



# Job Satisfaction Among Higher Education Library Professionals in Bihar: An Evaluative Research

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**Abstract-** Job satisfaction has been explained as a pleasant emotional nation attributable to the appraisal of one's activity; an affective reaction to one's process; and an attitude in the direction of one's job. Job satisfaction can be influenced by a variety of factors, e.g., the grade of one's association with their supervisor, the standard of the physical environment in which they work, degree of fulfilment in their work, etc. Job design objectives to enhance process pride and overall performance; methods encompass job rotation, process growth and task enrichment. Other influences on satisfaction include the management style and lifestyle, employee involvement, empowerment and self-reliant work organizations. Process satisfaction is a totally vital attribute that's often measured by institutions. The achievement of any employer relies upon its employees. Consequently, task Pleasure of personnel is a primary needful for any successful enterprise like college or university library. If the college library specialists reap good enough job satisfaction, they can be in a position to persuade the instructional targets and country wide desires.

**Keywords-** Job satisfaction, Library Professionals, Higher Education, Academic Library, Physical infrastructure and ICT enhancement.

## Introduction

The achievement of any employer relies upon its employees. Consequently, task Pleasure of personnel is a primary needful for any successful enterprise like college or university library. If the college library specialists reap good enough job satisfaction, they can be in a position to persuade the instructional targets and country wide desires.

Job pleasure has been explained as a pleasant emotional nation attributable to the appraisal of one's activity; an affective reaction to one's process; and an attitude in the direction of one's job. Job satisfaction can be influenced by a variety of factors, e.g., the grade of one's association with their supervisor, the standard of the physical environment in which they work, degree of fulfilment in their work, etc. Job design objectives to enhance process pride and overall performance; methods encompass job rotation, process growth and task enrichment. Other influences on satisfaction include the management style and lifestyle, employee involvement, empowerment and self-reliant work organizations. Process satisfaction is a totally vital attribute that's often measured by institutions.

Job satisfaction of the library professionals naturally depends on the economic, social and civilizing situation in a given country. A library person who does not get a sufficient wage on their particular scheduled date will face the difficulties of maintaining their family life. This problem puts the library professionals far from being satisfied. Low wages on irregular timing period and lack of status and social security affect motivation. Job satisfaction cannot be thought of where there is absence of motivation. Job satisfaction of the library professional who has an important place in the information society will affect the standard of the service he renders. In this respect, the question of how the material and moral element affect the job satisfaction of the university library professionals gains importance.

In recent times, it's miles discovered that programme of dispensing sources to expand the capability of higher education libraries and to respond to modern necessities. Library services and better education are helped through distinct acts at country and primary stages with presents. Considerably, the researcher desires to take a view at the activity satisfaction among higher education (degree colleges) librarians in Vaishali district of Bihar.

The subsequent passage summarises the significance of task pride for both employers and their employees:

“Job pleasure is essential in its personal proper as part of social welfare and this (easy) taxonomy [of a good job] lets in a begin to be made on such questions as „ in what respects are older people “ jobs higher than the ones of younger workers? “ (and vice versa), „who has the best jobs? “ and „ are desirable jobs being changed by terrible jobs? “ Similarly, measures of process fine appear to be useful predictors of future labour marketplace behaviour. people“ choices about whether or not to work or now not, what type of task to accept or stay in, and the way hard to work are all probable to depend in component upon the employee’s subjective evaluation in their work, in other words on their task delight.” (Clark, 1998)

From the above one may want to recognize how task pride is vital to each carrier and product sectors of an agency like college library. Activity dissatisfaction might lead to turnover, absenteeism and scarcity of productiveness. Job satisfaction is responsible of productivity of any organisation.

There are several personality who have stated comparisons relying on in appreciate of activity pride, job pride is in the end the findings of employees’ involvement of the way nicely they offer the ones matters of much less significance.

Well known personality A. Lathan in 1998 has positioned that there were three important aspects of job satisfaction.

- (i) Job pride is an emotional reaction to a job situation, as such it can't be seen, it could be only inferred.
- (ii) Work satisfaction is often determined by how well outcome meet or exceed assumptions. For example, if institution participants feel that they are operating a great deal tougher than others within the section but are receiving fewer rewards they may possibly have poor attitudes toward the paintings, the head and or co- employees. On the contemporary of, if they sense they are being treated with thoroughly and are being paid uniformly, they're likely to have great expectation in the direction of the job.
- (iii) Job satisfaction represents numerous related attitudes that are most vital characteristics of an activity approximately which people have effective reaction. these to Luthans are: the work itself, salary, promotion, possibilities, inspection and co- employees.

In this light it is clear that job satisfaction is what the librarian mainly depends on economically, social and beneficial environment in specific country. Librarian who is not able to get adequate remuneration will be faced with the maintenance of his/her family life, transportation and residential facilities, his/her satisfaction would be disturbed. Therefore, basic necessities for any sensible organisation is wanted whereby in the long run leads to job satisfaction of employees in the specific organization. Because it is pleasurable, emotional situation of one's mind resulting from the appraisal of one's job or an effective reaction to one's job or an attitude. The other causes linked with job satisfaction are physical environment in which they work. All achievement of their work also job design aims to enhance job satisfaction and appearance. Profession means occupation/job that one who carries out in any field. So, meaning of professional satisfaction is job satisfaction. Professional librarian will get pleasure when they will happy with his job work. Job satisfaction explained as "a pleasurable emotional state, resulting from the appraisal of ones job, an affective reaction to one's job and an attitude towards ones job." So, job satisfaction is very important attribute of any organization, which is frequently measuring the job satisfaction are on questions related to rate of pay, responsibility, variety of tasks, promotional opportunities etc. Professional pride has positive effect on any individual, whilst an worker who's operating in any organization with complete job pride definitely you can ensure higher productiveness/output. Professional satisfaction is the beneficial to pleasure or contentment associated with a profession. It is most dynamic; it can shrink alike quickly than it is developed. Professional delight of library experts refers to the attitudes and emotions librarians have approximately their career. It is not only self-satisfaction, happiness or self-contentment but the satisfaction on the profession. Poor mind-set in the direction of the career suggests professional dissatisfaction. The important thing elements affecting expert satisfaction have been task undertaking, pay grade, chances for merchandising, the quality of the work, running situations and so on. Suitable pay scales give morale pleasure, offers greater respect, recognition, dare and also appeal to calibre students to take up this profession.

In Vaishali district of Bihar, institutions for higher education were set up near about the independence. From infrequently the officers interest were now not stricken to uplift expert hobby. the issues have been redressed by using group of workers affiliation right from its commencement with all vital documentation records but the authentic in charge has by no means agitated to make any adjustments in fame. So, there is no one to appearance in the problem/issue, no one to care to maintain/improve our popularity. So, the experts experience that, this is fully bias, anomaly and injustice to this profession. Again, forward to its miles felt that if this is persisted in destiny no dependent candidates will come ahead to absorb this profession. Activity delight produces excessive overall performance in the working environment. Librarians are inspired to reap positive goals. They'll be even more glad in the event that they are appreciated by acquired reputation. In this professional state of affairs researcher desires to discover the situation approximately the in Vaishali district of Bihar. Basically, it is adjacent to Patna a capital city of Bihar and bank the river of Ganga and Gandak. Being a semi urban area, It's far want of profession to find out real scenario. Subsequently, researcher has with the purpose of strengthening of profession selected the subject for examine.

**Job satisfaction for library professionals-why is important:**

Libraries have responsibility to guide their parent our bodies in attaining their desires. College libraries are mounted to sell the getting to know, coaching, studies and network improvement mandates in their discern institutions. Libraries, therefore, Engage in the method of choice, acquisition, enterprise and dissemination of records to their shoppers. Higher education institutions libraries nowadays in the

age of virtual surroundings are challenged to shoulder greater duties in their bid to offer offerings to their users. The adoption of current technology; the skyrocketing fees of library substances; and extraordinarily sophisticated consumers with their expectancies of high-quality and efficient services are extra demanding situations that must be faced. To feature successfully consequently, College libraries require extraordinary categories of team of workers with relevant qualifications and history. Experts, paraprofessionals, and auxiliary personnel are needed to operate the university library system. It's miles most crucial to meet the exclusive forms of library group of workers who manipulate the library service. Therefore, the human sources must be well and properly prompted, evolved, maintained, and utilised to provide green services. Library professionals, consequently, occupy a distinguished and decisive location in college libraries. The reason is that human assets are animated with attendant feelings, feelings, ideals, reviews, perceptions, attitudes, and so forth., and human issue gives the vital assist and existence to all of the material sources to provide useful service to the customers. Seemed as an efficient expert. A satisfied expert now not only renders pleasant offerings to the customers, however additionally improves commitment to the library there is operating and contributes ones might to its photograph constructing.

From the above dialogue, in the period of virtual transaction, the activity satisfaction of college library experts has come to be extra crucial because the fact they navigate, arrange, keep and disseminate knowledge and information to their shoppers. Therefore, it is crucial to grasp a look at whether or not college library experts are satisfied, because it's miles believed that professionals who're extra satisfied will likely exhibit extra high quality feelings, thoughts and motion in the direction of their process.

#### **Objective of the Study:**

The Objective of the present Study are:

While the general Objective of the study was an overview of the Job satisfaction of the college librarian in all degree colleges in Vaishali District. The Specific objective of the study were:

1. To Study of College Librarian Job satisfaction.
2. To Search reasons behind dissatisfaction in Library personnel.
3. To Suggest, how to do management with regarding to stress in covering with librarian & Library personnel.
4. To suggest solutions with reference to college librarian & library personnel dissatisfaction.
5. To suggest primary reasons behind the regular work of librarian and library personnel.

#### **Scope of the study:**

Due to limitation of the time and cost, the geographical area is restricted for the study of *Job Satisfaction Among Higher Education Library Professionals in Bihar: An Evaluative Research*. The topic related study is restricted to find out the job satisfaction for both Government Colleges and Private Colleges Library professionals of Vaishali district. Major of colleges are under Government colleges which is affiliated/constituent to BRA Bihar University, Muzaffarpur whenever Private Colleges (*teachers training institutions*) are affiliated to MMHAP University and AKU Patna. For the survey of both types of colleges researcher would like to find comparative study regarding job satisfaction among their library professionals which is as per UGC/ NCTE norms.



It is necessary to explain about higher education institution of Hajipur under District of Vaishali. There are three types of colleges established in Vaishali district such as

- **Constituent College**– A constituent college like a academic institution for higher education which is managed or controlled by the university and communicate instruction up to UG or PG standard. In these types of colleges, infrastructure and others are fulfil by Government Department. Employees recruits through government agency or norms conditions. Its also known as constituent college.
- **Affiliated college**- An affiliated college means the college which is own up to the entitlement of the Bihar State Universities Act and communicate instructions up to degree level. For delivering education, these types of colleges have required mandatory to take an affiliation from any university or board for courses and intake. Recruitments policy is depending upon college management criteria. Partially economic support or contingency issued by government as per guideline.
- **Private College or autonomous** - totally autonomous colleges belongs to private college, just need to require course affiliation like from- AICTE, NCTE, PCI etc. no any economically support have to given or allotted by any government agency. Income and expenditure are maintained as per enrolment of students in each academic year.

• **Hypothesis:**

- **H1-** There is a considerable distinction in task delight with educational qualification and running revel in of college library experts that compel them to paintings without entire hearted co-operation.
- **H2-** Library professionals are willing to join other services if they get the chance as the scope for advertising and proper environment in the present activity is restrained.
- **H3-** There is a widespread distinction in activity delight with working enjoy of college library experts regarding management with loss of motivation.

**Null Hypothesis-**

- **H4-** There is no distinction between task and educational knowledge/qualification of college library professionals.
- **H5-** unemployment is major issue in our society so once who join or appoint as a library professional doesn't want to join other services for advertisement and proper working environment.
- **H6-** Due to socio-economic condition and unemployment in the state of Bihar library professionals understand to maintain their motivation for this working environment which organisation is provided.

**Demography of the study**

The goal population in this study includes library expert and semi-professional workforce (which have minimal grasp / bachelor degree in library and information science) running in higher educational institution like degree colleges libraries of Vaishali District, Hajipur, Bihar. Questionnaires were delivered to all of those library professionals to degree colleges. At first time as they got questionnaires they denied or refused to their response to saying college administration or management offers them to do other than library related jobs. They have fear if he/she filled their response administration can act against their response. As a researcher we have convince them to fill this questionnaire for this study. Then their responses have to come as a data to fulfil this study related data collection.

**Working Plan and Methodology**

This study is performed using questionnaire approach to collect statistics. Survey approach is followed to get the clean images of the condition followed by interview with library professional as well as library management or administration.

Inside the working area of library and records science, survey research is greatly used in exploring the person information desires and use styles. So that it will give a boost to the information sources and offerings in the libraries the researchers conduct surveys. That library research is tried to gather records for inspections and to realize the nature of users, their requirements, etc. In survey studies, the statistics is accumulated by means of three varieties of techniques:

- i) Sampling
- ii) Questionnaire and
- iii) interview

### **Utility of Research**

There so many causes of the job unsatisfaction of the librarian and library personnel. That reasons will be find out in the relevant research. And how that can be made less means how the management of the stress able to be done in a proper manner will be studies in the relevant research. And whether there is possibility of finding out some remedies for minimizing the intensity of that stress in order to make less the stress of the librarian and library personnel which is created by the routine job and other things that study is included in this relevant research Utility of the relevant Research in the Library and Information Science: The Librarian and the Library personnel In the library have to face many serious problems and diseases because of this stress which are that problems? Why are they created? Whether, there are some ways which will be found out for solving those problems, this thought is important according to the point of this relevant Research scholar. I feel that this relevant research will convenient for the librarian and the library personnel in the library for solving the following problems-

1. Working environment.
2. Ventilation, furniture and other hygiene facilities are available for performing the duties in the library.
3. The digital devices of the institution work in order to working properly and rapidly.
4. Library provides the electronic resources/services to the users.
5. Book collections, classification and cataloguing systems will be implemented.
6. Institution provides the opportunities to training the emerging ICT skills.
7. Library is well versed with modern structure including like internet and OPAC.
8. Satisfaction with relationship between the management and library staff.
9. Working relationship among library professionals irrespective of the cadre in the library.
10. Satisfaction with policies, procedures and administrative systems of the management.
11. Practical expertise is admired by the top management.
12. The institution views its professionals as asset.
13. Satisfaction while working with the current institution.
14. The institution provides the chance and ease for further professional education.

15. Institution encourages and allows employees to attend training programmes to improve the latest technological skills.
16. Salary suits as academic qualifications and experience.
17. Chance for promotion in job
18. The promotion policy of institution is fair
19. Working freedom in the libraries in compare with other jobs
20. Job security

### Conclusion and Suggestion

This part of paper comprises summary of the findings, hypothetical tests and suggestions for the next research. The coverage implications presented to upgrade the level of job delight of the college library experts also are provided on this part.

### Summary of Findings

“Job Satisfaction” within the gift take a look at is measured by means of the researcher as a calculation of sentiment of a college library expert over the several aspects of their job particularly the character of working style, salary, upgradation, inspection, co-workers, ICT utility, chances for professional improvement, operating conditions, studying neighbourhood, strategies and management of library/organization, activity performance, and wants to leaving the task. Results of the survey are organized in line with the targets of the take a look at which might be already selected as objective. Which is as follows-

1. *To Study of College Librarian Job satisfaction-* Researchers make a list of 26 colleges library professional to finding out with the study of statements through which derived job pleasure between library professionals in these higher educational institute.
2. *To Search reasons behind dissatisfaction in Library personnel-* on the basis of study calculation is derived some reason behind dissatisfaction of library professionals which is as follows-
  - (i) Salary/increment - in private colleges library professional got less salary as per UGC/NCTE/AICTE guideline. Increment is not provided by organisation. Government institution recruit them on contract basis while private or autonomous colleges appoint them on qualification basis like B.Lis/M.Lis.
  - (ii) Promotion- library professional haven't satisfaction about their promotion on due time.
3. *To Suggest, how to do management with respect to stress in case of librarian & Library personnel-* for this statement of objectives, researchers find out to some major facets to make motivation for library profession like as-
  - (i) **Provide to attend workshop/seminar/training-** management would like to provide opportunity to library professionals to attend workshop/seminar/training for their enhancement of knowledge about library work.
  - (ii) **ICT training-** this is digital era of worldwide working environment. So, management should decide or provide to technical knowledge to library professionals.
  - (iii) **Motivation,** is vital facets for stress management of library professionals. Management should like and appreciate their ideas of deal with which they may feel much better subsequently to other professionals.

4. *To suggest solutions with reference to college librarian & library personnel dissatisfaction-* for this facet of objectives researchers suggest a solution to stress free or dissatisfaction of library professionals using promotion, award, increment, credit to their ideas, enhancement technical skills. After these parameters applying, implementation of this may be eliminate dissatisfaction of library professional.

5. *To suggest primary reasons behind the regular work of librarian and library personnel-* regular work of library is technical, so they need to training in technical skill, computer-based knowledges for operating their work properly. primary reason of job satisfaction is working environment, ICT skill, salary, promotion, appreciation or award, implement his/her ideas. This all will be affect psychological condition to library professionals. With comparative study or survey with other profession, library personnel do their job as a challenging. College management should give attention for their inspirational work due to they involve to other routine work of colleges.

### **Suggestions and Feedbacks**

On the basis of finding of study, some suggestions are as follows-

- i) Influencing factor and job pleasure of library professionals are connected with each other, means that library professionals feel pleasure when they will be satisfied with their job. So that management would like to initiative for improvement of their factors of affecting job satisfactions.
- ii) In private or autonomous colleges, it is find that library professionals are agree with leave their current job if they get better option. Means that management should read or talk to library professional for the basic reason of this facets. Should design a proper format of employment criteria, fulfil the all aspects of their affiliating authority guideline such as UGC/NCTE/AICTE.
- iii) Salary increment is also a major factor for dissatisfaction of professionals especially in private or autonomous institution. For this organisational authority should hike or increment as per dearness in current time period.
- iv) Workshop/training/seminar is also a major facet for job satisfaction. Management should decide to provide or encourage their professionals to attend workshop/seminar or training programme to subject related. Using this, professional can enhance their subject knowledge and understand their working advancement of current scenario.
- v) Management authority should understand to library professionals and others are equal in his/her work or job. There is no need to ask extra routine job for library professionals. There is so many technical works in a library, if they will engage in other routine work it may be possible, they will demotivate to their own job after some time period.
- vi) Management should decide a provision to enhancement higher education to library professional leave without wave off their salary or other perks.



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