The book cover features a central image of a hand typing on a laptop keyboard. Overlaid on this is a complex digital network of white and blue lines and nodes, with a prominent white cloud in the center. Various icons representing technology, communication, and data are scattered throughout the network. The background is a dark, textured brown with a diagonal red stripe. The title is at the bottom in large, bold letters, and the editors' names are in the middle right.

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P.B. Ghante
U.S. Jadhav
Kunwar Singh

INTEGRATING ICT IN LIBRARY MANAGEMENT

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Editors

Dr. P. B. Ghante
Dr. U. S. Jadhav
Dr. Kunwar Singh



Ess Ess Publications

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A Study of Job Satisfaction Among Academic Librarians in West Bengal

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ABSTRACT

Every employee performs well when they have a pleasant working environment. If they were satisfied with their jobs, they would definitely work at an extreme level of capacity. Working conditions and job safety both influence job satisfaction. A happy employee always dedicates himself to his work and completes tasks more quickly. He is concerned about his co-workers. In the institution, he works with ease. The research paper's goal was to analyze employee job satisfaction and used a simple survey to do so. To complete this, a survey was conducted among West Bengal academic librarians who were asked to rate their job satisfaction. The librarian's job pleasure is characterized by evaluating and calculating job satisfaction. A researcher conducts a survey to study the academic librarian's job satisfaction by distributing a questionnaire. The study provided information on librarians' job satisfaction in general. This study reveals the factors that affect the librarian's job satisfaction.

Purpose : This research was conducted on job satisfaction of academic librarians in West Bengal.

Approach : In this study, a descriptive research method was used. The population of the study consists of 43 library personnel, scattered in academic libraries across West Bengal. The sample for the study was 43, who were selected from the participants of the refresher course conducted by the UGC- Human Resource Development Center, North Bengal University, Siliguri, Darjeeling. During 26th Nov. 2015 to 16th Dec. 2015. The mechanism used for data collection

was a researcher designed questionnaire. Collected data was analyzed.

Keywords : Job satisfaction, job performance, Librarians, Academic Libraries

INTRODUCTION

Job satisfaction research began in earnest in the early 1930s. This is done by employers who want to achieve big goals and by researchers in employment and labor performance. To operate at a higher level and become a more prospering institute in today's competitive environment, an organization must pay close attention to its human resources. In institutions like libraries, the psychological, social, and economic environment in the workplace would play a critical role in determining how to perform the technical and service providing work in libraries. To provide the greatest possible service to the community, the library should have a very well trained and hardworking staff that can successfully use the library's resources at their optimum level to meet the needs of the community. Job and satisfaction these two words mean "Job" and "performance" of the work assigned against the payment, which one gets. "Satisfaction" means feeling pleasure after completing the task or giving our best service at our level. It completely depends on an individual to be satisfied after doing work.

CONCEPTUAL DEFINITION

Job : A job is defined as a piece of work, specifically a specific task performed as part of one's occupation's routine or for a salary. The work is something that a person does regularly in order to earn money.

Satisfaction : Satisfaction is defined as the feeling of pleasure that you have when you have done, got or achieved what you wanted; something that gives you this feeling.

Library : A library is an organized collection of sources of information and similar resources that are made available

to a defined community for reference or borrowing. It provides physical or digital access to materials and can be a physical building or room, a virtual space, or both. A library's collection may include books, periodicals, manuscripts, newspapers, films, maps, prints, documents, microform, databases, CDs, e-books, audio books, and other formats. Libraries range in size from a few book shelves to several items.

OBJECTIVE

The main objective of this study is to examine job satisfaction among librarians in West Bengal. The specific objectives of the study are to:

1. To identify job satisfaction that affects the performance of librarians in West Bengal.
2. To examine what type of encouragement influences the job performance of librarians.
3. To see how much a librarian's salary affects their job performance.

SCOPE

The scope of the present research is confined to the study of academic libraries that participated in a refresher course in HRDC-NBU, Siliguri. The study particularly limits the job satisfaction of academic libraries in higher education. The researcher intends to assess satisfaction from job. The geographical limitation of the present study is West Bengal.

LITERATURE REVIEW

(Philip Chike Chukwunonso, Aghadiuno (2020) examine whether regular salary, promotion, training, incentives, promotion, and supply of amenities have been recognized as job satisfaction factors that influence the professional performance of librarians at university libraries in Nasarawa State.

(Anand Y. Kenchakkanavar (2020) reveals that meeting

and assisting people in a timely, helpful, and practical manner, participating in various courses, seminars, and conferences as part of their constant professional development and job rotation practices, and working in a spiritual environment are the sources of their job satisfaction. Staff unhappiness is exacerbated by excessive delays in promotion opportunities, a negative public view of the library profession, a lack of space and services, uneven and rare communication between administration and staff, and the threat of discrimination and bias.

(Sanju.M (2017) illustrates how the different elements of job satisfaction are assessed and connected with employee job performance across diverse groups in the automobile sector. In both the supervisor and worker groups of the automobile industry, it was revealed that there is a high association between job happiness and employee performance. Job satisfaction was shown to be higher among supervisors than among employees at the worker level.

(R. Biju (2015) found that assessment is discussed, in organizations; committees led by qualified professionals may be formed. The authorized committee will assemble on a regular basis to analyze performance and recognize the experts' earnest efforts. Library professionals may be given proper consideration in the formulation of policies in the organizations they serve, giving them a sense of belonging. This will assist them in contributing to the institution's objectives. Currently, library professionals are unable to identify their position inside the institution.

(Mahbubul Haque (2012) explains the sources of their job satisfaction. According to this paper, the author is helping people in a timely, positive, and productive manner, participating in various courses and conferences as part of their professional development and job rotation practices, and working in a spiritual environment. Inordinate delays in promotion prospects, low public impression of the LIS

profession, a lack of liberty and facilities, uneven and occasional communication between administration and staff, and the specter of discrimination and partiality all contribute to staff dissatisfaction with their positions.

(Aziri (2011) found that job satisfaction has an unusually large impact. Employee motivation and the level of motivation have an impact on productivity, and thus on the performance of enterprises. Unfortunately, neither scholars nor managers of various business institutes in the Indian region have paid adequate attention to job satisfaction.

RESEARCH METHODOLOGY

To undertake the present study, data were collected by special designed questionnaire from Participant librarians of west Bengal who were joined for Refresher course at HRDC, NBU University, Siliguri. The data was gathered solely through offline distribution of the questionnaire. All responses were gathered and analysed in accordance with the study's objectives. Data needs to be structured to prevent duplication. In all, 42 responses were collected, and analysis was carried out on 42 responses.

Analysis

It was critical to gather primary individual information about the respondents, which determines their degree of job satisfaction in one way or another, e.g., age, gender, job caliber, financial security, etc., were among the values mentioned.

Table 1. Participant age wise Responses:

<i>Librarians Age</i>	<i>Gender</i>			
	<i>Male</i>	<i>%</i>	<i>Female</i>	<i>%</i>
20-30	7	16.67	2	4.76
31-40	23	54.76	4	9.52
41-50	4	9.52	1	2.38
51-60	1	2.38	0	0.00
Total	35	83.33	7	16.67

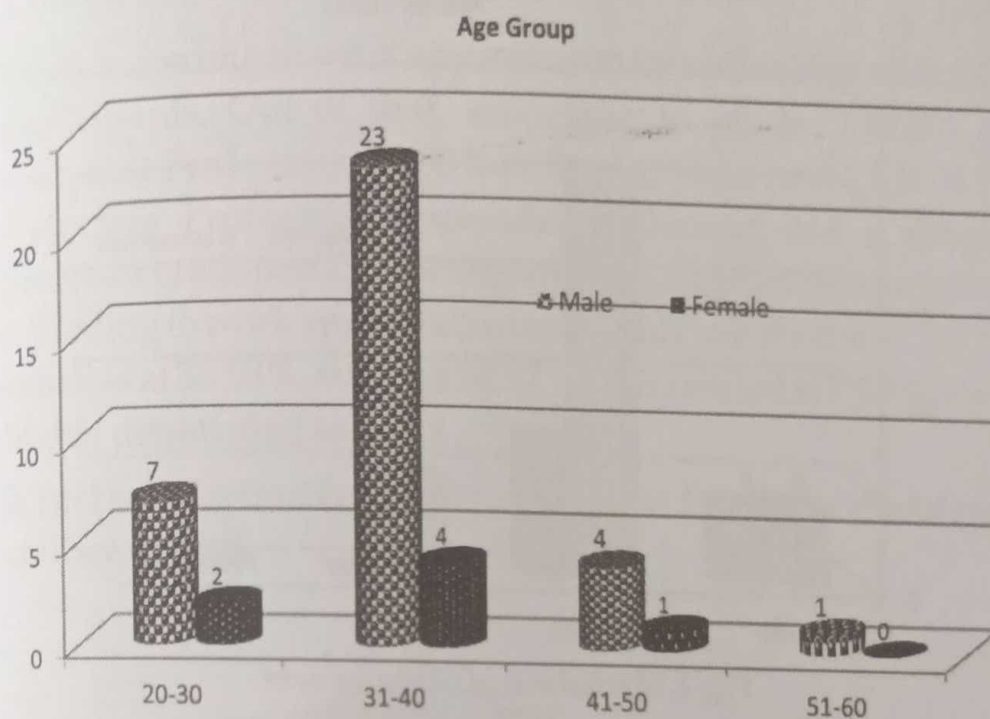


Fig. 1. Participant age wise Responses in graphical format

The above table and graph show that 83.33% of respondents are male and 16.67% of respondents are female. In the age group of 20-30 there are 16.67 % male and 4.76% female whereas 31-40 age group 54.76% male and 9.52% females are there in the above table 31-40 age group maximum no of respondents available and age group of 51-60 only 2.38% male responded whereas no female is responded in this group.

Table 2. Marital status of respondent

Librarians Age	Marital Status			
	Married	Unmarried	Married %	Unmarried %
20-30	4	4	09.52	09.52
31-40	21	7	50.00	16.67
41-50	5	0	11.90	00.00
51-60	1	0	02.38	00.00

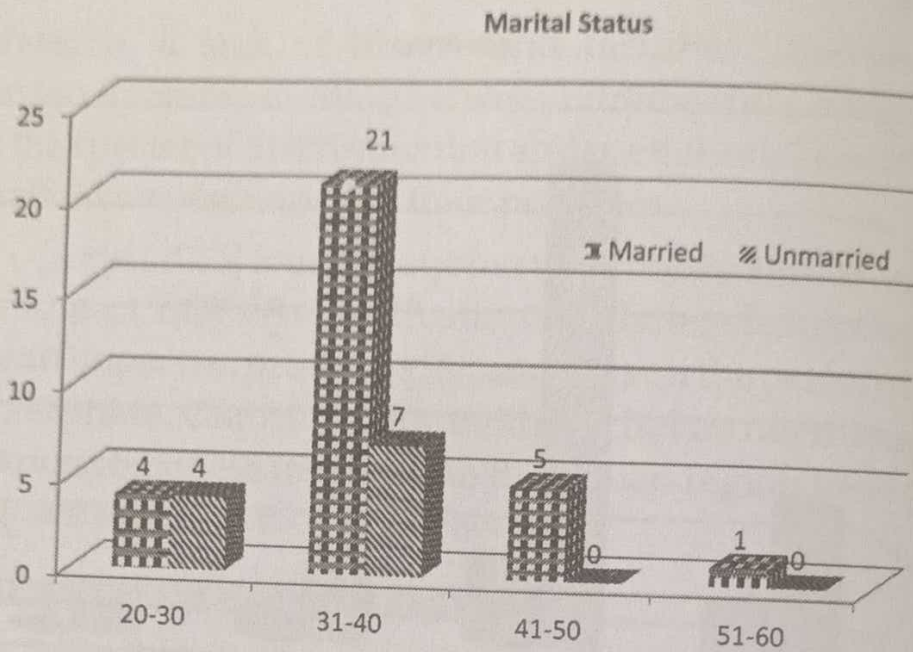


Fig. 2. Marital status of respondent

The above table and figure show that the maximum number of respondents married from the age group of 31-40 is male 50% and female 16.67%, whereas the least number of married respondents is from the age group 51-60. In this group, only one male is married.

1. I get satisfaction of job because I got opportunity to exhibit my talent and skills; also my work is appreciated by my authority.

Table 3. Distribution of Satisfaction Level according to Work Appreciation by Authority

Grade	Frequency	%age	Highly Satisfied	Satisfied	Average satisfied	Dis-satisfied	Highly Dis-satisfied
Assistant	8	19.05 %	2	4	1	1	0
Senior Scale	29	69.05 %	5	10	10	2	2
Associate	5	11.90 %	2	2	1	0	0
Professor	0	0 %	0	0	0	0	0
Total	42	100.00%	9 (21.43%)	16 (38.10%)	12 (28.57%)	3 (7.14%)	2 (4.76%)

In table 3, it shows that the distribution of satisfaction

levels according to work appreciation by authority totaled 42 participants. Out of that, according to grade, 19.05% of Assistant Professors, 69.05% of SeniorScale, and 11.90% of Associate Professors responded, whereas not a single professor grade participant responded. Librarians are satisfied according to work appreciation are highly satisfied at 21.38 %, satisfied at 38.10 %, average 28.57 %, dissatisfied at 7.14 %, and highly dissatisfied at 4.76 %.

2. I get satisfaction from my job because I feel that it is of my caliber.

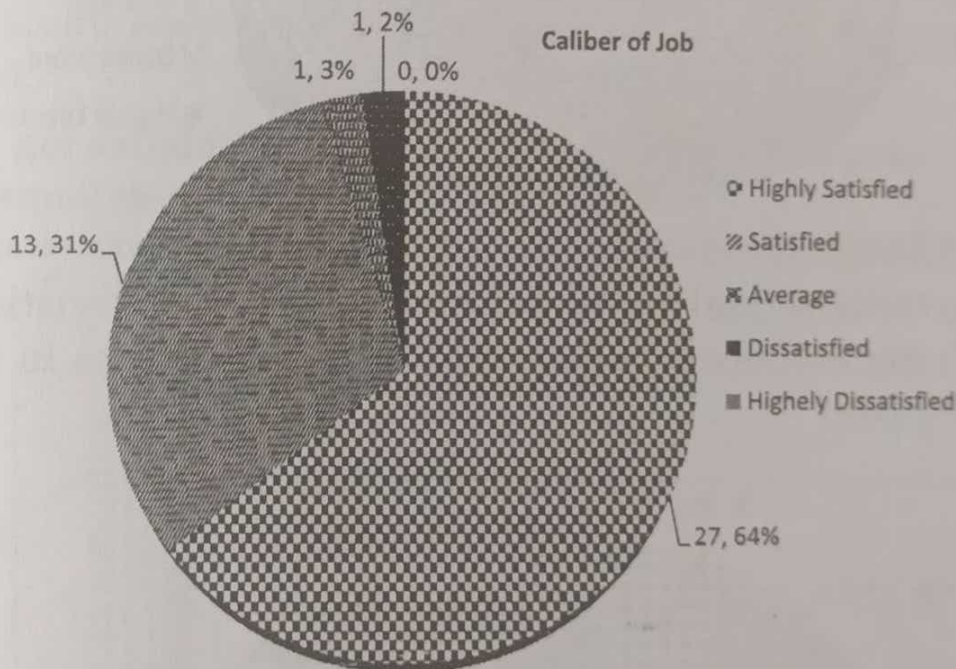


Fig. 3. Distribution of Satisfaction Level according to Caliber of Job

The above graph reveals that the distribution of satisfaction levels according to caliber of job is highly satisfied (64%), satisfied (31%), average 3%), dissatisfied 2%, and highly dissatisfied 0%.

3. I get satisfaction from my job because it helps me to have financial security

The Fig. 4 discloses the distribution of satisfaction levels according to financial security. It shows that most academic librarians are satisfied with their salaries and job security. Highly Satisfied 38%, Satisfied 48 %, Average 10 %, Dissatisfied

2 % and Highly Dissatisfied 2%. They got regular placement to the higher level and were promoted with an increment in the salary. They were satisfied with the salary and job security. Some academic libraries are not fulfilling the placement / promotion criteria because they are not getting regular increments, so they are not satisfied with the salary.

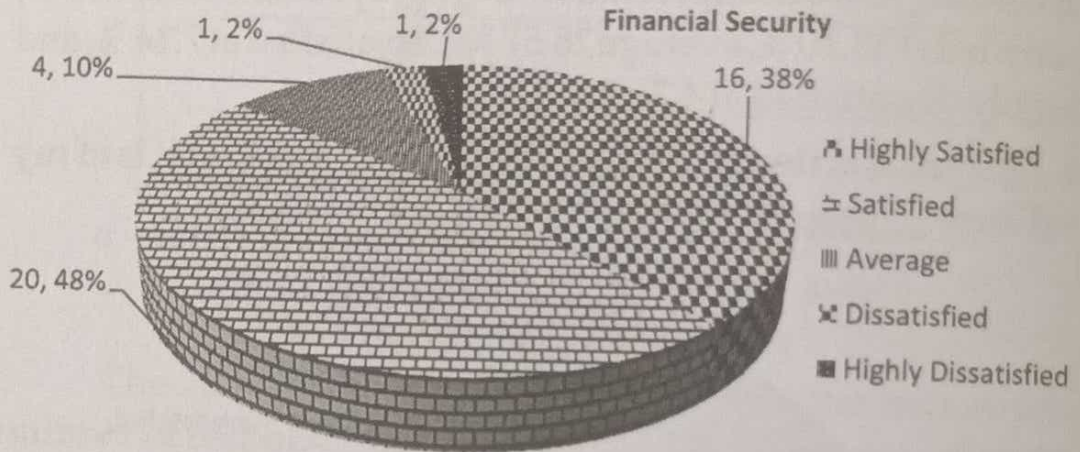


Fig. 4. Distribution of satisfaction levels according to financial security
 4. I get satisfaction from my job because I have good relations with my authority, colleagues, and subordinates in the workplace.

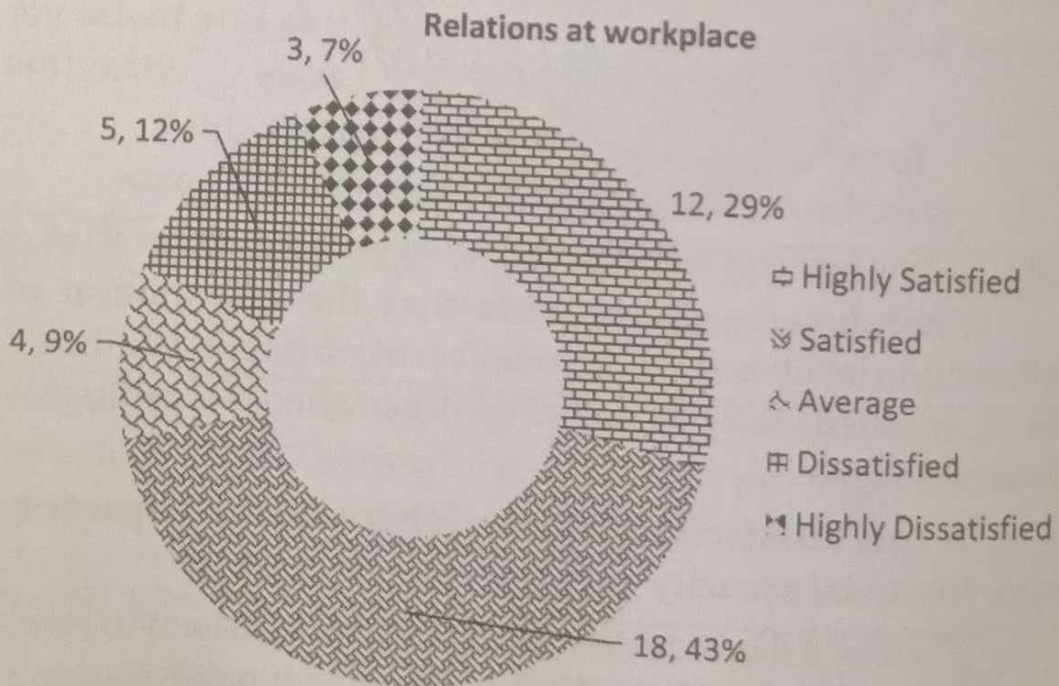


Fig. 5. Distribution of Satisfaction Levels according to relations at the Workplace

The above graph discloses the distribution of satisfaction levels according to relationships at work. Academic librarians have to work with many people at work. The librarian has to work under the authority of a person (Principal). He has to work with his colleagues as friends and with students as a teacher. In the library, he has to perform work as an administrator with library personnel. Librarians have to play all these roles at work. How he maintains relations with all these people that is important. The following is the output of this survey. Highly Satisfied 29% Satisfied 43 %, Average 9 %, Dissatisfied 5% and Highly Dissatisfied 7%. It proves that most librarians keep healthy relationships with other people at work.

5. I get satisfaction from my job because I improve my personal status in society.

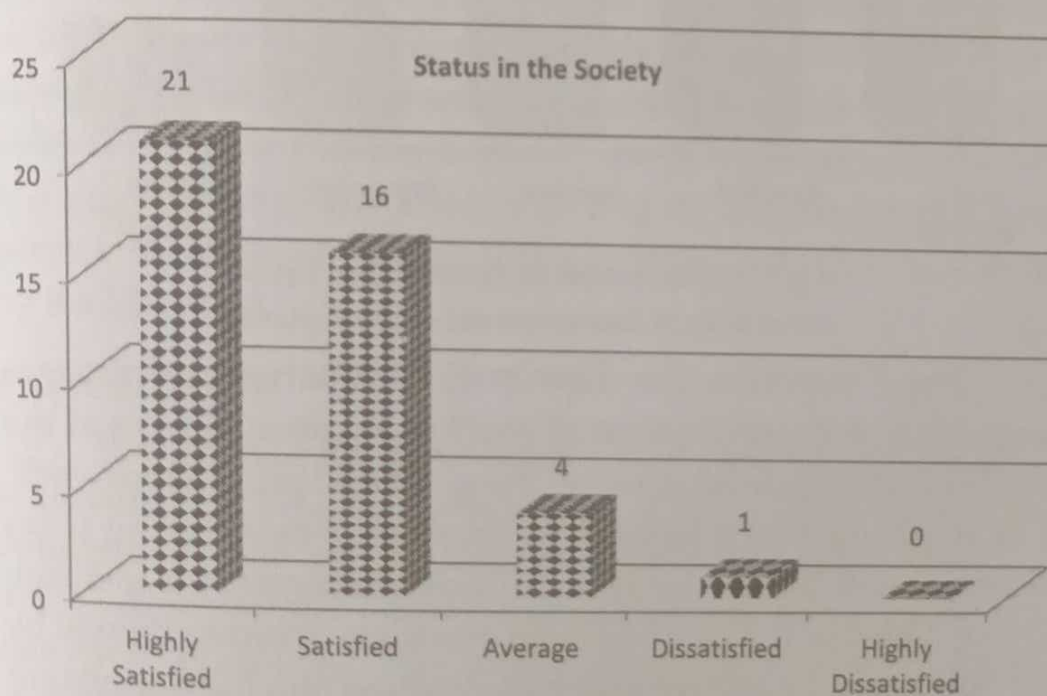


Fig. 6. Distribution of Satisfaction Level according to Status in Society

Above, graph-6 discloses the distribution of satisfaction levels according to status in society. Every individual needs respect in society. How much honor and prestige are given to any person in society. It will impact on the work of the employee. This study shows that librarians think about their

status in society. Highly Satisfied 50% Satisfied 38.10 %, Average 9.52 %, Dissatisfied 2.38 % and Highly Dissatisfied 0.00%. Researchers found that 50% of librarians are highly satisfied with their status in the library.

6. I need satisfaction in my job because the physical environment of my workplace is very good.

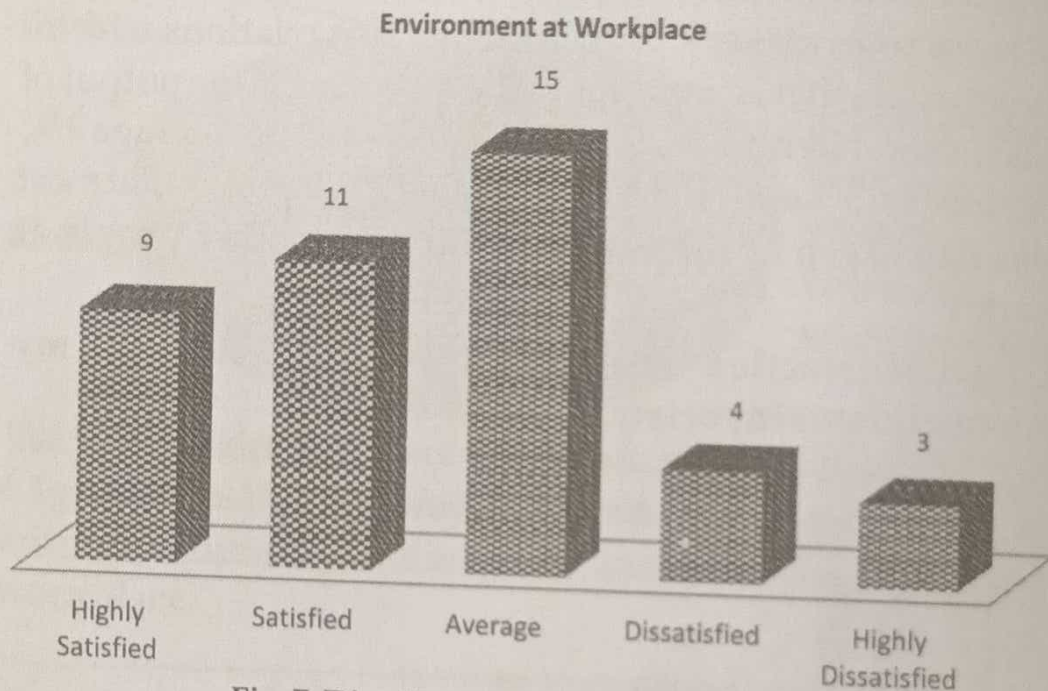


Fig. 7. Distribution of Satisfaction Level according to Environment at workplace

Fig. 7 explains the distribution of satisfaction stages according to Environment at workplace atmosphere at the work is very important to excel the good and productive work. If at working place tension is there and monitoring is on extreme level, then employee can't give his best to the institute so to get best of the employee working environment must be very pleasant. The above graph shows how much librarians are satisfied with the environment at their working place. Highly Satisfied 21.43% Satisfied 26.19 %, Average 35.71 %, Dissatisfied 9.52%, and Highly Dissatisfied 7.14% average level of satisfaction is more than 35.17%, and highly dissatisfied is less than 7.14%. It shows that there is a chance to improve in the working environment.

FINDINGS

The study's findings revealed that regular salary, promotion, caliber of job, provision of facilities at the workplace, appreciation by authority, and status in society affect job performance as well as job satisfaction. There is a significant relationship between promotion, financial security, motivation, freedom to work, and a pleasurable work environment.

RECOMMENDATION

It was suggested that librarians be paid on a regular basis, that promotions and dues be given to librarians when they are due. Librarians should be allowed and encouraged to participate in training that will improve their performance. Providing a healthy and pleasant atmosphere at the work place. At the very least, authorities have to give freedom to work; at the very least, interference should result in more work being done. Librarians have to be motivated to do good work and provide new services to library users. If a librarian achieves any goal, receives any kind of award, or introduces any new service, the authorities will notice or appreciate the work done by the librarian.

CONCLUSION

Research in job satisfaction of library professionals is relatively very low in number in West Bengal as well as in the country. At the same time, no comprehensive study of academic librarians' employment satisfaction in West Bengal has been conducted. This study is expected to be especially important in today's competitive environment, as dissatisfaction decreases the ability to serve organizations and the readers who visit the library. As a result, such research is critical for any institute, including academic libraries. This study reveals that a librarian who does not earn enough money will have difficulty supporting his or her family. Academic librarians are dissatisfied because of this financial security.

Low pay, as well as a lack of status and social security, has an impact on motivation. Where there is a lack of motivation, freedom to work, good working conditions, and appreciation of good work, job satisfaction is difficult to imagine.

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