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## Assessment of Job Satisfaction among Library Professionals of University of Delhi and Jawaharlal Nehru University: a comparative study

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*Assessment of Job Satisfaction among Library Professionals of University of Delhi and Jawaharlal Nehru University: a comparative study*

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**Abstract:** *The present study was designed to ascertain the job satisfaction among library professionals of University of Delhi and Jawaharlal Nehru University. In this present study census sample was used to collect data from the working library professionals of University of Delhi (N=43) and Jawaharlal Nehru University (N=56). The data was gathered through Job satisfaction scale (JSS) designed and developed by Singh and Sharma (1986). The results found that there was no significant difference exists on job satisfaction among library professionals of University of Delhi and Jawaharlal Nehru University.*

**Keywords:** Job Satisfaction, Library Professionals, University of Delhi, Jawaharlal Nehru University

**Introduction:**

Library profession is generally considered as a noble profession with lot of expectations from the side of user's community towards their educational and research needs of their academic curriculum and personality development. Library plays a very significant role for the progress and development of a nation and society. The present study was undertaken on library professionals of two central university libraries of Delhi in a comparative way. Library professionals play an essential and valuable role for the library users of a university. They are extremely important facet of a university and society for their role as a custodian, organiser and disseminators of information.

Job is a piece of work or a specific duty or task done as a part of routine of one's occupation which gives a regular remunerative position. Satisfaction is the state of pleasure that one have when he got or achieved what he wanted. It is a solution or fulfillment of one's need or want or state of being satisfied. This need or want is directly or indirectly related to satisfaction of an individual's job and workplace. Job satisfaction means that how much happy a person is with his/her occupation or role or duties at workplace. Furthermore, a satisfied professional will increase the productivity, performance and quality of services of the organisation.

**Job Satisfaction:**

With very rich history, the term 'job satisfaction' was adopted from the field of organisational behaviour and industrial psychology. It is the most investigated job attitude as well as one of the major researched issue in the discipline of industrial psychology and organisational behaviour (Judge and Church, 2000).

The concept 'job satisfaction' was brought into limelight in 1935 by Hoppock. He defines it as any combination of psychological, physiological and environmental circumstances that cause a person to truthfully say that 'He is satisfied with his job.' Jayaraman and Kumar (2013) defined job satisfaction as "a complex phenomenon" while Gowda (2009) summarized that job satisfaction is not an absolute but a relative phenomenon.

Thus, job satisfaction is a set of favourable or unfavourable circumstances, feelings and emotions with which employees view their work (Karatepe, Uludag, Menevis, Hadzimehmedagic and Baddar, 2006). Chopra and Khan (2010) also suggested that job satisfaction is a complex and multiconstruct concept, which can mean different things to different employees. Further they highlighted that the connection between job satisfaction and performance may prove to be a spurious relationship; while both satisfaction and performance are the result of personality.

Organisational, social, economical, physiological and psychological factors influence the job satisfaction in a big way. There are various important elements which also affect the job satisfaction of professionals e.g. age, salary, gender, working conditions, supervision, job security, duty hours, and interpersonal relationship with colleagues; workload, training of personnel, responsibility and recognition etc. (Haque, et. al., 2012; Bakotic, 2016; Kumar, B., 2018; Sohail, 2019).

### **Review of Literature:**

Panigrahi and Lakshmikanta (2010) studied Job Satisfaction among Non-Government college librarians in West Bengal. The results revealed that the respondents felt positive towards their job whereas, 49.61 per cent expressed negative towards their job. 61.97 per cent of the respondents showed their negative attitude and 38.03% showed their positive attitude towards the work environment factors. 67% of respondents expressed their negative attitude and 33% expressed positive approach on their need factor. It is suggested that the librarians need to give attention to the constantly changing technology. The study also recommended that the College authorities be sympathetic to remove the factors of dissatisfaction and to provide better library services towards its user community.

Hart, (2011) investigated the Job satisfaction at South African University Library undergoing change on many fronts. The study found a “love-hate” relationship between respondents and their work. Analyses revealed that 61% reported overall Job Satisfaction with the core work of an academic library, providing the information needs of readers. However only 51% claimed to be proud of working at their library and 50% were open to other job offers. Causes for restlessness included a sense of stagnation, frustration with inadequate resources, and anger at poor remuneration.

Somvir and Kaushik (2012) studied the job satisfaction among library professionals in Haryana State to examine those factors which are related in a high manner to job satisfaction among library workers. The result 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 environment and supervisory climate mostly. Sultana and Begum (2012) study described that Job satisfaction is an important area to determine the view of the library professionals towards their job in the library. The result shows that out of twenty job facets eleven facets are highly significant for the job satisfaction and nine facets quite insignificant for job satisfaction. The study shows independence, variety of work, social status of the job, supervision-human relation supervision-technical, moral values, authority, ability utilization, library policies and practices, scope of advancement, relation with co-workers, recognition of job done and achievement has significant effect on job satisfaction.

Baro, Fyneman and Zukemefa (2013) investigated the level of job satisfaction among cataloger librarians in University libraries in Nigeria. The findings revealed that catalogers in university libraries in Nigeria are dissatisfied with dimensions such as roles and responsibilities, work place culture, rewards and professionals development. On the other hand, they satisfied with administration and supervision, performance evaluation and opportunities. Khan and Ahmed (2013) presented this study to measure 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 benefits, promotion chances, pay provided to them and communication system within the library but they were unsatisfied with the nature of work, supervision and cognitive reward offered to them by their institutes which are an alarming issue and need proper attention. Revision of service structure, promotion policies, improvement in academic qualification and advance training were suggested by the researchers. The findings of this study are valuable for library professionals, library administrators and competent authorities of universities Pakistan to redesign librarian service structure, pay scale and other benefits.

Junge and Gavali (2014) conducted the study to see the level of job satisfaction among the library science personnel in respect to salary & facilities, supervision, promotion, work and human relations working in 35 districts of Maharashtra state. They have also described job satisfaction in libraries and different dimensions of job satisfaction and job satisfaction in libraries specially in an academic setup. As far as job satisfaction concerned study participants have average level of job satisfaction. The socio-demographic study variables i.e. respondent's age, sex, qualification, working place, their designation, region and years of experience are associated and found influencing the respondent's job satisfaction level. Sambo (2014) study investigated job satisfaction among librarians serving in Nigeria libraries. The result shows that some librarians working in Nigeria libraries are highly satisfied with their nature of work, while others are dissatisfied with supervision, benefits, promotion policy, salary structure, and management policy. Study identified Challenges includes lack of training, lower payment, poor promotion policy, shortage of staff, favoritism, lack of technology, bureaucracy and lack of institutional support. The study recommended advance training, conducive environment, salary increment, effective promotion policy and review of LIS curriculum, among others for librarians in Nigerian libraries. Furthermore, the study revealed that attention should be given to improve their professional skills and academic qualification. Bellary (2014) examined the factors which influenced the job satisfaction of library and information science (LIS) professionals. Study revealed three types of factors i.e. organizational factors, job related factors and personal factors. The study also described that LIS professional's job satisfaction can improve the service quality and increase professional's satisfaction. In this case higher authorities of the organization have turned their attention to provide different kinds of facilities to their employees in order to satisfy their employees. Study concluded that organizational factors have the most important aspect for job satisfaction of the employees in any organization.

Ikonne and Onuoha (2015) investigated the job satisfaction factors influencing the job satisfaction of librarians in Federal and State University libraries in Southern Nigeria. Job satisfaction has a great influence on job-related behaviours such as productivity, work effort, absenteeism, turnover rates, and employee relations. Job security, satisfactory relationship with my supervisor, satisfactory interaction with colleagues and satisfactory interaction with information user/customer/clients were significant factors that influenced the librarians' job satisfaction. However, satisfaction with salary and fringe benefits, working condition, and opportunities to conduct research were rated low which signifies that the librarians are not satisfied with these job satisfaction facets. Based on the findings, some recommendations such as library administrators considering improving the salary levels and the fringe benefits of the librarians, improving their working conditions; and granting the enough opportunities to the librarians to conduct research were made. Das (2015) discussed the issues related to job satisfaction among the private engineering college library professionals in Hooghly district in West Bengal, India. The findings of the study described that most of the library professionals are not satisfied to various attribute related to job satisfaction. The study revealed that the

management of engineering college libraries should take a necessary decisions to develop a sustain policies that will enhance factors of job satisfaction, such as administrative policy, working condition, salary, personal relation, job security, personal growth, status, responsibility, so that they can acquit make better services to users, in order to enhance productivity of the library professionals and perform the institutional objectives.

Oyovwe Tinuoye, Omeluzor and Akpojotor (2016) discussed five factors capable of influencing job satisfaction of employees; work environment, remuneration, fairness, promotion and training were expatiated upon to ascertain their influence on librarians' job satisfaction. The result revealed that all the variables significantly influence librarians' job satisfaction which serves as stimulus for employee's productivity and delivery of quality services to clientele.

Hussain and Soroya (2017) reported that respondents were not dissatisfied with their jobs, and still they were standing between "Neutral" and "agree" with all statements of job satisfaction. The nature of job was identified as the most satisfied facet of job satisfaction. It was also observed that a significant difference of job satisfaction was found among respondents having different salary packages. The group with the highest salary was more satisfied than others. Job security proved the factor affecting job satisfaction, as there was significant difference of job satisfaction between permanent and contract-based employees. Permanent nature of job was a reason of satisfaction for the respondents. However, it is interesting that job satisfaction level of public and private sector paraprofessionals did not differ.

Nakhoda, Esmaeili Givi and Talebipanah (2018) investigated the effect of the downsizing of university libraries on the job satisfaction of Government University libraries staff in provincial centers. The study analyzes of this research were done using descriptive and inferential statistics using one-sample T-test, Spearman correlation using SPSS and PLS software. Data analysis showed that downsizing and job satisfaction among university librarians are in an unfavorable situation. Among the dimensions of downsizing; the change in the type of work and the change in structure do not affect the job satisfaction of the library staff, but the change in technology has a direct impact on library staff job satisfaction. Therefore, the hypothesis the impact downsizing on the job satisfaction of academic library staff is confirmed.

Sharma and Upadhyay (2019) conducted this study to find out the relation of the job satisfaction and job involvement of the library professionals working in private university libraries of Haryana state. The findings describe that there is a strong positive relation between job involvement and job satisfaction among the library professionals. Library professionals are satisfied with their work, senior's support etc. Respondents are not satisfied at some point like salary and job security etc. Adeyinka and Ibinaiye (2019) examined staff motivation, satisfaction, and job performance among the librarians and library staff in six selected university libraries in Nigeria. The results indicate that librarian and library staff are highly motivated with regular pay while the least motivational factor is frequent interaction with their friends. Library staff are primarily satisfied with their jobs when they are in constant link with their friends. Professional library staff significantly experience better work motivation than their nonprofessional counterparts. Significant correlation exists between staff motivation and job performance and between job satisfaction and job performance. In addition, the two factors (motivation and satisfaction) exert significant contribution to the determinant of librarians and library staff job performance.

Martin (2020) study sought to understand the levels of job satisfaction of librarians and library staff from all types of libraries and positions and to determine what factors influenced their job satisfaction. No differences were found between librarians and library staff or by gender, race, library type, position in the library and library work performed. Strength of

identification with current library was found to significantly influence job satisfaction and accounted for 31% of the variance in job satisfaction. Several key factors were found that influenced respondents' job satisfaction. These include strength of identification with their current library, culture and work environment, colleagues, leadership, pay, diversity and inclusivity, workload, meaningful work, external recognition of the value of the library and being personally valued and appreciated. Opeke, Ikonne, Adewoyin, (2020) investigated job satisfaction among library personnel in public universities in South-West, Nigeria. Findings revealed that the level of job satisfaction of the respondents was high. Contributing to this was satisfaction with job security, relationship with co-workers, work itself and recognition. The results also revealed although the level of job satisfaction of the respondents was high, they were not satisfied with their salary. Out of all the dimensions of job satisfaction, satisfaction with salary had the lowest mean. Thus, the study recommends that the problem of low salary should be tackled in order to improve the level of satisfaction with salary among library personnel.

Issa (2021) examined the effects of motivation on job satisfaction and performance of librarians in University of Ilorin Library. The finding revealed that librarians in job performance can be judged based on time taken to complete task, as well as the accuracy and quality of the work done. The finding confirmed that motivational factors such as opportunity for promotion, good working condition, involvement at work, promotion and financial reward affects the job performance and satisfaction of library staff. The finding revealed that job satisfaction has great influence on job performance. The findings also revealed that general job satisfaction exist among the librarians studied. Further, study concluded that staff performance and job satisfaction of library staff is dependent on motivation. Udo-Anyanwu, and Uwandu (2021) study show that library staff are satisfied to a high extent in the libraries studied and there is a relationship between reward, training, promotion and job satisfaction of library staff. However, the relationship of feedback and job satisfaction is to a low extent. The researchers recommended that the academic library management should make every effort to improve upon the level of job satisfaction of library staff to a very high extent to ensure achievement of set goals and objectives; government and academic institution management should ensure that salaries, allowances and other incentives are paid as and when due to boost library staff job performance as well as job satisfaction; academic library management in collaboration with the academic institution management should ensure that library staff are sponsored to conferences, seminars and workshops regularly to keep them abreast with new trends in their profession for greater job performance and satisfaction, and academic library management and management of academic institutions should ensure regular promotion of library staff to enhance job satisfaction.

### **Study Objective:**

The objective of the present study is:

1. To find out the difference between library professionals of University of Delhi and Jawaharlal University on job satisfaction.

### **Hypotheses:**

Following hypothesis was formulated to test the significance of study:

1. "There would be no significant difference between library professionals working in University of Delhi and Jawaharlal Nehru University in the degree of job satisfaction."

### **Population and Sample:**

The study has been conducting on the following two central university libraries:

1. University of Delhi (DU); and
2. Jawaharlal Nehru University (JNU).

Census sample technique was adopted for present study and tries to gather data from every member of the population. Library professionals with qualifications ranging from certificate course to Ph.D. in library and information science and those currently working in the target universities were focused for the purpose. The sample consisted of librarians, deputy librarians, assistant librarians, professional assistants, semi professionals, and some other technical library professionals such as library assistants, junior library assistants, librar Clark and senior library assistants etc.

Table number 1 shows the breakdown of sample from two central university libraries of Delhi and Uttar Pradesh.

**Table 1. Administration of University wise Questionnaires.**

S. No.	University	Respondent
1	DU	43
2	JNU	56
Total		99

**Tool:**

The present study was applied Job Satisfaction Scale (JSS) developed by Singh and Sharma (1986) for the assessment of job satisfaction which has 30 statements (both positive and negative) with five alternatives. Statement at serial number 4, 13, 20, 21, 27, and 28 are negative with the value of 0, 1, 2, 3, 4 and remaining statements are positive with the value of 4, 3, 2, 1 and 0. The total score of the given values give a measure of the job satisfaction or dissatisfaction of the respondents.

**Data Collection Procedure:**

The researcher has visited concerned universities and their libraries for gathering data. With the permission of the university librarian, data has collected from each library professionals personally through questionnaire and interview. Filling questionnaires were analysed for getting the results of the present study.

**Statistical Analysis:**

Keeping in view the objective and hypothesis of the present research, statistical analyses namely; Mean, SD and Independent-Samples T-Test (t-test) were carried out in order to identify the significant difference between library professionals of University of Delhi and Jawaharlal Nehru University. Results and discussion are being presented in the following way.

**Results and Discussion:**

<b>Table 2.</b>							
<i>Mean, SD, t and P values of Job Satisfaction among DU and JNU Library Professionals</i>							
Variable	Groups	N	Mean	SD	t	df	p
<b>Job Satisfaction</b>	DU Library Professionals	43	58.47	10.89	.443	97	.66
	JNU Library Professionals	56	57.57	9.16			

Table 2 showed Mean, SD, t and p values of job satisfaction among Delhi University library professionals (N=43) as well as Jawaharlal Nehru University library professionals (N=56). The Mean and SD in the case of Delhi University library professionals of job satisfaction were accounted 58.47 and 10.89, while in the case of Jawaharlal Nehru University library

professionals were reported 57.57 and 9.16 respectively. Moreover, significant difference of job satisfaction among Delhi University as well as Jawaharlal Nehru University library professionals was not observed ( $t = .443$ ,  $df = 97$ ,  $p > .66$ ). Therefore hypothesis; there would be no significant difference between library professionals working in University of Delhi and Jawaharlal Nehru University in the degree of job satisfaction is not rejected as probability to reject the null hypothesis.

As we generally observe that job satisfaction is a psychological, emotional and physiological phenomenon that affects the productivity and performance of an individual to a great extent. In case of library professionals, it is more essential to be satisfied to provide and disseminate the authentic information. Library professionals are more effective, intelligent and creative to make the society better and progressive through providing variety of services to the faculty, research scholar and students in particular and to the library user's community and society in general.

The findings of the present study make a clear understanding about job satisfaction and to measure level of job satisfaction between the library professionals of University of Delhi and Jawaharlal Nehru University. This study will also draw the picture of comparative scenario of both the university libraries of Delhi.

### **Limitations of the Study:**

The study was delimited to the two central university of Delhi. Only working library professionals were selected for the study. The study was delimited to the library professionals of Delhi University Library System (DULS) and Jawaharlal Nehru University Library System (JNULS) including their Central Libraries.

### **Conclusion:**

The results of the study indicate that the significant difference was not found among library professionals of University of Delhi and library professionals of Jawaharlal Nehru University in relation to job satisfaction ( $t = .443$ ,  $df = 97$ ,  $p > .66$ ).

A satisfied employee can increase the productivity and efficiency of an organisation likewise a satisfied library professional can increase the quality of library services to the users' community which may results into the satisfaction of library users. A user and a library professional satisfaction are parallel to each other which show the service quality. Quality service of libraries is the need of the hour for the research and development of the university and nation. Thus, the library professionals should be satisfied with their job, work place and working conditions to provide the accurate information to the users at the right time. Therefore, employee satisfaction matters to the organisation for its growth and development.

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