

JOB SATISFACTION AMONG LIBRARY PROFESSIONALS WORKING IN ACADEMIC INSTITUTIONS IN MADURAI DISTRICT

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Abstract

Job satisfaction of employees in general is considered to be significant when an organization wants achieve user satisfaction. Academic libraries are non-profit oriented service production systems. The digital technology orientation in academic libraries has thrown more challenges to the library professionals rather than to the users who at times outwit the library professionals. The social pressure from the users and online documents pressure have put the library professionals in a stress. The extent of job satisfaction may differ individually according to age, educational qualification, experience and marital status. The results revealed by the study that responding library professionals working in academic institutions in Madurai district were found to have their job satisfaction at varying degrees.

Keywords: *Job Satisfaction; Library Professionals; Madurai District; Librarians salary; Overall job satisfaction; Gender difference and job satisfaction.*

Introduction

Job is an occupational act carried out by an individual in return for a reward, namely salary. Satisfaction refers to the way one feels about events, rewards, people, relation and extent of happiness in relation to the job of that person. Job satisfaction, in the words of Locke (1976), "is a self-reported positive emotional state resulting from the appraisal of one's job or from job experience." In general, considering various definitions, job satisfaction is defined as the degree of congruence between characteristics of a job and the employee's perceived qualities. Similarly it can also be described as the extent that the working environment meets the needs and values of employees and the individual's response to that environment as found discussed in Camp¹, (1993); Lambert², (2004); Tewksbury and Higgins³, (2006).

Among various professions, that of the librarian is a noble profession. In the age of digital transaction, academic libraries are still passing through a hybrid stage retaining the conventional documents while handling online information too. Users are many a time better informed of their sources and could retrieve their information needs bypassing the librarian's assistance. Bringing the library users into the library network and rendering services in the form suitable to their taste and need has become a challenge to the community of library professionals. The conscience of the library professionals can have a job satisfaction only when they are able to perform their duties and responsibilities to the satisfaction of the library users as well as the library authorities. How do they cope up with the library working environment, is the question. The study covers job satisfaction of library professionals working in academic institutions. The study gives a wider coverage to

librarians working in all academic libraries located within the geographical limits of the Madurai district of Tamil Nadu, a constituent state of India.

Objective of the Study

The primary purpose of this study is to investigate the underlying factors of job satisfaction of the librarians working in libraries affiliated to academic institutions located in Madurai District. The period of coverage of the study was 2014.

Literature Review

A lot of literature is available in the field of job satisfaction in general and for various specific professions in specific including library professionals.

Katamba Abubakar Saka and Abdulsalam Abiodun Salman⁴. (2014) undertook an Assessment of the Levels of Job Motivation and Satisfaction as Predictors of Job Performance of Library Personnel in Nigerian Universities. Findings revealed moderate level of motivation and job satisfaction while there was high level of job performance of library personnel. Gomathi⁵ (2013) in her study found that, job satisfaction of a librarians in Salem region of Tamil nadu is related to an individual's expectations and attainment of their perceptions. Balasubramanaian⁶ (2011) in his study concluded that job satisfaction of an employee is related to an individual's expectations and attainment of their perceptions. Ekere and Ugwu (2011) in their study on the influence of demographic variables on librarians' job satisfaction in university libraries in Nigeria, found that librarians exhibited a medium level of job satisfaction. Hart (2010) in his study identified the challenges confronting librarians in the long run as personal development and growth, promotion and recognition from management. The study brought out a love-hate relationship between the librarians and their efforts. The findings concluded that meagre payment as one of the main reasons for the dissatisfaction of librarians. Kaya⁷ (2011) in a study found that job satisfaction in developing countries is lower than that of developed countries. Sornam and Sudha (2003) said that library profession is a people oriented profession which cannot escape from the clutches of conflicts and "frustrations and age, mental status and years of experience have an impact on occupational role stress"] Sornam, S. Ally and Sudha, S. "Occupational role stress on women librarians: a study." SRELS Journal of Information Management. 40.2 (2003): 201-14.

Research Methodology

The study adopted two stage cluster sampling and personally distributed structured questionnaire to the library professionals working in academic institutions in Madurai District. A sample size of 225 librarians in about 82 libraries affiliated to academic institutions of varying nature such as traditional and professional. A modified version of the Minnesota Satisfaction Questionnaire (MSQ) on five point Likert scale was adopted for

collecting the data. Selective demographic facets of the respondents were analysed for overall job satisfaction. Suitable statistical applications have been applied to the collected data.

Results

Table 1 One Way ANOVA Results for Overall Job Satisfaction Based on the Age of Respondents

S. No	Age group	Count	Mean Score	Relative Standard Deviation	F Ratio	Statistical Result
1	Below 25	17	38.06	12.854	0.1952	0.8985
2	26 - 35	104	38.42	10.256		
3	36 - 45	70	37.36	8.148		
4	Above 45	34	38.15	8.262		
	Total/ Average	225	38.00	9.880		

The mean, SD and one way ANOVA results for the different age groups of respondents for the variable overall job satisfaction is presented in table. It is observed that respondents in the age group of 26 - 35 have the highest mean score 38.45 in overall job satisfaction, followed by respondents in the age group of above 45 years with 38.15 while respondents in the age group of below 25 got a mean value score of 38.06. Respondents in the age group of 26 - 45 years got the lowest mean value score in the group as 37.89. On an average, irrespective of the age groups the mean value for all the samples is found to be 38. This observed difference is statistically insignificant since the F ratio (0.1952) is not Significant at 0.05 level. Therefore the difference among the age groups of the respondents with respect to job satisfaction is not statistically significant, which implies that the respondents of all age groups have similar job expectations and factor related to job satisfaction affects them uniformly.

Table 2 One Way ANOVA results for overall job satisfaction based on educational qualification of the respondents

S. No	Education Qualification	Count	Mean Score	Relative Standard Deviation	F Ratio	Statistical Result (p Value)
1	MLIS	70	35.59	15.140	18.893	P < 0.05 Significant
2	MPHIL	58	37.82	9.447		
3	SLET/NET	88	40.01	9.3006		
4	Ph.D	9	40.5	20.9557		
5	Total/Average	225	38.48	13.71		

The mean, SD and one way ANOVA results for the different educational qualification of respondents for the variable overall job satisfaction is presented in table. It is observed that respondents who have Ph.Ds. have the highest mean score 40.5 in overall job satisfaction, followed by respondents who have SLET/NET degrees with 40.01 while respondents who are mastered in M.Phil. got a mean value score of 37.82. The respondents who have mastered in MLIS have the least mean score 35.59. On an average, irrespective of the educational qualification the mean value for all the samples is found to be 38.48. This observed difference is statistically significant since the F ratio (18.893) is significant at 0.05 level. Therefore the difference among the respondents based on their educational qualifications with respect to overall job satisfaction is statistically significant, which implies that the respondents varies significantly with respect to their educational qualification on the metrics of job satisfaction and the associated factors of it.

Table 3 One Way ANOVA Results for Overall Job Satisfaction Based on the Experience of the Respondents

S. No	Experience	Count	Mean Score	Relative Standard Deviation	F Ratio	Statistical Result (p Value)
1	Below 3 yrs	33	35.09	14.999	6.7729	P < 0.05 Significant
2	3 - 5 Yrs	71	36.59	12.860		
3	6 - 12 Yrs	65	37.99	11.107		
4	12 - 15 yrs	31	41.00	7.175		
5	15 Yrs and Above	25	42.50	6.102		
6	Total/Average	225	38.63	10.449		

The mean, SD and one way ANOVA results for the different designation of respondents for the variable overall job satisfaction is presented in table. It is observed that respondents who are librarian have the highest mean score 39.64 in overall job satisfaction, followed by respondents who are Library Assistants with 38.13 while respondents who are Assistant Librarian got a mean value score of 36.86.. On an average, irrespective of the designations the mean value for all the samples is found to be 38.21. This observed difference is statistically significant since the F ratio (2.4501) is significant at 0.05 level. Therefore the difference among the designations of the respondents with respect to overall job satisfaction is statistically significant, which implies that the respondents of different designations have variation on job satisfaction metrics and their rating for various factors did differ.

Table 4 `t` test Results for Overall Job Satisfaction Based on Marital Status

S. No	Status	Count	Mean	SD	't' test result	Statistical Result
1	Married	59	35.690	13.199	3.084	P < 0.05 Significant
2	Single	166	38.832	8.028		

The table shows the result of t-test analysis conducted on the survey data to identify whether a difference exist on overall job satisfaction among the respondents based on their marital status. We can identify from the data, that most of the library employees have marital status as single. The mean score is higher for the respondents who are single, whereas the relative standard deviation is higher for the respondents who are married. The t-test value based on the analysis is 3.084, which is significant at 0.05 level of p-value. This clearly implies that a significant differences exists among the employees on the job satisfaction when considering their marital status.

Conclusion

Age cannot wither library professionals. The respondents of different age groups did have similar job expectations and factors related to job satisfaction affects them uniformly. In the context of all the other three factors analysed here namely, educational qualification, experience and marital status of the respondents there existed a significant difference among the respondents. An overall analysis regarding job satisfaction revealed that all the respondents were found to have job satisfaction proving that they all belong to a noble profession.

References

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