



AIRO INTERNATIONAL RESEARCH JOURNAL
VOLUME 21, FEBRUARY 2020
ISSN: 2320-3714

Job Satisfaction among Librarians: A Study based on Libraries of Self – financed Institutes in some Selected Districts of Haryana

Monika Yadav

Research scholar (Library & Information Science)
OPJS University Rajsthan

Dr. Yogesh Kumar Atri

Head of the Department (Library & Information Science)
Assistant professor OPJS University Rajsthan
Yogesh5atri2008@gmail.com

ABSTRACT

The paper deals with the job satisfaction of the library and information professionals working in government and the private sector libraries in the India. The study was carried out in relation to what is the happiness level of working with their co-workers and how much they are satisfied with their wages and job securities. Library professionals have experienced ignoble and asymmetrical salary payments, lacks of proper housing, inadequate facilities in libraries, low social status given to them and limited opportunities for professional development in India. The main purpose of this study is to find out the major factors affecting career choices, level of job satisfaction, and perceptions of the general image of library professionals in India. This article explores, how much satisfaction of these library professionals, derive from their chosen career and examine the degree of dissatisfaction or areas of discontent among them. Results show th atthe female professionals are more satisfied from their job as compared to males. Library professionals who are much experienced are possess a proportionately high level of job satisfaction as compared to other age groups. Whereas, those professionals are between ages of 28-35, having a comparatively ignoble level of job satisfaction, compared to another age group of professionals. Unmarried professionals possess a comparatively ignoble level of job satisfaction as compared to married or widow and separated hold comparatively high job satisfaction.

Keywords: Job Satisfaction, Job Securities, Library Professionals, Institutions, University,



AIRO INTERNATIONAL RESEARCH JOURNAL
VOLUME 21, FEBRUARY 2020
ISSN: 2320-3714

Introduction

A job may be defined as a “collection or aggregation of tasks, duties and responsibilities which as a whole, is regarded as a regular assignment to individual employees”, and which is different from other assignments. In other words, when the total work is to be done it is divided and grouped into packages, we call it a “job”. Each job has a definite title based upon standardized trade specifications within a job; two or more grades may be identified, where the work assignments may be graded according to skill. Further, a job may include many positions, for a position is a job performed by related to a particular employee.

Thus, it may be noted that a position is a “collection of tasks and responsibilities regularly assigned to one person” while a job is a “group of positions, consists of a particular set of duties assigned to an individual, there may be, say, five persons, all of whom are classified under the same job; and yet each may perform a slightly different position- position of a secretary, for example, it may be noted that while a “job is impersonal the position is personal”.

The term ‘job satisfaction’ is derived from the Latin words ‘satis’ and ‘facere’ meaning ‘enough’ and ‘to do’ respectively. Job satisfaction is an integral component of the organizational climate and an important element in management employees relationship; Job satisfaction may be described in terms of attitude forward the job and like any other attitude it represents a complex assemblage of cognition (belief or knowledge), emotions (feelings, sentiments or evaluations) behaviors and tendencies.

Historically speaking, the term job satisfaction was brought to limelight by Hoppock in 1935 when he published his classic work entitled “Job Satisfaction”. The expression ‘job Satisfaction’ means the satisfaction derived from a piece of work in which the person is engaged. It is essentially related to human needs and their fulfillment through work. Actually, Job Satisfaction is generated by individual’s perception of how well his job on the whole is satisfying to his various needs. An individual tries to fulfill his wide variety of needs through his work.



AIRO INTERNATIONAL RESEARCH JOURNAL
VOLUME 21, FEBRUARY 2020
ISSN: 2320-3714

Job satisfaction refers to the feelings and emotional aspects of individual's experience towards his job as different from intellectual or rational aspects. It refers to a person's feelings of satisfaction on the job which act as a motivation to work. The experience of satisfaction or dissatisfaction with individual's work is the consequence of the extent of his positive or negative job attitudes. Positive attitude towards the job is conceptually equivalent to job satisfaction. It is only a relative enduring state which undergoes a change with the needs of the individual, the capacity of more situations which fulfill these needs and the individual's own perception of the situation.

Job satisfaction is one of the most researched areas of organizational behaviour and education. Job satisfaction relates to a task to be performed by a staff member in which they are motivated, inspired and can also properly maintain responsibility. It is perceived as an attitudinal variable measuring the degree to which employees like their jobs and the various aspects of their jobs (Spector, 1997; Stamps, 1997). This is an important area of research because job satisfaction is correlated to enhanced job performance, positive work values, high levels of employee motivation, and lower rates of absenteeism, turnover and burnout (Begley and Czajka, 1993; Chiu, 2000; Tharenou, 1993).

Some Selected Districts of Haryana Self Financed Institutes list

Haryana Districts (Rewari)

SN.	NAME OF COLLEE	COURES	COURES TOTAL STUDENT	TOTAL BOOK	WORKING STAFF IN COLLAGE LIBRARY
1.	Shri vaishno devi college of education	JBT	140	5000	JUNIOR LIBRARIAN
2.	Sarwan college of education	JBT	140	6000	Restorer
3.	Rao Ranjeet Singh College of Education	JBT	120	5000	Assistant Librarian
4.	RCM College of Education	JBT	120	6000	Restorer
5.	Jeevan Jyoti Institute of Education	JBT	120	6000	Assistant Librarian



AIRO INTERNATIONAL RESEARCH JOURNAL
VOLUME 21, FEBRUARY 2020
ISSN: 2320-3714

Haryana Districts (Mahendergarh)

SN.	NAME OF COLLEE	COURES	COURES TOTAL STUDENT	TOTAL BOOK	WORKING STAFF IN COLLAGE LIBRARY
1.	Rao Pahlad Singh College of Education	B.ed	120	5000	Assistant Librarian
2.	Happy College of Education	B.ed	110	5000	Library Attendent
3.	Suraj College of Education	B.ed	120	6000	Assistant Librarian
4.	Sharbati College of Education	B.ed	130	6000	Assistant Librarian
5.	Tagore College of Education	B.ed	130	5000	Library Attendent

Haryana Districts Gurgaon (CHARKHI DADARI)

SN.	NAME OF COLLEE	COURES	COURES TOTAL STUDENT	TOTAL BOOK	WORKING STAFF IN COLLAGE LIBRARY
1.	KEDARNATH AGGARWAL INST OF MANAGEMENT	BBA/MBA	350	5200	ASSISTANT LIBRARIAN
2.	MLR SARASWATI COLLEGE OF EDUCATION	JBT/BED	350	5500	JUNIOR LIBRARIAN
3.	WEBTECH TECHNOLOGY CHARKHI DADRI	B.TECH/M.TECH	420	5700	LIBRARY ATTENDENT
4.	KN COLLEGE OF EDUCATION CHARKHI DADRI	JBT/BED	450	6000	JUNIOR LIBRARIAN
5.	HARYANA COLLEGE OF	JBT/BED	400	5500	ASSISTANT LIBRARIAN



AIRO INTERNATIONAL RESEARCH JOURNAL
VOLUME 21, FEBRUARY 2020
ISSN: 2320-3714

	EDUCATION OF CHARKHI DADRI				
--	-------------------------------	--	--	--	--

Review of Literature

Job satisfaction is one of the more widely discussed topics in the literature and the workplace. It is so important in that its absence often leads to lethargy and reduced organizational commitment (Moser, 1997). The lack of job satisfaction is a predictor of quitting a job (Alexander et al., 1997 and Jamal, 1997). Sometimes workers may quit from public to the private sector and vice versa. At the other times the movement is from one profession to another that is considered a greener pasture.

This later is common in countries grappling with dwindling economy and its concomitant such as poor conditions of service and late payment of salaries (Nwagwu, 1997). In such countries, people tend to migrate to better and consistently paying jobs (Fafunwa, 1971). Explaining its nature some researcher (e.g. Armentor and Forsyth, 1995, Flanagan, et al., 1996; Kadushin and Kulys, 1995) tend to agree that job satisfaction is essentially controlled by factors described in Adeyemo's (2000) perspectives as external to the worker. From this viewpoint satisfaction on a job might be motivated by the nature of the job, its pervasive social climate and extent to which workers peculiar needs are met. Working conditions that are similar to local and international standard (Osagbemi, 2000), and extent to which they resemble work conditions of other professions in the locality. Other inclusions are the availability of power and status, pay satisfaction, promotion opportunities, and task clarity (Bolarin, 1993; Gomez-Hernandez et al., 1997). Other researchers (e.g. MacDonald, 1996; O'Toole, 1980) argue in favour of the control of job satisfaction by factors intrinsic to the workers. Their arguments are based on the idea that workers deliberately decide to find satisfaction in their jobs and perceive them as worthwhile.

Job satisfaction of the librarian naturally depends on the economically, social and cultural conditions in a given country (Ebru, 1995). A librarian who can not get a sufficient wage may face the problem of maintaining his or her family's life. This problem puts the librarian far from being satisfied. Especially the social facilities (transportation services, and consumer cooperatives –cash boxes) are sufficient because of the economic conditions.



AIRO INTERNATIONAL RESEARCH JOURNAL
VOLUME 21, FEBRUARY 2020
ISSN: 2320-3714

Low wages and lack of status and social security affect motivation. Job satisfaction cannot be talk of where there is 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 (Ebru, 1995).

Job satisfaction is critical to the retention and recruitment of librarians. The studies of job satisfaction and librarianship seem to consistently show that there is a relationship between professional status and the job satisfaction. High levels of job satisfaction are observed in those professions that are of good standing in society. Age is one of the factors affecting job satisfaction. Different studies conducted show that older workers are more satisfied (Davis, 1988). Kose (1985) found a meaningful relationship between the age and job satisfaction; Hamshari (1983), age and professional experience (Delia 1979; Hamshari 1986), educational level (Wellmaker, 1985; Hamshari, 1986); level of wages (as cited by Vaugan and Dunn in Adeyemo, 1997); sex (D'elia 1979; Lynch and Verdin, 1983).

St. Lifer (1994) reports the results of a survey of librarians' perceptions of their jobs. These include compensation and benefits, advancement opportunities, and technological challenges. The result showed that salaries and benefits are related to job satisfaction. Horenstein (1993) reported on a study that examined the job satisfaction of academic librarians as it related to faculty status. The finding indicated that librarians with academic rank were more satisfied than non-faculty groups. Predictors of satisfaction included perceptions of participation and salary. Nkereuwem (1990) reviews theories on job satisfaction and evaluates their relevance to the work environment of libraries. Paramer and East (1993) discuss previous job satisfaction research among Ohio academic library support staff using Paul E. Specter's job satisfaction survey. The 434 respondents indicated general satisfaction among females with less experience who worked in public services. Tregone (1993) tried to determine the levels of cooperation of media specialists and public librarians. A significant correlation was shown between the level of satisfaction and the type of library, although librarians in public libraries showed greater satisfaction.

Similarly, the result of some other studies have shown meaningful relations between job satisfaction and wages, management policy, working conditions, possibilities of promotion, gaining respect, the size of the organization and self development and achievement of the use of talents (Ergenc, 1982; Sencer, 1982; Kose, 1985; Yincir, 1990). Philips (1994) studied the career attitudes of 109 master



AIRO INTERNATIONAL RESEARCH JOURNAL
VOLUME 21, FEBRUARY 2020
ISSN: 2320-3714

level librarians and the relationship between age, career satisfaction and career identity. His results indicate that over time librarians become happier with their profession and more committed to their line of work.

As far as job satisfaction among Indian Library professionals is concerned, not very much work has been done in this area. Only few studies like Chopra (1984) Nandy (1985 and 1988), Navlini (1990) and Prasad (1994) are some of the example to quote, where they studied on some aspects of job satisfaction and motivational factors of Indian library professionals. Recently, Kaur (2006) has also identified nature of job satisfaction among librarians.

Present Problem

Haryana comprises of many districts namely – Rewari , Mahendergarh. This area is known for various institutes which are provided education at the higher level. Already there are some colleges which are either established by the government or are funded by the state government. But with the privatization of the education, there have grown many institutes imparting education just started from academic degree level to professional courses like – management sciences, biotechnology, law, engineering & technology, medical sciences and paramedical sciences. There are some institutes that are doing far better in education field but there are also some of the institutes, which seem not at par with the prescribed norms and standards of the governing and affiliating bodies (Dhiman, 2002).

Generally in government owned or funded colleges, the persons working are seen quite satisfied with their present job conditions. But there is a ‘belief’ or ‘truth’ that the persons working in private organizations are not seen satisfied with their job conditions. Most of the times, they are seen frustrated or quite abnormal which may lead to permanent tension or depression in the working professionals’ life. Though many of the organizations are paying attractive salary, accommodations and all needy things to their workers, yet satisfaction is not achieved in the life. The same case may with the library professionals working in private institutes. The review of literature show that many of the studies have been conducted on job



AIRO INTERNATIONAL RESEARCH JOURNAL
VOLUME 21, FEBRUARY 2020
ISSN: 2320-3714

satisfaction of teachers, managers etc. working in different types of institutes or organizations, but a few studies have been conducted for the library professionals. So the present problem *Job Satisfaction among Librarians: A Study based on Libraries of Self – financed Institutes in some Selected Districts of Haryana* has been under taken for the study.

Research Methodology

There are available a number of methodologies for studying any problem. Important ones as suggested by Krishan Kumar (1985), Sinha and Dhiman (2002) and Dhiman and Rani (2005) include the following:

- Interview method
- Questionnaire method for library survey
- Interpretation of library statistics over a period of time
- Comparison with other libraries
- Observation method
- Standard lists or checking list and
- Applying standards based on averages

In the observation method the researcher observes an activity and notes down the information/data standing from a close distance. This could be done again in two ways:

- By informing the informants.
- In a hidden or secret way.

The observer could make use of the notebooks, pre-designed proformas, cameras or tape recorders in both the cases. First category is an easy method and the people under observation are cooperative, even sometime enthusiastic. But problem is that people are not really natural when being observed. Their behaviour could be self-distorted or manipulated for good or bad. But the people are not natural when conscious of being observed by outsider.



AIRO INTERNATIONAL RESEARCH JOURNAL
VOLUME 21, FEBRUARY 2020
ISSN: 2320-3714

To avoid the above situation the observer may observe the participants in a secret manner without intimating them. To some extent it is possible. For example, you may sit in a corner of a library and see what reference sources the library users consult or how they use the catalogues or how a staff behaves? It also involves, in some cases, the question of ethics and legality. Also distant observation may not be correct at all the times.

The questionnaire is a traditional and all pervasive instrument to collect and record data. It is structured and formally written list of questions to be put to the respondents' answer. It is easy and handy, and can be administrated in many ways depending upon the convenience of the researcher and respondent. To facilitate response it should have the following qualities:

- Questions whether close or open ended, should be brief, clear, and to the point.
- Irrelevant or unnecessary questions, which may irritate the respondent, or may not be of any relevance to your research, should be avoided.
- Questionnaire should not be too lengthy. Return rate of lengthy questionnaire is low and respondents always take more time in filling them. Besides, the length may also repel the respondents.
- Anonymity should be promised and honoured, if desired by the respondent. They should also be assured that information would not be used for any other purpose than the declared one.
- Copy of the research results/report should be promised to the respondents, if asked for.

Bibliography

Aamodt, M.G. (1999). *Applied Industrial/Organizational Psychology* (3rd ed). Belmont: Wadsworth Publishing Company.



AIRO INTERNATIONAL RESEARCH JOURNAL
VOLUME 21, FEBRUARY 2020
ISSN: 2320-3714

- Adeyemo, D.A. (1997). Relative influence of gender and working experience on job satisfaction of primary school teachers. *The Primary School Educators*, 1 (1), 86-89.
- Adeyemo, D.A. (2000). Job involvement, career commitment, organizational commitment and job satisfaction of the Nigerian police. A multiple regression analysis. *Journal of Advance Studies in Educational Management* 5(6), 35-41.
- Aina, L. O., and Moahi, K. H. (1999). Tracer study of the Botswana library school graduates. *Education for Information*, 17(3), 215-244.
- Blau, G. (1999). Testing the longitudinal impact of work variables and performance appraisal satisfaction on subsequent overall job satisfaction. *Human Relations*, 52, 1099-1113.
- Alderfer, C.P. (1972). *Existence, relatedness and growth: Human needs in organizational Settings*. New York: Free Press.
- Alexander, J.A; Liechtenstein, R.O, and Hellmann, E. (1998). A causal model of voluntary turnover among nursing personnel in long term psychiatric setting. *Research in Nursing and Health*, 21 (5), 415-427.
- Allen, N.J., and Meyer J.P. (1997). *Commitment in the workplace*._Thousand Oaks: Sage Publications.
- Al-Mashaan, O. (2003). Associations among job satisfaction, pessimism and psychosomatic symptoms of employees in the government sector. *Psychological Reports*, 93, 17-25.
- Armentor, J. and Forsyth, C.J. (1995). Determinants of job satisfaction among social workers. *International Review of Modern Sociology* 25 (20), 51– 63.
- Bajjaly, S. T. (2005). Contemporary recruitment in traditional libraries. *Journal of Education for Library and Information Science*, 46 (1), 53-58.
- Bartlett, C. (2000). Supervisory communication and subordinate job satisfaction: The relationship between superiors' self-disclosure, offers of help, offers of cooperation, frequency of contact, trust and subordinates' job satisfaction. *Public Library Quarterly*, 18 (1), 9-30.



AIRO INTERNATIONAL RESEARCH JOURNAL
VOLUME 21, FEBRUARY 2020
ISSN: 2320-3714

- Battu, H., Belfield, C.R., and Sloane,P.J. (1999). Overeducation among graduates: A cohort view. *Education Economics*, 7 (1), 21-39.
- Begley, T., and Czajka, J. (1993). Panel analysis of the moderating effects of commitment on satisfaction, intent to quit and health following organizational change. *Journal of Applied Psychology*, 78, 552-556.
- Belcastro, B.R., and Koeske, G.F. (1996). Job satisfaction and intention to seek graduate education. *Journal of Social Work Education*, 32_(3), 315-328.
- Billingsley, B.S., and Cross, L.H. (1992). Predictors of commitment, job satisfaction, and intent to stay in teaching: A comparison of general and special educators. *Journal of Special Education*, 25 (4), 453-472.
- Birdi, K., Warr, P., and Oswald, A. (1995). Age differences in three components of employee well-being. *Applied Psychology: An international review*, 44, 345- 373.
- Blood, G., Ridenour, J., Thomas, E., Qualls, C., and Hammer, C. (2002). Predicting job satisfaction among speech-language pathologists working in public schools. *Language, Speech and Hearing Services in Schools*, 33, 282-290.
- Bolarin, T.A. (1993). Late payment of teachers' salary as it affects the quality of education in Lagos state primary schools: A socio-psychological perspective. *Journal of National Association of Education Teachers*, 6 (1), 11-15.
- Boone, L., and Kuntz, D. (1992). *Contemporary marketing*. Texas: Dryden Press.
- Boshoff, C., and Mels, G. (1995). Role stress and job satisfaction: Their supervisory antecedents and their influence on organizational commitment. *Journal of Industrial Psychology*, 21 (1), 25-32.
