Job satisfaction among Female Library professionals working Central University Libraries of Banaras Hindu University, Varanasi, Uttar Pradesh: A study

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(Received on 10 August 2014 and accepted on 08 December 2014)

Abstract – **This study focus on the status of Job Satisfaction among female Library Professionals of B.H.U, Varanasi, Uttar Pradesh, India. The primary data for this study was compiled through satisfaction questionnaire. From the questionnaire nine factor of job satisfaction are assessed among the library professionals. The factors included in the investigation as nine independent variables were analyzed; Mean, standard deviation and variance standard deviation tools were used. The Results have shown most of them library professionals are 31-40 age groups, Sixty- four percent of them had 11 to 15 years of service. Therefore, the findings concluded that the library professionals display a high level of satisfaction. Library Professional with higher qualification was more satisfied with job than with less qualification. The findings of this research may serve as a valuable contribution to the uplifting of the library profession in India.**

Keywords: Work Performance, Job Satisfaction, Library Professional, Information Communication Technology (ICT).

I. INTRODUCTION

Job Satisfaction is the most valuable assets of any employees. Job Satisfaction as a theory is a frame work to achieve goal with development of organization and personnel management. The most important factors for Job Satisfaction are creating a challenging work for employees, providing equal pay and rewards for them, supporting colleagues and workers, and having confidence with them. Job Satisfaction defined as "feelings or effective responses to facts of the (work place) situation" In the digital era, the job satisfaction is one of the vital issues which are responsible for the poor employability of females Statistically, discrimination within the job and different job related factors like; pay promotion, working condition, social status security, recognition etc are a major determinant, which decides satisfaction as a whole[1]. In case of female Job Satisfaction, it is important because the result of the relationship between psychological factors and work outcome of individuals are the most significant aspects of the human life. Job-Satisfaction is the way an employee feels about his or her job. It is a generalized attitude towards the job, based on evaluation of different aspects to the job. In brief, job-satisfaction is the result of various attitudes a person holds towards one's job, towards related factors and towards life in general. Job-satisfaction is the whole material for job factors that make a person like the work as well as the work situation. Women's in the LIS profession is playing a significant role in libraries determining the level of Job Satisfaction, point of view of female is a remarkable issue at present[2]. In this respect, it is very important to give the priority on the issue that how the female Library Professionals are feeling to their job. The nation data collection agencies accept the fact that there is a serious under estimate of female contribution as workers. According to Panda and Mohanty, (2003)[3] the library is the pivot of any education system. In fact, library is the heart of any organization. Similarly, library professional's positive attitude towards library and higher aspiration level determines his positive perception of the environments. It is universally recognized that library and library staff instructional performance plays a key role in students'

learning and academic achievement. There are many factors that influence the library' job performance such as promotion policy, aptitude, attitude, working environment, general mental ability, personality, and relations with students. Because Job satisfaction is one of these important factors for growth and development of any organization.

II. University Profile

Banaras Hindu University is an internationally reputed temple of learning, situated in the holy city of Varanasi. The university comprises 3 Institutes, 14 Faculties 140 Departments, 4 Inter displinary Centers a constituent College for women's and 3 Constituents Schools, 6 centres of Advanced Studies, 10 Departments under Special Assistance Programme and a large number of specialized Research Centres. The Banaras Hindu University Library system, the largest University Library System in the country, It has a collection of around 60,000 volumes in 1931 itself. Presently the Banaras Hindu University Library System consists of Central Library at apex and 3 Institute Libraries, 8 Faculty Libraries, 25 Departmental Libraries, with a total collection of over 13 lakh volumes. All the department at B.H.U campus are connected through campus LAN and Steps are being taken to form a network of Central Library and other department libraries.

III. Review of Related Literature

Khan, Ahmed & Shamshad (2013)[4] results shows that library professionals working in eng. institutions were slightly satisfied with their nature of work; they were dissatisfied with supervision, benefits, promotion. Bhardwaj & Kumar (2012)[5] conducted study on 65 Physical Education teachers, and examined the relationship between job satisfaction and attitude towards teaching of the Senior Secondary School's Physical Education teachers and mostly teacher are equally satisfied with their job. Sneha, Roy, Chakravarty & Verma (2010)[6] has explore the level of job satisfaction among four different professions (doctors, college teachers, advocates and engineers. Consequently, it is proposed that the impact of job satisfaction of professionals is major cause for growth of any organization. Dustin Kaplan (2009)[7] explored that

the physicians who perceived a larger workload were less satisfied with their current position. The results showed that physicians who reported a higher internal locus of control were more satisfied with their jobs than physicians who reported a more external locus of control. Hira & Loibi (2005)[8] surveyed that employee who participated in work place, The relationship between Job Satisfaction and selected demographic variables reported that there was no significant relationship of differences between Job Satisfaction and demographic variables. Sharma (2005)[9] concluded that teachers are influenced by following factors : work conditions, salary, security, promotional policies, institutional plan and policies, authority, their competency and functioning as well as majority of teachers are satisfied with their job in accordance with job-satisfaction components and with their work. Togia, Koustelios & Sigils (2004)[10] examined that respondents were satisfied with their jobs, pay and promotions policies. The researcher concluded that such benefits would enable them to share their skills and serve community extremely well. Wanyama (2001)[11] examined that after training librarians should be offered an opportunity to practice what they have learned. Academicians treat librarians in good esteem for their valuable services to them. Sierpe (1999)[12] surveyed librarians were generally satisfied. However, they were dissatisfied with communication and computer operating procedures.

V. Significance of The Study

Through this study we can implement better strategy for the female employees, The results of the study would help to find out the factors responsible for job stress, Job Satisfaction level and reason behind adjustment with job where the female employees working in B.H.U. The study would help the librarians, libraries, information centres, administrators and government to create a congenial atmosphere in the libraries for female which would benefit both the sides. It may also be useful in identifying problems faced by female employees in doing her job. Many studies conducted in developing countries but no comprehensive research has been conduct in this area keeping in view above aspect.

V. Objectives of The Study

The objectives of the present study are:

1. To study the status of female LIS Professionals in the Central University libraries of B.H.U;

2. To identify the Job Satisfaction among female LIS Professionals in the Central University libraries of B.H.U;

3. To find the influence of Information Communication Technology application on female LIS Professionals ;

4. To explain the external, internal and individual factor affecting Job Satisfaction among female LIS Professionals in the Central University libraries of B.H.U.

VI. Scope and Limitation of The Study

This study is primarily concerned about the relationship of Job satisfaction rating of respondents in terms of various variable of Job satisfaction. This study is limited to female library professionals who are working in central University library system and all departmental libraries of B.H.U with special reference to Uttar Pradesh.

VII. Research Design

The study made use of the structured questionnaire as well as their job satisfaction rating on the different job facets. There were two sets of questionnaires consisting of two parts. The first part is on the personal information, the second part Job Satisfaction questionnaire, with its various facets namely, school policies, supervision, pay, interpersonal relations, opportunities for promotion and growth, working conditions, work itself, achievement, recognition, and responsibility. The questionnaires were distributed to the respondents and collected weeks after they have answered. The researcher used descriptive statistics such as group frequency distribution, percentile, mean and standard deviation and to determine the correlation between job satisfaction and work performance.

VIII. Data Analysis and Interpretation

Table1 Questionnaire Distributed and Responses Received

Questionnaire distributed	Responses received	Percentage
38	35	97.22 %

Table 1 shows that out of the 36, 35 female respondents (95.65%) are working as a permanent (regular staff) library professional.

Table 2 Respondents Background

	Frequency	Percentage (%)
Age Group		
20-30 Year	07	20
31-40 Year	15	42.85
41-50 Yeas	09	25.73
51-60 Year	03	8.57
>60 Year	01	2.85
Total	35	100
Marital status		
Married	28	80
Unmarried	07	20
Total	35	100
Job Title (Designation)		
Librarian/DL	02	5.71
Asst. Librarian	04	11.42
Professional Assistant	04	11.42
Semi Professional Assistant	13	37.17
Library Assistant	12	34.28
Total	35	100
Educational Qualification		
B. Lib	07	20
M Lib	23	65.72
M. Phil	02	5.71
Ph. D	03	8.57
Total	35	100
Working experience (in Years)		
< 1 Year	00	00
1-3 Year	03	8.57
4-7 Year	08	22.85
8-10 Year	16	45.73
11-15 Year	03	8.57
>15 Year	05	14.28
Total	35	100

(N=35)

The mean age of the respondents is 38.83. The findings show that 42.85 percent fall in the age bracket of 31-40 years old. There were 09 percent under the two age bracket of 41-50 years old. The data show that females library professionals in the Division of library in B.H.U are generally in the Middle Ages. Very few belong to

the age bracket of 50 and above years old which is 8.57 percent of the total respondents. There were 2.85 percent female who are > 60 years old. It appears that females dominate the library profession. As to social status, there were 80 percent married female library professionals in the workplace, 20 percent were single. This Table exhibits that 35 respondents are designated into 4 categories viz. Librarian,   Asst. Librarian, Semi Professional Assistant, Professional Assistant, out of 35 respondent 02 is Deputy Librarian, 04 is Asst. Librarian, 4 are Professional Assistant, 13 are Semi Professional Assistant, and only 12 are Library Assistant. The educational attainment of the respondents ware categorized into: B. Lib degree, M.Lib, M. Phil, Ph.D

degree. There were 65.71 percent who have masters unit. There were 07 percent who were library graduate. There were 8.57 percent who graduated of master degree with doctoral units. Only 5.72 percent female have M.Phil degree in library science.

The mean length of service is 7.0 years. There were 45.73 percent female professionals who remained and served in the organization for 8 to 10 years. There were 22.8 percent who served the organization 4-7 years. There were 8.57 percent who served the organization 1-3 years and 11-15 years. There were 14.28 percent female who had been serving the library 15 years and above.

TABLE 3 JOB PARTICIPATION IN VARIOUS PROFESSIONAL BODIES

Membership of various organization	Respondents	Percentage (%)
ILA	07	43.75
IASLIC	02	12.5
UPLA	04	25
SALIS	02	12.5
Any other	01	6.50
Total	**16**	**100**
Participation in Seminar/Confer ence/Workshop	**Respondents**	**Percentage (%)**
Seminar	38	27.53
Conference	33	23.91
Workshop	24	17.39
Refresher Course	07	5.09
Articles	36	26.08
Total	**138**	**100**

TABLE 4 DESCRIPTIVE STATISTICS OF JOB SATISFACTION VARIABLES (N=35)

Factor	Level of satisfaction					Mean	Standard Deviation (SD)	Standard Deviation (SD) variance
	A	SA	DA	SD	NAND			
Does You Satisfied as a LIS Professional	29	05	01	00	00	11.66	15.14	229.33
Job Security	26	09	00	00	00	17.5	12.02	144.5
Relationship with Supervisor	27	03	00	00	05	11.66	13.31	177.33
Relationship with Colleges	30	05	00	00	00	17.5	17.67	312.5
Satisfaction with Promotion Policy	17	06	07	03	02	7.0	5.95	35.5
Cooperation with Reading Community	21	05	03	00	06	8.75	8.26	68.25
Total Mean						12.05		

Abbreviation: A- Agree   SA- Strongly agree DA – Disagree SD – Strongly disagree NAND – Neither Agree or Disagree

It is result from the table 3 most of the professionals have membership of national level organization like ILA m43.75%, IASLIC 12.5 %, UPLA 25 %, SALIS 12.5 % and some 6.50 % females have member of any other organization. Most of female professionals have attended seminars/conference and workshop to get knowledge, information about new trends, latest technologies related to Libraries.

Table 3 shows 32% professionals have attended 27.53 % Seminar, 23.91 % conference, 17.39 % attended workshop, 5.09 % attended refresher course for getting new information about LIS profession and libraries. Most of 26.08 female

professionals have published our paper or research articles in various proceeding, Books, etc. Library professional have a comparatively better average of participation in conference, Seminar and workshops.

According to satisfaction scores appearing in table 4 mostly females are satisfied as a LIS Professional and comparisons made between satisfaction average, promotion policy, relationship with supervisor issues formed the greatest sources of dissatisfaction among female and the job security, satisfaction with their job formed the second important source of their dissatisfaction, apart from this most of females are satisfied with working environment.

TABLE 5 DESCRIPTIVE RESULTS OF SATISFACTION LEVEL WITH EXTERNAL, INTERNAL AND INDIVIDUAL FACTOR: (N=35)

Various Variables	A	SA	DA	SD	NA ND	Mean	SD	(SD) variance
Descriptive Results of satisfaction with working environment								
I am satisfied with my general layout of the office.	22	07	00	00	06	11.66	8.96	80.33
I have been given friendly and safe working area.	22	08	00	00	05	11.66	9.07	82.33
There is equal opportunity provided in the working environment without any discrimination.	19	06	02	00	08	8.75	7.27	52.91
I enjoy my work more than my leisure time.	28	04	02	00	01	8.75	12.89	166.2
Total mean (Working environment)					**10.205**			
Descriptive Results of satisfaction with Socio-Personal Relation								
Are you satisfied with your status in the community?	23	06	01	00	05	8.75	9.74	94.91
I am comfortable in taking leave to care for my family and my personal life.	16	13	00	00	06	11.66	5.13	26.33
Do you generally feel that you do not have sufficient time for social assurances, meeting friends and for family?	16	08	02	00	09	8.75	5.73	32.91
Do you find time to informally meet and chat with your colleagues at Workplace?	20	05	03	00	07	8.75	7.67	58.91
Total Mean (Socio- Personal Relation)					**9.477**			
Descriptive Results of satisfaction Compensation level								
Are you satisfied with the present job?	20	07	00	01	07	8.75	8.01	64.25
My job is like a hobby to me.	22	06	01	00	06	8.75	9.14	83.58
Are you satisfied with your prestige within the Central Government?	25	05	00	00	05	11.66	11.54	133.3
I am able to maintain a good balance between my professional and personal life.	26	05	02	00	02	8.75	11.58	134.2
Total Mean (Compensation level)					**9.477**			

On the basis of above table the difference in mean score is significant at 9.477 levels in case of two statements but in case of remaining five statements there is no significant difference found. Above table indicates that female

employees report shows greater satisfaction (higher, mean value) with the working environment, compensation level as compared to socio-personnel relation.

TABLE VI DESCRIPTIVE RESULTS ABOUT KNOWLEDGE OF COMPUTER IN ICT ERA (N=35)

Items	Yes	%	No	%
Knowledge of Computer	35	100	-	-
knowledge/use of any Library Software	07	20	28	80
I receive training when new technology is introduced in Library	28	80	07	80
Do you know about Library Networking/ Web Portal/On-Line Databases	29	82	06	17.14
Do you use Digital Devices for Learning /Study purpose	27	77.14	08	22.56
Do you have done any Computer Training /Refresher Course in Library Automation	12	34.28	23	65.72
Are you satisfied with the On Line Services available in your Library	17	48.52	18	51.43
Do you Use of Library websites and /SNS	11	31.42	24	68.58

The above table shows different level of ICT or computer related knowledge have Library professionals in the University. Table indicates that 100 % professionals have knowledge of computer. 20 % professionals are using Library Software, 77.14 % professionals use Digital Devices for Learning /Study purpose, 31.42 % professionals use library websites and SNS regularly. Table also Cleary indicate that 59.09% female got training when new technology is introduced in Library ,54.55% have done Computer Training /Refresher Course in Library Automation, which shows development in ICT has a positive influence on majority of library professionals. It was found that 54.54% of the library professionals attend training to acquaint with latest technologies, 72.72% of the females' professionals are satisfied with the On-Line services available in library. On the basis of these findings, majority of professionals attended training/course/workshop to improve basic knowledge of computer for improvement library services, library software as well as on-line services, which are provided by various libraries in ICT era.

IX. FINDINGS OF THE STUDY

[1] Most teachers belong to 31-40 age brackets. Majority of library professionals are females. As to the highest educational attainment, many of the teachers earned a bachelor degree and further master's unit. Sixty- four percent of the teachers had 11 to 15 years of service. Many of them are married.

[2] Work performance of the library professionals on the seven domains is rated proficient.

[3] Majority of the female library professionals are somewhat satisfied on the following facets: promotion policies, supervision, interpersonal relations, opportunities for promotion and growth, working environment, achievement, recognition, and responsibility.

X. CONCLUSION

Based on the findings of the study, it is concluded that the library professional displays a high level of performance related skills, abilities, work performance. The library professionals were contented with their job satisfaction facets such as promotion policies, supervision, and pay, interpersonal relations, opportunities for promotion and growth, working conditions, work itself, achievement, recognition, and responsibility. This implies that a library professionals satisfied with their job is also a productive one. Furthermore, if the library professionals contented with their job, they will develop and maintain high level of performance. Based on the results library professionals are more satisfied with their job.

Due to rapid change in ICT (Information Communication Technology), IT (Information Technology) obsolescence of existing hardware and software is a commons phenomenon in almost all libraries. Thus there is the necessity to keep pace with the changing technologies which due to financial, time or technological constrains, it is difficult to do physical stress was described as the negative effect exertion on the Library workers on the job.

XI. RECOMMENDATIONS

[1] Organized some seminar, lectures, workshop, and orientation program training for handling library software, introducing library networking and online data base etc programmes for staffs by the university libraries.

[2] Libraries should be provided training about the advanced information technologies, after challenged the kinds of work environments, especially for female

professional worker provided fulfillment environment who enjoy their work and perform as well design a format for evaluation of all proposals of technology transfer and automation in libraries so that a view can be taken with reference to women opportunities for employment.

[3] A small group may be set up the LIS women cell for implement better Strachey for the women's policy and collect and collate available information on the employment situation of women and being out a periodic report.

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