Evaluative Study of Human Resource Management Issues and Library Professionals Performance in Academic Libraries

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Abstract - The objective is to identify the HR issues of academic libraries, evaluation of performance and satisfaction level of LIS professionals. This study discussed about human resource management issues in academic libraries situated in old mamallapuram road (IT Highway), Chennai arts, science and Engineering institution by survey method, questionnaire tool used. 75 % of LIS professional expected thatgood remuneration or supportive management from HRM in academic institutions. Almost (90 %) all the library professionals expects motivation in publication in journals/conference/seminar/workshop by their respective college management. Library professionals involved in all the academic performance indicators like publication, continuing education programmes, organization of seminar/workshop, funded projects, and implementing new technologies like barcode, RFID, digital library in their institution. HR services in academic institutions motivate the professionals for their best performance in their department Academic performance of library professionals keenly watched by HRM and found that librarians and assistant librarians are score better performance than lower grade. 60% of the LIS professionals satisfied with all HR services provided by the academic institutions.
*Keywords:*HR issues of academic libraries, performance of LIS professionals, satisfaction of LIS professionals, Personnel requirement of LIS professionals, Performance analysis of LIS professionals, human resource planning in academic libraries, academic works of institutions

I. INTRODUCTION

Human resources plan must incorporate the human resources needs in the light of organizational goals. This era, technological era requires more training, awareness about new technological development in LIS, appreciation, promotion, job security and performance appraisal for academic library professionals. Most valuable human resources in academic libraries is LIS professionals, who deliver the services to the users of the institution, planning & helping the other resources like books, journals, and electronic resources. Self-financing institutions had very good HR management system for its professionals.

According to Geisler "HR Planning is the process-Including forecasting, developing and controlling by which institution ensures that it has the right number of people and right kind of people at the right places at the right time doing work for which they are economically most useful". Libraries at colleges and universities provide a challenging environment for the practice of human resource (HR)[6]administration. There are several steps to design and develop high quality products in LIS field with the following[9].Personnel planning, Participative Management, Productivity, Customer satisfaction, Total quality management,Performance appraisal, Organizational development, Motivational aspects, Productivity, R & D.

II. REVIEW OF LITERATURE

Gloria BosomtwiAmoah (2017)[1], "found that prober training of library science professionals leads to increase the performance of library professionals. Ruth Onajite andMartha Azonwu(2016)[2], "The recruitment process should not be carried out with librarians who will be at the recruitment section to determine the legibility of a candidate to perform effectively and efficiently when employed. Every good success requires conscious effort of the leadership of the institution with head of academic libraries in order to achieve human resource planning in academic libraries in Ogun State, Nigeria."

Ramadevi (2017)[3], "Library administrators must frequently constantly assess how effectively functioning human resource activities in the academic library. They need to assess their present needs, culture and the climate in their day to day operation of the institute. Top management should concern about the morale of the employees. Good management skills are required for managing the human resource.Md. Milan Khan1 & Mohamed EmranHossain(2015)[4], "HR department can play a vital role to promote library personnelcarrier as well as enhance the level of reputation of university libraries from the usersthrough their effective feedback. University libraries are facing more obstacles to recruitnew manpower for the library and they should always cooperate and communicate withHR department of organization to manage and convince the situation of the library as perrequirement.

III. OBJECTIVES OF THE STUDY

1. To identify the HR issues of academic libraries for LIS Professionals.
2. Evaluate the performance of LIS professionals
3. To find out job satisfaction of LIS professionals.

IV. METHODOLOGY

This study is based on the above objectives. Closed end questionnaire constructed for the objectives and it distributed to 125 library and Information science professional in the higher education institutions includes arts, Science and Engineering colleges situated in old mamallapuram road (IT Highway), Chennai. Responses analyzed by using tables, charts, and various statistical tools.

V. DATA ANALYSIS AND INTERPRETATION

TABLE I RESPONDENTS CATEGORY WISE

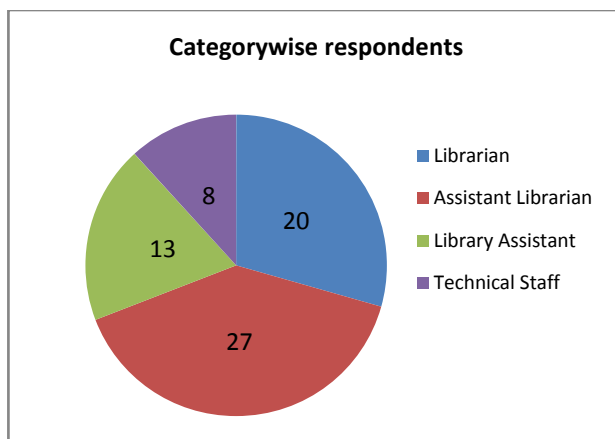| S. No.	Designation	Responses	Distributed	Percentage
1	Librarian	20	20	100 %
2	Assistant Librarian	27	30	90 %
3	Library Assistant	13	15	86.66 %
4	Technical Staff	8	10	80 %
	TOTAL	68	75	90.66 %

Fig. 1 CategorywiseRespondents

Human resources in academic libraries consist of librarian, Assistant Librarian, Library assistant and Technical staff (Admin/computer/clerical). It was found that from the above table I and fig. 1, response rate is 90.66 % i.e out of 75 members 68 responses received. It contains 20 librarians (26.6 %), 27 Assistant Librarian (36 %), 13 Library assistant (17.3 %) and 8 Technical staff (10.6 %).

TABLE II PERSONNEL REQUIREMENT OF LIS PROFESSIONALS

S.No.	Requirement	Highly Agree		Partially Agree		Agree		Disagree		Strongly disagree	
1	Professional Training	46	67.6 %	3	4.4 %	9	13.2%	3	4.4 %	7	10.2 %
2	Job Security	44	64 %	6	8.8%	7	10.2%	3	4.4 %	8	11.7
3	Convenient working hours	35	51.4 %	7	10.2%	16	23.5%	4	5.8%	6	8.8 %
4	Remuneration	51	75 %	1	1.4%	13	19.1%	3	4.4 %	0	0%
5	Promotion & Increment	34	50%	12	17.6%	14	20.5%	3	4.4 %	5	7.3%
6	Appreciation of Conference/seminar/ Journal publications	41	60.2%	16	23.5%	3	4.4%	5	7.3%	3	4.4 %
7	Supportive management	50	73.5%	5	7.3%	6	8.8 %	4	5.8%	3	4.4 %

Source: Computed from Survey Data

Chi Square Value:54.5
Degree of Freedom: 24 and 5 % level of significance is 36.41

The value of chi square for degree of freedom at 5 % significant level is 36.41. The calculated value of chi square is greater than this value and hence null hypothesis is rejected and alternative hypothesis accepted. It is concluded that there is an association between Personnel requirements and its agreement of LIS professionals.

In order to serve the users of academic libraries, LIS professionals requires some kind of HR planning and activities[5]. So HR planning questionnaires contains training, job security and so on asked to the respondents. Responses tabulated in table II and Fig.2.
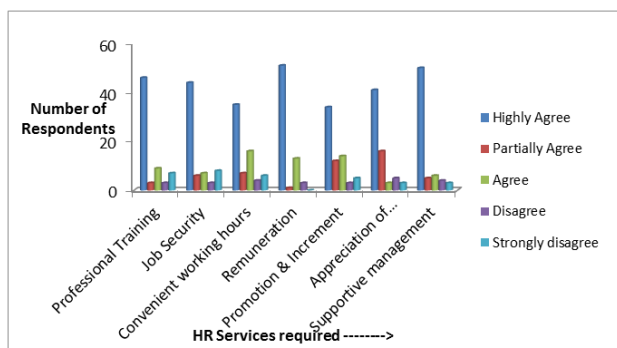

Fig. 2 Personnel Requirement of LIS Professionals

It shows that 85.4 % of the library professionals agreed that professional training, 64 % of LIS professional highly agree

job security, 86 % agreed convenient working hours and 50 % highly agreed that they require promotion & Increment in HR planning. 90 % of LIS professionals agreed that they requires supportive management to serve the user community and 60 % of LIS professional highly agreed motivation factors like appreciation of conference, seminar and workshop participation/presentation.

TABLE III PERFORMANCE ANALYSIS OF LIS PROFESSIONALS

S. No.	Designation	Academic qualification Improvement		Publications in Journals/ conferences		Conduction of workshop/seminar/ conferences		Implementation of new technology		Funded projects if any		Achievements if any	
		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
1	Librarian	11	9	8	12	2	18	6	14	3	17	5	15
2	Assistant Librarian	17	10	7	20	2	25	6	21	0	27	3	24
3	Library Assistant	4	9	0	13	2	11	6	7	0	13	0	13
4	Technical Staff	1	7	0	8	2	6	6	2	0	8	0	8
	Total	33	35	15	53	8	60	24	44	3	65	8	60

Source: Computed from Survey Data

Chi square Value : 29.5
Degree of Freedom: 15 and 5 % level of significance is 24.996

The value of chi square for degree of freedom at 5 % significant level is 24.996. The calculated value of chi square is greater than this value and hence null hypothesis is rejected and alternative hypothesis accepted. It is concluded that there is an association between designation and their academic performance.
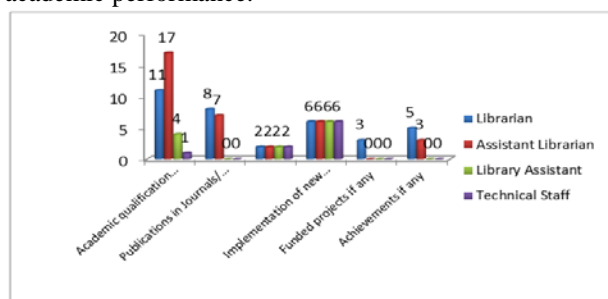

Fig. 3 Academic Performances of LIS Professionals

While talking about HRM, it is important performance analysis of its employees. In this context respondents were asked to respond the questionnaire related to their academic performance from they joined in the correspondence institutions. Their responses tabulated in the above table III and figure 3.

It is evident that librarians take a lead to all the academic performance in all academic institutions followed by assistant librarian, library assistant and technical staff. 55 % of librarian, 62.9 % of assistant librarian and 30 % library assistant improved their academic qualification.

Only 10% of LIS professionals organizing conference/seminar/workshop in their institution. 40 % of Librarians are publishing papers in journals and conference proceedings. 15 % of librarian received funded projects from DST, TNSCST and 25 % of librarian received best librarian award, any professional association's award, best paper presentation award.

TABLE IV SATISFACTORY LEVEL HUMAN RESOURCE PLANNING IN ACADEMIC LIBRARIES

S.No.	HRM Services	Very Much Satisfied	Satisfied	Least Satisfied	Dissatisfied	Highly Dissatisfied
1	Salary	22 (32.3 %)	5(7.3 %)	13(19.1 %)	16(23.5 %)	12(17.6 %)
2	Working environment	18(26.4 %)	12(17.6 %)	9(13.2 %)	13(19.1)	16(23.5 %)
3	Job security	14(20.5 %)	16(23.5 %	11(16.1 %)	14(20.5)	13(19.1 %)
4	Promotion	9(13.2 %)	13(19.1 %)	12(17.6 %)	20(29.4)	14(20.5 %)
5	Appreciation	16(23.5 %	18(26.4 %)	7(10.2 %)	19(27.9)	8(11.7 %)

Source: Computed from Survey Data

Chi Square Value : 20.88
Degree of Freedom: 16 and 5 % level of significance is 26.29

The value of chi square for degree of freedom at 5 % significant level is 26.29. The calculated value of chi square is lesser than this value and hence null hypothesis is

accepted and alternative hypothesis rejected. It is concluded that there is no association between HR services provided by the institution and its satisfactory level of LIS professionals.
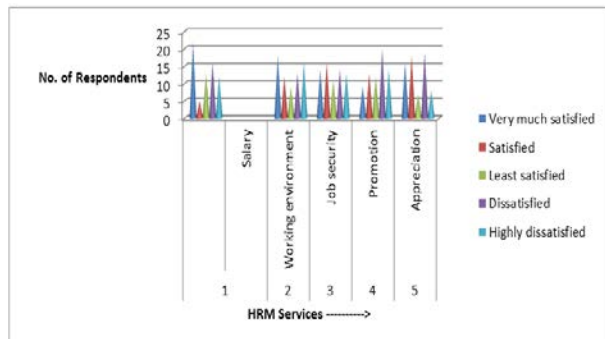

Fig. 4 Satisfactory Levels of HRM services

One who satisfied with remuneration, feel security and convenient working environment will leads to provide outstanding and dedicated services[7]. In this aspect HRM services provided to LIS professional by academic institutions taken for account in the questionnaire. The responses received, tabulated in Table IV and Figure4.

Only 40 % of LIS professionals satisfied with salary, 42.6 % of dissatisfied with working environment and 60 % of least satisfied with job security. Promotion and appreciation of LIS professional satisfies 32.3 % and 50 % respectively.

VI. MAJOR FINDINGS

1. 75 % of LIS professional highly agreed that remuneration was the main in HR planning in academic libraries. (Ref. Table II)
2. If it is not possible to provide good salary of professionals in HRM[8], at least supportive management will compensate this and it was highly agreed by 73 % of the LIS professionals (Ref. Table II)
3. Nearly 90 % of the library professionals in academic libraries expects, appreciation of conference presentations, journal publications, seminar /workshop participation or conducting this in our institution from HRM planning in academic libraries.
4. Librarians / Assistant librarians are doing Doctorate were show interest in publications of papers in journals/conference and attending seminars/workshop.
5. All are expecting promotions in their own field[9], which is human nature, but only 50 % of LIS professionals satisfied in this aspect. (Ref. Table IV)
6. Almost 60 % of LIS professionals at least satisfied with all the HR services provided by academic institutions in old maamallapuram road, Chennai except promotion. It is also noted that 32 % of them very much satisfied with salary and 26.4 % very much satisfied with working environment.
7. From the table I and personal interview of LIS professionals in academic libraries opined that

librarian's only recognized with good salary in all institutions management than assistant librarian, library assistant and Technical assistants.

VII. CONCLUSION

From the above study, we concluded that HRM planning in academic institutions of old mamallapuram road, Chennai had good planning, implementing, and evaluating better services for all LIS professionals. HR services in academic institutions motivate the professionals for their best performance in their department[10]. We should accept that private management will spent money from their own fund not from government/any aided /grant so they are doing their best for best LIS professionals in academic institutions[11]. Academic performance of library professionals keenly watched by HRM and found that librarians and assistant librarians are score better performance than lower grade. It is noted that from the above table-4 almost 60% of the LIS professionals satisfied with all HR services provided by the academic institutions. Last but not least LIS professional's should update their knowledge, provide various services to its users, dedicated working , supporting other academic works of institutions and so on… will be definitely appreciated by any management/institution on one day. So be cheerful, courage and serve with smile. Hard work never fails and nothing is impossible.

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