

# **Job satisfaction among the Library and Information Science professionals in Madurai district, Tamil Nadu, India: a study**

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## **Abstract**

*Job satisfaction is one of the criteria for achieving the target in an organization. Every library and Information centres operates in terms of a set of policies and regulations. Provision of efficient services at the library and Information centres depend on the human sources. 55.56% of the library professionals and Paraprofessionals agree that the library profession is better than other profession. 70.37% of the respondents feel proud of their profession. Half of the respondents leave their job for better job opportunities. 94.44% of respondents are willing to leave their present job if they get a better opportunity. 88.89% of the LIS professionals enjoy social status. 28.70% of the respondents report that lack of staff is the main problem faced in the working environment. This paper discusses the job satisfaction among the Library and Information Science Professionals and Paraprofessionals in Madurai district, Tamil Nadu, India.*

**Keywords:** *Job satisfaction, Library Professionals, Tamil Nadu, India*

## **1.0 Introduction**

Job satisfaction has been treated as a complex set of variables. There have been attempts to explain job satisfaction differently. A brief resume of some important theories related to dynamics of job satisfaction will not be out of place. Researchers across disciplines have written countless articles concerning the job satisfaction of their field's practitioners. Authors have borrowed from psychology, business administration, human resources management, and the wide umbrella of organizational science to define, measure, and interpret the significance of job satisfaction in their discipline. While a significant body of literature has been created concerning job satisfaction in the field of librarianship, librarians seem somewhat more reluctant than professionals in other fields to turn their research upon themselves and study what makes them tick.

## **1.1 Importance of job satisfaction**

- The most important evidence which indicates that the conditions of an organization worsened is the low rate of job satisfaction.
- The job satisfaction is the condition of establishing a healthy organizational environment in an organization.
- Individuals want to maintain a high status in the library by imparting their knowledge, ability, education, and efforts etc towards their jobs for where they spend of their time.
- The individuals who cannot fulfill their expectations with regard to their jobs become dissatisfied. Thus, this dissatisfaction affects the organization for which he / she works.

## **1.2 Objectives of the study**

The present study attempts to determine the job satisfaction among the Library and Information Science Professionals. The following objectives were set:

- To study the job satisfaction among the Library and Information Science Professionals in Madurai district, Tamil Nadu state, India.
- To get the opinion from the LIS Professionals regarding the Library profession.
- To find out the Problems faced in working environment by the LIS professionals

## **2.0 Research Methodology**

A structured questionnaire which was randomly distributed among the Library and Information Science professionals and Paraprofessionals in Madurai district, Tamil Nadu state in India was designed for the survey. Out of 125 questionnaires, 108 filled questionnaires were received back by the researcher. Hence these 108 questionnaires are used for analysis and interpretation of data. Secondary data was collected from various books, journals, theses and Web sites. The study covers a period of six months from November 2014 to April 2015.

## **3.0 Data Analysis and Interpretation**

The study produced the following data that are interpreted in the following paragraphs.

**Table-1: Distribution of respondents by gender**

S. No	Gender	No. of Respondents	Percentage
1	Male	74	68.52
2	Female	34	31.48
	<b>Total</b>	<b>108</b>	<b>100</b>

*Source: Primary data*

Table 1 shows the distribution of respondents by gender. In this study, 68.52% of the respondents belong to the male category whereas 31.48% respondents belong to the female category. Hence most of the respondents belong to the category of male.

**Table-2: Distribution of respondents by residing sector**

S. No	Residing Sector	No. of Respondents	Percentage
1	Rural	76	70.37
2	Urban	32	29.63
	<b>Total</b>	<b>108</b>	<b>100</b>

*Source: Primary data*

Table 2 describes the distribution of respondents by residing sector. In this study, 70.37% of the respondents belong to the rural category, 29.63% belong to the urban category. Hence most of the respondents belong to the rural category.

**Table-3: Distribution of respondents by Qualification**

S. No	Qualification	No. of Respondents	Percentage
1	Doctoral Degree	15	13.89
2	M.L.I.Sc (Master of Library and Information Science)	61	56.48
3	B.L.I.Sc (Bachelor of Library and Information Science)	22	20.37
4	Certificate Course	10	9.26
	<b>Total</b>	<b>108</b>	<b>100</b>

*Source: Primary data*

Table 3 expresses the distribution of respondents by Qualification. In this study, among the overall respondents, 15 respondents (13.89) are Doctoral degree holders and 61 respondents (56.48%) are M.L.I.Sc degree holders. Twenty two respondents (20.37%) are B.L.I.Sc degree holders and ten respondents (9.26%) are Certificate course holders. Hence more than half of the respondents belong to Postgraduate degree holders.

**Table-4: Distribution of respondents by working organization**

S. No	Organization	No. of Respondents	Percentage
1	University	18	16.67
2	Arts and Science College	48	44.44
3	Engineering College	42	38.89
	<b>Total</b>	<b>108</b>	<b>100</b>

*Source: Primary data*

Table 4 expresses the distribution of respondents by working organization. In this study, eighteen respondents (16.67%) respondents are from Universities, forty eight (44.44%) respondents are from Arts and Science Colleges and forty two (38.89%) respondents are from Engineering Colleges. Hence a majority of the respondents belong to Arts and Science Colleges.

**Table-5: Distribution of respondents by Designation**

S. No	Current position	No. of Respondents	Percentage
1	Professor	5	4.63
2	Chief Librarian	4	3.70
3	Librarian	17	15.74
4	Assistant Librarian	31	28.70
5	Technical Assistant	14	12.96
6	Library Assistant	26	24.07
7	Trainee	11	10.19
	<b>Total</b>	<b>108</b>	<b>100</b>

*Source: Primary data*

Table 5 shows that 5 respondents (4.63%) are Professors, 4 respondents (3.70%) are Chief Librarians, 17 (15.74%) respondents are Librarians, 31 (28.70%) respondents are Assistant Librarians, 40 (37.03%) respondents are Paraprofessionals (Technical Assistants and Library Assistants) and 11 (1.85%) respondents are Library Trainees respectively. Hence a majority of the respondents belong to category of Assistant Librarians.

**Table-6: Opinion on Library profession is better than other profession**

S. No	Options	No. of Respondents	Percentage
1	Agree	60	55.56
2	Strongly agree	24	22.22
3	Disagree	10	9.26
4	Strongly Disagree	6	5.56
5	No comments	8	7.41
	<b>Total</b>	<b>108</b>	<b>100</b>

*Source: Primary data*

Table 6 shows the sixty (55.56%) respondents agree that the library profession is better than other profession. Twenty four (22.22%) respondents strongly agree, ten (9.26%) respondents disagree, six (5.56%) respondents strongly disagree and eight (7.41%) respondents have not expressed any comments. Hence a majority of the respondents agree that the library profession is better than other profession.

**Table-7: Feel proud on their Profession**

S. No	Options	No. of Respondents	Percentage
1	Agree	76	70.37
2	Strongly agree	12	11.11
3	Disagree	8	7.41
4	Strongly Disagree	-	-
5	No comments	12	11.11
	<b>Total</b>	<b>108</b>	<b>100</b>

*Source: Primary data*

Table 7 shows the seventy six (70.37%) respondents agree that they feel proud of profession. Twelve (11.11%) respondents Agree, eight (7.41%) respondents Disagree, and twelve (11.11%) respondents have not expressed any comments. Hence most of the respondents feel proud on their profession.

**Table-8: Reasons for leaving the job**

S. No	Options	No. of Respondents	Percentage
1	Better job opportunities	54	50
2	Low professionals benefits	20	18.52
3	Conflict with management	12	11.11
4	Multiple tasks	11	10.19
5	Uncomfortable Work relationship	4	3.70
6	Others	7	6.48
	<b>Total</b>	<b>108</b>	<b>100</b>

*Source: Primary data*

Table 8 shows the reasons for leaving the job. Fifty four (50%) respondents cite the reasons as better job opportunities, twenty (18.52%) respondents cite low professionals benefit, twelve (11.11%) respondents cite conflict with management, eleven (10.19%) cite multiple tasks and four (3.70%) uncomfortable work relationship. Besides these reasons, there are also some other reasons (6.48%). Hence a majority of the respondents leave their job for better job opportunities.

**Table- 9: Opinion on willing to leave from present job if given better opportunity**

S. No	Option	No. Of Respondents	Percentage
1	Yes	102	94.44
2	No	6	5.56
	<b>Total</b>	<b>108</b>	<b>100</b>

*Source: Primary data*

Table 9 shows that hundred and two (94.44%) respondents report that they would leave if they are given better opportunities whereas six (5.56%) library professionals say they do not want to leave. Hence most of respondents are willing to leave from their present job if they get a better opportunity.

**Table-10: Library professionals enjoy social status**

S. No	Options	No. of Respondents	Percentage
1	Yes	96	88.89
2	No	12	11.11
	<b>Total</b>	<b>108</b>	<b>100</b>

*Source: Primary data*

Table 10 describes whether or not Library professionals enjoy social status. Ninety six (88.89%) respondents accept that library professionals enjoy social status at par with other teaching profession whereas twelve (11.11%) respondents do not agree. Hence most of the LIS professionals enjoy social status.

**Table- 11: Problems faced in working environment**

S. No	Problems	No. of Respondents	Percentage
1	Lack of staff	31	28.70
2	Lack of computer	12	11.11
3	Library space	22	20.37
4	Lack of Information sources	19	17.59
5	Students' problems	13	12.04
6	Job freedom	7	6.48
7	Others	4	3.70
	<b>Total</b>	<b>108</b>	<b>100</b>

*Source: Primary data*

Table 11 shows the problem faced in the working environment. In this study, 31 respondents (28.70%) report that their problem is lack of staff, 12 respondents (11.11%) cite the lack of computer, 22 respondents (20.37%) library space, 19 respondents (17.59%) lack of Information sources, 13 respondents (12.04%) students' problems and 7 respondents (6.48%) cite job freedom. Besides these cited above are also some other problems (3.70%). Hence

a majority of the respondents report that lack of staff is the main problem faced in the working environment.

#### **4.0 Findings**

- More than two third of the respondents belong are males.
- 70.37% of the respondents belong to the rural areas.
- 56.48% of the respondents are M.L.I.Sc (Master of Library and Information Science) degree holders.
- 44.44% of the library professionals belong to Arts and Science Colleges.
- 28.70% of the respondents belong to the category of library assistant.
- Majority of the respondents agree that the library profession is better than other profession.
- 81.48% of the respondents feel proud of their profession.
- Half of the respondents leave their job for better job opportunities.
- 94.44% of respondents are willing to leave from their present job if they get a better opportunity.
- 88.89% of the respondents report that they enjoy social status while working as librarians.
- Majority of the respondents report that lack of staff is the main problem faced in working environment and their second choice goes to library space.

#### **5.0 Conclusions and Recommendations**

Thus, it may be concluded that job satisfaction of an employee is related to an individual's expectation of different characteristics of the job and perception of how much is attained. Job satisfaction of the librarians who have an important place in the information society, will affect the quality of the service they render. The study shows that majority of the library and information science professionals agree that the library profession is better than other profession and also most of them face lack of qualified staff in libraries. Hence this should be considered by the authorities of higher educational institutions and they should appoint a number of qualified library professionals in their libraries for the benefit of the users of libraries. The study also shows that more than half of the Library and Information Science Professionals leave their job for better job opportunities. Hence the educational institutions' authorities should consider this matter seriously and fulfill their demands.

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