Exploring Job Satisfaction Factors of Library and Information Science Professionals: Implications for Managerial Approaches

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ABSTRACT

Libraries are dynamic entities that rely on highly skilled and experienced Library and Information Science (LIS) professionals to meet the needs of users and effectively manage information. It is crucial for these professionals to find satisfaction in their work, as their own fulfillment directly impacts their ability to provide innovative services to users. This research paper delves into various literatures pertaining to the job satisfaction of Library and Information Science professionals, highlighting key findings. By examining the existing literature and practices in this field, this study sheds new light on the factors influencing job satisfaction among library professionals. The insights gained from this research can assist library and information managers in developing effective managerial strategies.

Keyword: Library, LIS professionals, Job satisfaction

INTRODUCTION

The roots of job satisfaction and dissatisfaction in the current day era can be traced down from the industrial revolution of England, which began approximately 1760 A.D (Cannadine, 2003). Karl Marx, a German revolutionary economist in his work, 'the communist manifesto' revealed about the bourgeoisie and the proletariat, the two most important sections of the society, where former section owns the means of production and the lateral owns the labor in the shape of an industrial workforce (Marx & Engels, 1967). An employee works in an institution or in an organization with a particular plan

and purpose and the essential purpose of taking up any sort of employment is to make some earning, so that the essential requirements of life in the shape of food, clothing & shelter be met out. The hierarchy of needs theory specified by (Maslow, 1943) explained, how requires in their standing order motivates a person to look for an employment. Maslow recognized five essential or basic needs like Psychological needs, self-actualization, safety, self-esteem and other social needs which each individual wants to be fulfilled and employment being the foremost means to meet these needs. Maslow's theory of needs has assumed great importance over a period of time and a good number of studies conducted post second half of the 20th century look for their basis on the Maslow's theory of needs.

The research paper is also efforts to understand and to look into the reasons as why there are fewer taker of Library and Information Science education in India, which otherwise was formally introduced as a teaching discipline in Madras University in 1929 by the father of Library Science in India, Dr. S. R Ranganathan (Kumar and Sharma, 2010). It is being equally observed during the professional congregations that Library and Information Science professionals explain dissatisfaction with their job mostly remaining that governing bodies are not maintaining equality between the Library and Information Science professionals with their equivalents belonging to other professional groups. Most of the LIS professionals are even of the analysis that they can without difficulty sense of being despised by the professionals from other related groups. The conception of Human Resource Management and the level of job satisfaction among the employees is a subject of public interest and are being widely studied in the contemporary period, particularly in the corporate sector where the importance is always laid on the job satisfaction of employees, the ultimate advantage of any institution or organization.

In nowadays competitive world, the main challenge which the organization or institutions are facing is to preserve the talented organization or institutions. Job satisfaction is essential to encourage the employees' behaviors in the institutions. For the organization, job satisfaction of its employees' means a work force that is motivated

and committed to high feature performance. Job Satisfaction can be an significant indicator of how employees feel about their jobs and a predictor of work behaviors such as organizational citizenship, absenteeism, and turnover. Further, job satisfaction can incompletely mediate the relationship of personality variables and deviant work behaviours. One common research finding is that job satisfaction is correlated with life satisfaction.

DEFINITIONS OF JOB SATISFACTION

According to Pestonjee (1991) job satisfaction described as employee's feelings in four essential areas such as job-nature of work, Management, Social relations and personal adjustment-health and emotionality. Job satisfaction is about having a positive effect of the work done, the environment in which one is working and being emotionally attached towards one's job (Arnold and Feldman, 1982). Schneider & Snyder (1975) termed job satisfaction as an effective response employees make about their work and organization.

OBJECTIVES OF THE STUDY

The main objective of this study is to find out the overall level of job satisfaction among the Library and Information professionals and the factors which influence job satisfaction or disappointment among the Library and Information Science professionals. Some of the key areas studied include earnings, work atmosphere, professional position, working time, place, workers participation in administrative matters, credits, and advancement.

REVIEW OF LITERATURE

This review of literature deals with that a brief evaluate of various of the literatures relating to the study area available in different journals, bulletins, books, periodicals and internet resources. The use of this study is to investigate job satisfaction of LIS professionals. Here, an attempt has been made to review the studies regarding job satisfaction of LIS professionals with the hope that these may give us some thoughts about broad parameters which influence to job satisfaction.

Raza and Gupta (2000) conduct a survey measures the job satisfaction and anxiety of LIS professionals working in Delhi University library. The research study

also measures the scope of job satisfaction and its relationship with job concern. Authors find out the professionals working in a library atmosphere and similar job conditions elicit different magnitude of job anxiety with exerts differential result on their adjustment and overall performance of work. For that LIS professional, different level demonstrates individual differences in job anxiety. There is an inverse relationship among the levels of anxiety of the hierarchy of levels in library systems. **Sornam and Sudha (2003)** elicit of the study is to find out the level of work-related role stress among women LIS professionals. The influences of certain demographic variables like age, experience, qualification and mental status are tested with the key variable work-related role stress. The study is also describes that LIS profession is a people-oriented profession which cannot break out from the clutches of conflicts and frustrations. The study concludes that age, mental status and years of experience have a deep impact on occupational role stress.

Balasubramanian (2011) revealed in his study that LIS professional most of the respondents are willing to maintain in the LIS profession and satisfied with the remuneration paid to them. Majority of library professionals felt that to a large extent, their job was responsible for developing them in the desired style of life. It was revealed that opportunity to get certain other positions, working conditions and ample opportunity for mobility are satisfactory. **RajwantKaur (2006)** conduct a study on highlight the importance and calculated meanings of Job Satisfaction. The study uncovered that the relationship amongst encouragement and employ fulfillment by saying the motivational speculations. He furthermore portrayed particular hierarchical and individual variables which decide fulfillment of a individual and pointed out the requirement for mollified and very much fulfilled administrators to make libraries more serviceable to their customer base.

(Burd, 2003) describes that LIS professionals associated with the institutions supporting participation of professionals in the decision making development, open communication, honesty and trust, opportunities for realization are more committed and satisfied. **(Nawe, 1995)** whereas studying the job stress among LIS professionals viewed that users and colleagues if on one hand are the reasons of stress, on the other hand the same group of people are the sources of stress buster and job satisfaction. The researcher

also refers LIS professionals as the un-ambitious people, who seek job satisfaction in helping others. **Gowda and Shivalingaiah (2003)** explained that the function of supervisory has a considerable outcome on the job satisfaction of LIS professionals. The function of supervisory reflects the efficiency and competence of the supervisory staff to handle the human resource of an institute. The study reveals that capable supervisors prove helpful in the ability growth of their subordinates and help in maintaining the harmonious relationship among. The author also found that LIS professionals working in the government and other aided colleges are more satisfied with their management compared to the LIS professionals working in the private colleges.

BACKGROUND OF LIS EDUCATION IN INDIA

The modern era of library science across the world founded with that of Melville Dewey, who founded the first school of library science in the United States of America in 1987. John Macfarlane, the earliest librarian of the Imperial Library (Now National Library, Calcutta) is believed to be the earliest person who worked in the direction of promoting library science in India and provided working library professionals during the period 1901-06. Dr. S. R Ranganathan the father of library and Information science in India single handedly nurtured the library science education in India by starting the first prescribed certificate course at Madras University in the year 1928 in this manner heralded the era of modern library science education in India (Kumar & Sharma, 2010). The Library and Information Science as a subject discipline in India has developed during the last century. In 2010 University of Calcutta initiated five years integrated course in Library and Information Science education after senior secondary (Prashant, 2014). In 1992 Utkal University awarded the D. Litt to Dr. B.B Shukla, which is also claimed to be the first D. Litt in Library Science at global level (Prashant, 2014).

THEORIES OF JOB SATISFACTION

Job satisfaction has been treated as a complex set of variables. There have been different efforts to explain job satisfaction in special ways. A reflection on these theories is exposed that it is extremely difficult to consider motivation different from job satisfaction, still though there are both theoretical and practical variations between the two concepts. But, the two are closely related and as the procedures used in the

investigation of work motivation are remarkably related to these used in the studies of job satisfaction. So an extremely brief evaluation of the main theories is attempted in the following section.

Maslow (1954) provides the concept of hierarchy of needs and is of the view that it the unsatisfied needs of an individual which shapes his/her behavior towards the work. Maslow continues from the Hop pock and termed the satisfaction and dissatisfaction of job as a continuous development, as humans want to develop from one stage to another, while as, at the same time to complete ever increasing needs we look deficiency at the other end. Herzberg (1968) explains that the concept of two factor theory of satisfaction from the Maslow's theory of hierarchy of needs. Herzberg presents about the animal instinct in man, which is more inclined towards satisfying ones biological needs only to avoid the environmental hurt.

Edwin A. Locke's Range of Affect Theory (1976) is maybe the most prominent job satisfaction model. The most important premise of this theory is that satisfaction is determined by a discrepancy among what one wants in a job and what one has in a job. Clayton Alderfer's (1969) ERG theory sees different needs from different levels existing in a sort of variety where while there is a hazy preference for a lower level need, it can still extremely well exist in the presence of a higher level need. Existence is the lowest level need which is concerned with physical endurance and includes the clear needs for food, water and shelter which can be satisfied through salary, fringe benefits, safe working environment and some measures of job security.

SOCIO-ECONOMIC CHANGEABLE AND JOB SATISFACTION

In this research study, job satisfaction mainly differs among two types of LIS staff namely high level and low level LIS professionals according to their managerial level in the libraries. The job satisfaction also differs from worker to worker. Therefore the differing job satisfaction between different LIS professionals is evaluated of their socio-economic variables. The pertinent socio-economic variable related to the LIS professionals is identified and their relationship with job satisfaction is evaluated in this part. These main variables are recognized by the researcher for further analysis.

a. **Gender: I**n the past, men for generations have served as sole income producers for their families. The women are supposed to handle the family as housewives. This development continued for years together in India. Consequently in present time the development of employment of men and women in job has totally changed and stepped into an innovative dimension.

b. **Age:** Workers knowledge different degree of job satisfaction at different phases of their life. Job satisfaction is high at the early stage, gets slowly reduced, initiates rising up to certain stage, and finally dips to a low degree. The probable reasons for this happening are like this. When individuals join institutions, they may have some impractical assumptions about what they are going to drive from their work. These guesses make them more satisfied. However, when these assumptions fall short of reality, job satisfaction goes down.

c. **Marital Status:** The responsibilities of married and unmarried employees in their family unit are different. Comparatively the responsibility of married employees is higher than that of the single employees. Married employees look following their whole family. The demands of the family are to be met by the married family members. The single members do not have such commitments. Hence, even a small amount of remuneration offered to a single employee yields a higher job satisfaction. Hence, the single employees are satisfied also at a lower level or at an average level in their job. It makes a variation in job satisfaction among married and single library professional staff.

d. **Highest Academic Qualification:** Level of education of an individual is a feature which decides the degree of job satisfaction. For example, some studies have created negative correlation among the level of education, particularly higher level of education, and job satisfaction. The possible reason for this experience may be that highly educated persons have very high expectations from their professions which remain unsatisfied.

e. **Working Experience:** One more main variable having relationship with job satisfaction is the working experience of the LIS professionals. Experience and Knowledge represents the years of service put in by a worker in the current or past job over a period of time. It explains that there is a relationship among the experience or knowledge of the LIS professionals and their job satisfaction.

f. **Managerial Level:** Library professionals have been divided into two groups on the basis of managerial levels of the library. They have high level designation and low level designation. High level designation includes librarian, deputy librarian, assistant librarian, documentation officer, information scientist,; and low level designation includes professional assistant, library assistant, semi-professional assistant and library attendant.

g. **Working Branch:** The environment of facility in a library is quite demanding. Again libraries have to make several tasks for serving their users. Therefore to provide right services to the right users at a right time in a right manner, there are different workings branches are established in the libraries.

h. **Working conditions:** Working conditions, mainly physical work surroundings, like situations of workplace and associated services for performing the job determine job satisfaction. These work in two methods. Firstly, these provide means of job performance. Secondly, stipulation of these conditions affects the individual's awareness about the organization. If these factors are favorable, individuals experience higher level of job satisfaction.

i. **Other factors:** If an individual does not have favorable social and family life, he may not feel happy at the place of work. Similarly, other individual problems associated with him may affect his level of job satisfaction. Personal problems associated with him may involve his level of job satisfaction.

CONCLUSION

The library is a growing organism revealed in the fifth law of library science. The Library and Information Science professionals are job satisfaction is the feeling a worker has about his pay, work, promotion opportunities, coworkers, and supervisor. The LIS professionals required the ICT environment technology leaning skills, Managerial, supervisor and maintenance techniques of digital resources. In present era has to be prepared for the job satisfaction of the LIS professionals in the positive important positive relationship between job satisfaction and LIS professionals with positive attitude that the profession will remain a requirement in the information. Job satisfaction as Library and Information Science professionals was satisfactory as revealed by sensible satisfaction found.

Libraries are dignified place in the categories of Professional, Semi – professional of the librarians. Threaten the development and growth of Information and Communication Technology has the wake of the job satisfactions of library professionals. Job satisfaction of employees in general is considered to be significant when an organization wants achieve user satisfaction. Academic libraries are non-profit oriented organizations. Job is an occupational work carried out by an individual in arrival for an incentive, specifically salary. Satisfaction refers to the method one feels about occasions, rewards, community, relation and scope of happiness in relation to the job of that person. Job satisfaction has been of importance to organizational researchers, because of its relations with job performance and/or Institutional commitment. More significantly, employed individuals spend most of the time doing their job works. As a result, the feelings of individual about their jobs are likely to affect those impacting on their general lives.

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2022