwise concentration and development of library and library profession will be negative one. A micro research study on "Job psychograph of library professional in colleges in Maharashtra and Goa [1] revealed that while female respondents were more optimistic in rating the traits, an increase in the year of experience led to a decrease in rating pattern. Job satisfaction is required in every sector for establishment of a healthy environment in an organization, so that resultant output of the organization will be fruit full and productive. This study covers Job Satisfaction of Professionals Working in College Libraries in Maharashtra and Goa.

LITERATURE REVIEW

The relevance of job satisfaction and motivation are very crucial to the long-term growth of any educational system around the world. They probably rank alongside professional knowledge and skills, center competencies, educational resources and strategies as the variable determinants of educational success and performance. Professional knowledge, skills and center competencies occur when one feels effective in one's behavior. In other words, professional knowledge, skills and competencies can be seen when one is taking on and mastering challenging tasks directed at educational success and performance [4]. Donna K. Fitch used the Job Descriptive Index in her 1990 survey of professional job satisfaction. Though her study broke satisfaction down into components similar to those of the JSS, she made more of an effort to look at how institutional differences such as size of college and extent of library automation [5] affected job satisfaction. Again, she found that pay and promotion were the least satisfying areas. Fitch's findings are somewhat difficult to compare with those of Parmer and East or Voelck, however, because she was testing significantly different variables that, as she concluded, tended to have minimal effect on job satisfaction.

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Factors Affecting Job Satisfaction: An abundance of research articles on job satisfaction of library managers and staff is found in the literature review. A brief review of this wide array of literature relating to personal and organizational factors of job satisfaction in the context of library is provided below.

Personal Factors

Age and Gender: Berry (2007) conducts a wide-ranging survey among the library staff of public and academic libraries, and mentions that compared to the younger age group, the older library workers are happier on their jobs. Contrary to the findings of Berry (2007), Albanese (2008) reports that an overwhelming majority of the respondents in academic libraries across all age groups are satisfied with their jobs. From a gender perspective, vertical occupational segregation exist when both men and women work in the same job categories; this is manifested in the fact that men are commonly found to be doing the more skilled or better paid work, affecting the job satisfaction of their female counterparts.

Religion and Race: There are a number of studies done that capture the role of religion and racism affecting job satisfaction of library staff. The religious beliefs of Maharashtra and Goa librarians would mold their job satisfaction significantly. A revealing finding of the study points to a large number of the respondents' experience of being discriminated based on ethnicity and age, making the staff satisfaction a prime casualty; this finding validates the earlier studies.

Organizational Factors

Leadership: Within the limited body of literature on leadership in librarianship, a number of researchers emphasize the diverse skills of library leaders toward ensuring the job satisfaction of their staff. The factors correlating librarians' job satisfaction such as job autonomy and authority in delegating decision-making could permeate job satisfaction to all levels of the organization.

Organizational Change & Technology Innovation: The study explored by Leong (2008) in an Australian setting reveals that the staffs respond positively towards change by exuding satisfaction and enthusiasm for new areas of work and providing improved service. This would come in line with that of Pors (2005) performed on collage library managers; though their working environment has undergone a rapid change resulting in a decreased sense of job security, about half the respondents express their high satisfaction with their jobs.

In case of developing countries, Bii and Wanyama (2001) examine the impact of automation on the job satisfaction among librarians in India. According to the authors, the staff members view automation as enrichment and a source of satisfaction to their jobs. It would be, however, worth mentioning that a particular challenge confronting the librarians in developing countries would relate to a good deal of fear and negative attitudes regarding ICT implementation.

Continuing Professional Development (CPD): The new developments and trends in technologies emphasize the need for institutions to set goals for staff development for their enhanced satisfaction on their jobs by providing opportunities for continuous professional development (CPD) and training in the workplace. The study by Adanu (2007) reveals a concord among the managers and the staff in that the respondents on

both sides agree to the fact that the active involvement in CPD enhances their job satisfaction, competence and career advancement. The study done by Cossham and Fields (2007) on the library staff in Maharashtra and Goa offers, however, a different picture, as the opinions of employees and the managers seem to vary greatly regarding the impact of CPD on their satisfaction and personal growth.

Recruitment, Rotation & Retention: According to Olorunsola (2000), in academic libraries, job rotation is a cardinal necessity as it would create an opportunity to ward off the monotony and enable the staff to acquire more skills that would spur satisfaction in them (Malinski, 2002). In order to gauge the impact of job rotation on staff satisfaction in Indian university libraries, Adomi (2006) performs a study among 52 professional librarians, who are rotated on their jobs. It elicits a positive response from the majority of the participants that would translate into higher staff productivity. Having employed both positivistic and phenomenological approaches, MacLean (2006) finds that the flexible deployment of staff would stimulate job satisfaction of the employees and encourage them to better utilize their skills. This would improve retention rates & facilitate the optimum use of HR should any budgetary constraint arise.

Working Environment, Communication and Commitment: A number of studies are performed relating to how working environment and communication separately or simultaneously, can nurture staff satisfaction; the absence of which would lead to a reduced organizational commitment. The relationship between job satisfaction and career commitment of librarians in Maharashtra and Goacollage libraries; the authors attempt to get an insight into the dissatisfaction of the library users and managers regarding the issues of insufficient funding, lack of promotion and recognition, and poor condition of service. The study shows that job satisfaction as well as the demographic attributes of the respondents has a significant impact on career commitment of the librarians. The authors thus suggest that the library managers and administrators would do well in formulating sound policies vis-à-vis adequate working facilities, conducive working environment, and various work incentives, such as provision of car and housing loans, study leave allowance, etc. that would improve job satisfaction resulting into enhanced career commitment of the librarians. The fact that the declining organizational commitment is likely to be a precursor to their quitting the jobs is supported the librarians in organizations that cultivate participatory management, open communication, and relationships built on honesty and trust, are more satisfied, more committed and less likely to leave.

Salary: There are quite a good number of studies done on the impact of salary and satisfaction (or the lack of it) librarians enjoy on their jobs. Odunlade (2012) conducts a study on, inter alia, the relationship between job satisfaction and compensation and benefits among the academic librarians; the study reveals a positive relationship between the two as about two-thirds of the respondents express their satisfaction with the amount of salary received by them. On the other hand, the aspect of low salary leading to high dissatisfaction prominently comes to the fore in the studies of Albanese (2008), Lim (2007), Marjanja and Kiplang'at (2003), and Abifarin (1997). Albanese (2008) reports that almost half the respondents consider their pay

package as the primary cause of their dissatisfaction. However, contrary to the findings in the studies mentioned above, a prominent feature of the study is that the salary does not emerge as a factor for either job satisfaction or dissatisfaction of the library staff.

Stress: According to Topper (2007), the impact of stress would considerably dwindle the satisfaction of library employees, stressing the need of lessening the impact of stressful situations, such as unsatisfying physical environments, routine works, heavy workload of the staff attitude to using the new technologies etc. In another study done between the library managers of Maharashtra and Goa colleges argues that the level of stress would be a significant predictor in relation to job satisfaction with managers being more stressed than their Danish counterparts.

CONCLUSION

The result shows that different age group of library professionals has a significant impact on job satisfaction in Maharashtra and Goa colleges. Highest qualification of library professionals has significant impact on job satisfaction. It means that job satisfaction increase in level of education. And experience professionals are more satisfied with their job than less experienced professionals. There exists a statistically significant difference in the job Satisfaction between job statuses of library professionals. It is concluded that different socio demographic factors has the impact on job satisfaction of library professionals.

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