JOB SATISFACTION OF LIBRARY PROFESSIONALS OF COCHIN UNIVERSITY OF SCIENCE AND TECHNOLOGY

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Abstract

The purpose of this study is to measure the job satisfaction among library professionals in Cochin University of science and technology campus library. Job satisfaction is an individual feeling which could cause by a variety of factors. The six components of job satisfaction were measures derived through literature: physical environment & ICT infrastructure, organizational culture, personal growth and development, salary, promotion and nature of work.5-point scale were used to examine the job satisfaction of respondents. Questionnaire method was used for data collection and results are tabulated. Outcome of the study has been discussed that although library professionals working in this university library were slightly satisfied with their nature of work, while the salary, promotion, and denied access to benefits were identified as major constraints to job satisfaction. Based on the results, the study recommended that review the conditions attached to promotion, salary, among others as measures for enhancing job satisfaction. It is also suggested that the encourage and motivate the library professionals more incentives and good salary packages are to be offered so that their achievement drive can be activated that in turn lead to high level of job satisfaction.

Keywords: Job Satisfaction, Library Professionals, Information And Communication Technology, Cochin University Of Science And Technology

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 more than one field, so a library professional should have more grasping minded and learning minded to acquire newly introduced knowledge. In this scenario, a library professional should be actively participated in their field, for which fully satisfaction is a must otherwise concentration and development of library and library profession will be negative one.

Satisfaction about the inherent characteristics of their job status of employees is very important to any organization for the success and future existence. Also it is a key component for enhancing the productivity of the organization and as well as the career development and success of the employees (Kaba, 2017). Employees spend an extensive period of time at the working place, it is important to discover the opinion of individuals on their job and its inherent status. Theoretically, the topic of job satisfaction as considered as one of the widely and frequently researched topic in the organization behaviour studies due to its inherent nature (Memon & Jena, 2017).

Cochin University Library

The Cochin University Library was established in 1975 as a central agency for meeting the information requirements of the academic community of the University and for collection, organization and dissemination of information. Being the heart of a science and technology university, the Cochin University Library has been exploring all the possibilities and advancements of technological applications to transform itself from a conventional library to a most modern library.

The library became the first university library in the state of Kerala to be fully automated in the year 2000. Located centrally in the campus, the resources of the library are open to all the departments of the university. One of the best libraries of science and technology in the country, the university library also maintain a balanced collection of books for general reading and references. At present the collection exceeds 95,000 inclusive

of several valuable reference books, doctoral theses and back volumes of periodicals, patents, CD-ROM etc.The Library offers Loan service, Inter-Library Loan, Literature Search, Compilation of Bibliographies, Reprographic Service, Conference Alert Service, New Addition Alerk Service and Consultancy Service.

The library has campus wide- IP enabled access to a wide range of electronic databases, e-journals and online books which in turn assist the productivity of the university academics to a great extent. The Library provides access to around 145 print periodicals, 45 online journals and 13 databases, 750 e-books. The Academic community of CUSAT can access e-books, theses database, journal database, e-journals and other e-resources from any terminal within the University campus. Online access is also provided to citation and scientometric databases such as Scopus, Math Sci Net and Web of Science

The library also facilitates access to a number of electronic journals through its participation in the consortia -E- Shodh Sindhu, a project initiated by the MHRD and executed by INFLIBNET. Under this consortia, electronic full text access is provided to scholarly literature of all major areas of learning like Science Direct, ACS, IOP, Taylor & Francis, RSC, Wiley publications, Nature, Emerald, Project Muse, Project Euclid, Web of Science...etc. Members can avail the service of DELNET, UGC-INFONET, JCCC portal (an e-journals gateway to Indian Universities &Colleges) which also provides ILL between various Universities in India.

In the year 2010 the library has shifted to an open source platform, KOHA for library automation. The bibliographic records of books, journals and theses in the Library can now be accessed globally through the web OPAC facility. The library has also developed the Union catalogue of all the libraries in CUSAT.

The library houses an Institutional Repository “Dyuthi”, supported by the Department of Scientific and Industrial Research, where the research publications and PhD theses of the University is available online to the public. It also provides access to institutional research output of the University such as scientific publications, conference E-proceedings, multimedia contents, etc. A research gateway to publications of CUSAT faculty is provided through YUJ which is a bibliographic information system.

Media repository is a library of various events, lectures etc conducted in the University.

3. Review of Literature

Khan and Ahmed (2013) studied the job satisfaction of library professionals serving in public sector universities of Khyber Pakhtunkhwa, Pakistan. The result shows that although library professionals working in these institutions were slightly satisfied with their nature of work, they were dissatisfied with supervision, benefits, promotion. Revision of service structure, promotion policies, improvement in academic qualification and advance training were suggested by the researchers.

Somvir and Sudha (2012) in their study explore those factors which are related in a high manner to job satisfaction among library workers. Data were collected from a sample of 100 library professionals from private engineering and management colleges in Haryana state. The data analyses indicated that job satisfaction among library professionals is not related to their sex, the type of library in which they worked, or their vocational needs, but it is related to the characteristics of their job environments.

Nattar (2010) examined that the job satisfaction of college library professionals and a few remedial measures. A total of 140 library professionals from 20 colleges have been taken as the sample for the present study. The study reveals that majority of the respondents are male staff, majority of the respondents are in the age group of 30 to 40 years, majority of the respondents are PG degree holders, most of the respondents are the library assistants and most of the respondents have 1-5 years work experiences.

Objectives of the study

The study under consideration was initiated based on the following objectives

i) To explore the factors contributing to job satisfaction of library and information science professionals of the university libraries in Kerala.

ii) To examine the quality of work life of library and information science professionals of the university libraries in Kerala.

iii) To study the level of job satisfaction of library and information science professional

Research Methodology

Questionnaire method is used to collect the data. The questionnaire is formulated in keeping in view, of the objectives and various facets of the study and it is personally distributed and collected. 42 questionnaires were distributed among the randomly selected respondents from the library professionals of Cochin University of Science and technology campus Library and 38 of them were returned.

6. Data analysis & Findings of the study.

The researcher analysis and interprets the data collected. The data were collected during the month of October 2018 through questionnaire method. After verifying the questionnaire for completeness and editing the entries, the researcher analyzed the data using Excel. The data are presented in the form of tables. Analysis of data collected was carried out using frequency and simple percentage presented in tables.

Socio Demograpic Profile

After careful observation was made, the socio demography information table divided in five sections I.e. Professionals designation, Educational qualification, Distribution of gender, Age group and Professional experience.

Sl.no	Socio demography information	No of respondents (n=38)	Percentage (Cumulative %)
	Professional designation		
1	Deputy Librarian/Assistant Librarian	17	45(45)
2	Junior Librarian	10	26(71)
3	Professional Assistant	10	26(97)
4	Information Scientist	1	3(100)
	Educational qualification		
1	MLISc,Mphil,	6	16(16)
2	NET	22	58(74)
3	PhD	10	26(100)
	Gender wise distribution		
1	male	18	47(47)
2	Female	20	53(100)
	Age wise distribution		
1	Below 25	2	5(5)
2	26-35	5	13(18)
3	36-45	17	45(63)
4	46-55	14	37(100)
	Experience		
1	Below10	10	26(26)
2	11-15	13	34(60)
3	16-20	3	08(68)
4	Above 20	12	32(100)

Table 1 Socio Demography Data

Table1 shows that 45% of the respondents are Deputy librarians/Assistant Librarians, 26% are junior librarians, 26% are Professionals Assistants and

remaining one is an Information Scientist. In educational qualification represents 16% of the respondents have completed MLISc with M Phil degree, 58% of the respondents have qualified UGC NET, and the remaining 10% of the respondents are completed their Doctorate in Library and Information science. In the third section of gender distribution 47% of the female respondents are involved. Age group wise the following observation studied. Most of the respondents under 36 to 45 age group, 13% from the middle age group, 37% from the senior professionals other 5% from the young age group. Finally in the professional experience 26% of the respondents are from below 10 years experience, 8% are from 16 to 20 years experience, 34% are from 11 to 15 years experience, 32% professionals have vast experience of more than 20 years.

Satisfactions with Work condition

Satisfaction with working conditions like comfortable seating, adequate temperature, and humidity, hygienic and healthy environment of the work place are shown in the table below

Sl.no	Opinion	Number of respondents	Percentage (Cumulative %)
1	Highly satisfied	13	34(34)
2	Satisfied	21	55(89)
3	Neutral	2	05(94)
4	Dissatisfied	1	03(97)
5	Highly dissatisfied	1	03(100)

Table 2 Satisfactions with Work Condition

The Table 2shows the majority of the respondents (55%) say their working condition is satisfied. 34% say their working condition is highly satisfied. Other respondents are unsatisfied with their working condition. It is clear that the professionals are satisfied with their working environment.

Satisfaction with Economic Condition

Sl.no	Opinion	Number of respondents	Percentage (Cumulative %)
1	Highly satisfied	7	18(18)
2	Satisfied	19	50(68)
3	Neutral	2	05(73)
4	Dissatisfied	9	24(97)
5	Highly dissatisfied	1	03(100)

Table 3 Satisfaction with Economic Condition

Table 3 shows that 7% of the respondents are highly satisfied with the economic advantage given to them. 19% of the respondents say that it is satisfied 24% and 3% of the respondents are dissatisfied and not at all satisfied respectively. It is seen from the above table that as far as economic advantages are concerned nearly half of the professionals feel that it is only moderately satisfying

Satisfaction with Job Security

Job satisfaction has been defined as a pleasurable emotional state resulting from the appraisal of one's job.

Sl.no	Opinion	Number of respondents	Percentage (Cumulative %)
1	Highly satisfied	7	18(18)
2	Satisfied	24	63(81)
3	Neutral	4	11(92)
4	Dissatisfied	2	05(97)
5	Highly dissatisfied	1	03(100)

Table 4 Satisfaction with Job Security

From the above table it is evident that only 18%of the respondents are very satisfied with their security of job. Others more than 63% of the library professionals are satisfied with their job security. 11%of the respondents are in the stage of neutral others are dissatisfied with job security.

Co-operation with Higher Authority

Organizational structure is also very important element that contributes towards overall job Satisfaction.

Sl.no	Opinion	Number of respondents	Percentage (Cumulative %)
1	Highly satisfied	9	24(24)
2	Satisfied	18	47(71)
3	Neutral	6	16(87)
4	Dissatisfied	3	08(95)
5	Highly dissatisfied	2	05(100)

Table 5 Co-operation with Higher Authority

The Table 5 shows that 24% of the respondents strongly agree that there authority is co-operative helpful and inspiring people, etc. 47% of the respondents are satisfied with higher authorities' co-operation, etc. Remaining 16%, 8% and 5% of the respondents have given the following opinion i.e. neutral, dissatisfied and highly dissatisfied respectively that their higher authorities are not co-operative, helpful and inspiring people for better and sincere work.

Satisfaction with Professional Status

Sl.no	Opinion	Number of respondents	Percentage (Cumulative %)
1	Highly satisfied	11	29(29)
2	Satisfied	19	50(79)
3	Neutral	3	08(87)
4	Dissatisfied	4	10(97)
5	Highly dissatisfied	1	03(100)

Table 6 Satisfaction with Professional Status

The Table 6 shows 29% of respondents say their job is satisfied by their present status in the community. 50% of the respondents say satisfied, 8% of the respondents feel neutral and 10% of the respondents feel dissatisfied and 3% of them are highly dissatisfied with their status. The status of library professionals is of debate for a long period. Some of the professionals feel their status is not satisfied compared with IT era. Using the recent information communication technology, professionals improve their knowledge for status.

7. Conclusion.

After the observations, it may be concluded that the job satisfaction of library professionals is related to an individual's expectation of different types of the profession and perception of how much is attained. The aspiration varies of various aspects from individuals, and within the same individual at different periods. Age, education, experience, job level may be associated with higher aspiration lending to satisfaction or dissatisfaction. This is depending on the perceived potentiality of the job fulfil those aspirations. Formation of job satisfaction is not an easy job for the management. It requires efforts and arrangement. So, the organization should conduct a job satisfaction survey of their employees at least once a year for continuous improvement and according that they should take necessary steps to improve because motivated employees work with pride deriving a sense of the satisfaction in their work to contribute to the success of the Organization. The study suggested that organization should also be allowed to attend professional conferences, seminars on deputation and must be allowed to visit other libraries, information centers, documentation centers of other states. This would be highly motivating and conducive to increase their efficiency and enhancing the value to their services.

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