



# Job Satisfaction among the Library professional in Private Engineering College in Hooghly District of West Bengal, India

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## Abstract

*This work examines the issues related to job satisfaction among the private engineering college library professionals in Hooghly district in West Bengal, India. This paper try to evaluate the job satisfaction of library professionals based on a survey methods. The survey population size is 38 library professionals, semi-professional and non-professional staff, usable questionnaires distributed and collected on the spot visit in the libraries. Questionnaires in this survey related to the various effecting factors of job satisfaction. The study suggests a helpful finding for authority to make a policy formulation concerning human resources of the library.*

**Keywords:** job satisfaction, Private Engineering college, library professionals, Hooghly district.

## Introduction

Libraries play a significance role of higher education system including engineering education for dissemination of information to the user with the help of library professionals, but most of the professionals are not satisfied with their job. The particular job conditions can be satisfier, dissatisfied or the effectiveness and efficiency of the service irrelevant, depending on the conditions in comparable job. The service level of library professionals depends upon their obligation, to works which is dependent on the satisfaction that they get from their job. The sincere relation between management and library professionals definitely to guide the better co-ordination and co-operation and promote smooth running of the day to day activities of the libraries.

## Conceptual Definitions

**Job satisfaction:** According to Locke and Lathan "Job satisfaction as pleasurable of positive emotional state resulting from the appraisal of one job or job experience"<sup>1</sup>.

**Professional staff:** The persons of the category general have highly academic qualifications, perform duties relating to education and bear the responsibility of tacking policy decision and they are of the top ranking library administrators. Since them intricate in the development of novel methods, new policy, procedures in the library and are on decision making committees.

**Semi-Professionals staff:** The persons in this category mostly perform routine and repetitive jobs in a library. They may also be called as junior professionals. They usually have a qualification, a degree or a diploma in library science, and they perform all jobs- circulation, cataloguing, classification, and

accessioning, periodical registration -which require technical qualification, experience but not required to take any decision.

**Non- professional staff:** The persons under this category take up jobs which do not require any type of technical knowledge. Clerical, secretarial staff and class IV employees will come under this category.

**Private engineering college library:** The engineering college library which are performing under the private organization and acknowledge by AICTE are considered as private engineering college library<sup>2</sup>. AICTE mentions for new engineering college library staff are One Librarian, Two Assistant Librarian, and Two Library Assistant.

## Literature review

The literature review offering a brief outline of the study of job satisfaction. Kaya her research found that the job satisfaction level of librarian in developing countries was not as good as the developed countries and its join together required of information society<sup>3</sup>. Leysen and Boyd stone investigation of job satisfaction and explored different aspect of satisfaction such as, prospect to learn new skill, excellence association with co-worker, participation in decision making and gain correspondence<sup>4</sup>. Ulla examines the correlation connecting work motivation and job satisfaction of male college librarian<sup>5</sup>. Sorman and Sudha alleged library profession is a people slanting profession which connects escape from the authority of conflicts and frustra provisions and age, mental status and experience have an impact and professional role stress<sup>6</sup>. Srivastav and Srivastav in his/her works said that the satisfaction regarding nature of job can be amplify through job environment, IT base training and good financial gains<sup>7</sup>. Kaur in his/her works explain the need for comfortable and well satisfied librarian to built libraries more

services oriented to their patrons and the main organizational determinants influencing job workers<sup>8</sup>.

### Objective of this study

Major intentions of the present study are following: i. To make out and evaluate the job satisfaction level along with library professionals in private engineering college, Hooghly district of West Bengal. ii. To find out the social and demographical profile of the library professionals such as age, gender, cast category, marital status, experience etc. iii. To identify the job satisfaction level with the library professionals through reflect on the factors like administrative policy, condition of work, remuneration, security and nature of job, personal growth, employ recognition etc. iv. To suggest for enhance job satisfaction among the library professionals working in private engineering college.

### Scope and limitation on the study

The study area covers on the seventh private engineering colleges in Hooghly district, West Bengal. The study covers with the different categories of personnel like professional, semi-professional and non – professional staffs, who work in the central library these seventh private engineering colleges. This study covered only seven private degree engineering colleges but not covered government and other polytechnic engineering colleges.

### Methodology

Survey method has been adopted for the study. The questionnaire was used as data collection tools. Structured questionnaire has been designed to collect the data from library professionals of private engineering college in Hooghly district of West Bengal. The data obtained from the field questionnaire is classified, analysis, tabulated and logically interpreted in this paper.

### Statistical Inferences

To determine the job satisfaction of library professional responses expected from 38 respondents were codified and data was fed to the computer using Microsoft Excel sheets. Techniques like frequency distribution and simple percentage have been used to analyze the data.

### Data analysis

The data collected from the engineering college library personals through the questionnaires were analyzed using simple percentage technique.

**Demography, designation and experience of engineering college library professionals:** The demography feature, designation and experience of engineering college library professionals presented in table-2.

**Table-1**  
**List of private engineering college and their existing library staff in Hooghly district**

Sl. No.	Name of library	Existing library Staff			
		Professional	Semi-Professional	Non-Professional	Total
1	Hooghly Engineering and technology college	2	5	2	9
2	Supreme Knowledge Foundation Group of Institutions	1	2	5	8
3	Saroj Mohan Institute of technology	1	1	3	5
4	Abacus institute of engineering and management	1	1	1	3
5	Camellia institute of technology and management	1	1	2	4
6	Modern Institute of Engineering and Technology	1	1	1	3
7	Academy of Technology	1	3	2	6
Total		8	14	16	38
Percentages		21.1	36.8	42.1	100

**Table-2**  
**Demography, designation and experience of engineering college library professionals**

Gender		Marital Status		Age groups (Years)				Caste-Category				Designation				Experience			
Male	Female	Unmarried	Married	<25	25-30	30-35	>35	General	SC	ST	OC	Librarian	Asst. Librarian	Library Asst.	Library Att.	<3	3-6	6-9	>9
27	11	16	22	4	11	15	8	27	3	2	6	7	4	16	11	15	12	8	3
71.1	28.9	42.1	27.9	10.5	28.9	39.5	21.1	71	8	5	16	18.4	10.5	42.1	28.9	39.5	31.5	21.1	7.9

It is observed from the table-2 that the total share of women among total selected library professionals is confirmed 28.9 percent remaining 71.1 per cent are male and 42.1 percent are married remaining unmarried library professionals are 42.1 percent. Among the sample library professionals, 71 percent of general, 8.96 per cent of Scheduled cast, 5 percent Scheduled Tribe and 16 percent Backward Cast respondents working in private engineering colleges and variations in age composition of sample library professionals, 10.5per cent professionals' are less than 25years, 28.9 percent 25-30 years, 39.5 percent 30-35 years and 21.2 percent above 35 years age.

Table-2 shows that the 18.4 per cent of respondents are the librarians, 10.6 percent assistant librarian, majority 42.1 percent library assistant and 28.9 percent library attendant. However, it is observed that 39.5 percent below 3 years, 39.5 percent library professionals are 3-6 years of experience in library profession. While 21.1 per cent of library professionals have 6-9 years of experience and above 9 year experience 7.9 percent.

**Satisfaction with administrative policies:** Table-3 exhibits the job satisfaction of the library professionals working in private engineering college concerning the administrative policies and systems of the respective colleges.

From the table-3 shows that the majority of the library professionals working in private engineering college libraries have satisfied (34%) about the administrative policies and Procedures, management's sympathetic attitude towards the problems of library professionals, positive attitude in sending the employees for updating their knowledge, and awards and rewards for better performance. However, the majority of the respondents were dissatisfied among look upon to the manner the college managements are heeding and settling the conflicts of the employees. From the analysis it can be understood that expert in settling the problems and conflicts of the library

professionals, in majority of the aspects the employees were satisfied with the administrative Policies, procedures, and systems of engineering colleges in Hooghly district.

**Satisfaction with working conditions:** In these table-4 discusses about job satisfaction on the library professionals connecting about working condition.

It is cleared from the table- 4 majority (44%) of library professional satisfied, 13.3% dissatisfied with the working condition of library it is very negligible.

**Satisfaction with personal relationship among the library:** Cordial relationship between superiors and subordinates is also impotent elements that influence the job satisfaction among the library professionals. Details in this regard are shown in table-5.

From the table above, it can be understood that of the respondents working in private engineering college libraries were satisfied with the working relationships among the library staff 28.9 per cent and 21 percent highly satisfied, however, 23.7 percent unable to decide, 15.8 percent dissatisfied and 10.5 percent highly dissatisfied with the existing working relationships among the library staff in the said libraries.

**Satisfaction with salary:** Salary is an important standard measuring job satisfaction of employee in its present condition shown in table-6

From the table -6 show that the bulk of library professional (34.2 per cent) have stated that they are dissatisfied and 18.4 percent unable to decide and 7.9 percent highly satisfied, 15.8 percent highly dissatisfied with the salary packages being offered and paid to the library professionals.

**Table-3**  
**Satisfaction with Administrative policies and procedures**

Level of Satisfaction	Highly Satisfied	Satisfied	Unable to decide	Dissatisfied	Highly Dissatisfied
No. of Respondents	8	13	4	9	4
Percentage	21	34.3	10.5	23.7	10.5

**Table-4**  
**Satisfaction with working conditions**

Level of Satisfaction	Highly Satisfied	Satisfied	Unable to decide	Dissatisfied	Highly Dissatisfied
No. of Respondents	11	17	2	5	3
Percentage	28.9	44.7	5.3	13.2	7.9

**Table-5**  
**Satisfaction with personal relationship among the library**

Level of Satisfaction	Highly Satisfied	Satisfied	Unable to decide	Dissatisfied	Highly Dissatisfied
No. of Respondents	8	11	9	6	4
Percentage	21	28.9	23.7	15.8	10.5

**Table-6**  
**Salary – the level of satisfaction**

Level of Satisfaction	Highly Satisfied	Satisfied	Unable to decide	Dissatisfied	Highly Dissatisfied
No. of Respondents	3	9	7	13	6
Percentage	7.9	23.7	18.4	34.2	15.8

**Job security – level of Job satisfaction:** Job Security plays a significance role of measure of job satisfaction. For instance normally job security is high in case of Government employees; however it may be low among the employees working in private organizations. Keeping this in view, a question is asked to the library professionals. The collected details are depicted in table-7.

As per the responses given by the respondents, it is observed from table-7 that 36.7 per cent of library professionals are dissatisfied, 7.9 percent satisfied and 31.8 percent unable to decide with the statement of job security.

**Satisfactions concerning nature of job:** Job satisfaction concerning nature of job on the engineering college library professionals responded opinions are show in table-8.

As per the responses shown in table-8, 5.6 of the library professionals it can be observed that the majority of library professionals have expressed their satisfaction possibility about the workload, work responsibilities and shift systems and library working hours while 34.10 per cent of library professionals respondents have stated their dissatisfaction. To be specific, except work deadlines and pressure in the remaining aspects, majority of the respondents have opined that their level of satisfaction on the nature of job is satisfactory.

**Achievement drive through library profession as disclosed by the select library personals:** Achievement drive through library profession as disclosed by the select library professional’s indication on table-9.

From the table-9 it can be understood that of the respondents working in private engineering college libraries were satisfied with the Achievement drive through library profession as disclosed by the select library personals 15.8 per cent and 10.5 percent highly satisfied, however, 26.4 percent unable to decide, 28.9 percent dissatisfied and 18.4 percent highly dissatisfied.

**Professional development:** Professional development is a significant element of job satisfaction. In this table-10 show the level of job satisfaction selective library professionals.

In these table cleared that the majority of library (34.2 per cent) have stated that they are dissatisfied 7.9 percent highly satisfied and 18.4 percent unable to decide 15.8 percent satisfied 23.7, percent highly dissatisfied with the personal growth and development being offered and paid to the library professionals.

**Employee Recognition - level of Job Satisfaction:** The details on employee recognition and level of job satisfaction in engineering college libraries can be seen in table-11.

**Table-7**  
**Job security – level of Job satisfaction**

Level of Satisfaction	Highly Satisfied	Satisfied	Unable to decide	Dissatisfied	Highly Dissatisfied
No. of Respondents	1	3	12	14	8
Percentage	2.6	7.9	31.8	36.7	21

**Table-8**  
**Satisfaction level concerning job nature**

Level of Satisfaction	Highly Satisfied	Satisfied	Unable to decide	Dissatisfied	Highly Dissatisfied
No. of Respondents	8	14	5	7	4
Percentage	21.1	36.7	13.3	18.4	10.5

**Table-9**  
**Achievement drive through library profession as disclosed by the select library personals**

Level of Satisfaction	Highly Satisfied	Satisfied	Unable to decide	Dissatisfied	Highly Dissatisfied
No. of Respondents	4	6	10	11	7
Percentage	10.5	15.8	26.4	28.9	18.4

**Table-10**  
**Personal Growth and Development**

Level of Satisfaction	Highly Satisfied	Satisfied	Unable to decide	Dissatisfied	Highly Dissatisfied
No. of Respondents	3	6	7	13	9
Percentage	7.9	15.8	18.4	34.2	23.7

**Table-11**  
**Employee Recognition - level of Job Satisfaction**

Level of Satisfaction	Highly Satisfied	Satisfied	Unable to decide	Dissatisfied	Highly Dissatisfied
No. of Respondents	6	10	11	7	4
Percentage	15.8	26.4	28.9	18.4	10.5

It is understood from the table-11 that the employee recognition and level of job satisfaction, 26.4 percent satisfied and 15.8 percent highly satisfied, however, 28.9 percent unable to decide, 18.4 percent dissatisfied and 10.5 percent highly dissatisfied with the employee recognition.

### Findings

It is observed from the study that librarians, assistant librarians and other professional and semi-professional staff are found in Private engineering colleges. On the whole, 42.1 per cent of sample respondents are library assistants and library attendant, 36.4 per cent are the semi-professional and the remaining 21.1 per cent are the professional staff.

It can be inferred from the study that low job satisfaction is expressed both by the male and female library professionals under the study. Though job satisfaction was expressed by the selected library professionals, high job satisfaction was noticed more among the males than females.

The details of caste composition of sample library professionals reveal that the number of library professionals belonging to Generals, SCs, STs and BCs are found Thus, altogether 16 per cent of sample library professionals hail from Backward Castes,

71 per cent from general category whereas 8 per cent and 5 per cent are from the SC and ST communities respectively.

Age-wise details show that 39.5 percent of library professionals 30-35 years age, followed by library professionals in the age group of 25-30 years 28.9 percent, less than 25 years 10.5 percent and 35 years and above 21.1 percent.

As far as the experience in the library profession, is concerned it is found that the majority of the selected professionals have minimum of below 3 years (39.5 percent). To conclude, 31.5 percent of library professionals have put in 3-6 years of experience in the library profession, 21.1 per cent in 6-9 years and above 9 years of experience 7.9 percent.

It has been reported by the majority of library professionals in self finance engineering colleges that they are dissatisfied with the friendly and free communication with the management. It is also noticed in the study that as many as half of the respondents working in the study area was utterly dissatisfied with the way the employees' grievances are heard and settled regarding salary related matters observed in the study majority of professional are not satisfied towards salary packages.

It is evidently found that the majority of the selected library professionals are happy and accordingly expressed satisfaction about the encouragement being extended by the respective managements.

A sense of social responsibility attached to the Job of a library profession, it has been found that the majority of select library professionals dissatisfied. A similar response is observed with regard to accountability fixed at different hierarchical positions in the selected libraries.

On personal growth and development through library profession, it is found that professionals have felt that there is no scope for personal growth and development. A similar opinion is observed even to the statement that "there is a wider scope for career planning and development". But with regard to the statement that "the scope for personal achievement is possible through library profession", the majority of the respondents have stated that personal achievement cannot be possible.

It has been found in the current study that the majority of the selected library professionals were dissatisfied with the statement that their personal initiatives are well appreciated and recognized.

Majority of the respondents have stated that they are satisfied with the statement that due regard and recognition is given for good performance in their respective engineering colleges and also the job in the current library is enthusiastic and giving an immense recognition and satisfaction.

It is found in the study that job satisfaction among the higher cadres like Librarians and Assistant Librarians is high, whereas the level of job satisfaction among lower cadre employees like Library Assistants the level of Job satisfaction is low private engineering colleges.

## Suggestions

i. Majority of the library professionals are feel paternalistic attitudes to the employee's concerning salary, job security, proper appreciation etc. through the organization. I consider the organization of Private engineering colleges have to pay a lot attention UGC/AICTE pay scales, also assure job security, due appreciation to the professionals. ii. It is observed that free and friendly relationships between the management and library professionals are hardly found and hence it is suggest that the private engineering college's management should realize the importance of social relationships and accordingly change their mind set. iii. It is also regretted that the library professionals in the Private engineering colleges stated that they are highly dissatisfied about the way the grievances are heard and settled in Private engineering college libraries. A Grievance cell should be established in each college to resolve grievances from time to time. iv. About half of the employee's private engineering college libraries have felt dissatisfaction that the services of

library professionals are not duly recognized and protected. Hence, efforts are to be made to see that their unions are recognized and awards either in cash or kind must be given for the best services rendered by the library professionals. v. Majority of the library professionals have expressed their dissatisfaction stating that the opportunities for career development and personal growth cannot be achieved through library profession. Therefore, in order to inspire the library professionals more enticement and elevated pay packages are to be obtainable for development of library personals. vi. The selected library professionals have unfortunately stated that their profession is not well recognized both in the college and also in the contemporary society. Hence, Govt. both Central and State level must make necessary policy decisions by designating their status as Gazetted officers along with hand full salary packages and perks to them.

## Conclusion

The result of the study indicated that the most of library professionals are not satisfied to various attribute related to job satisfaction. This study entrust that the management of engineering college libraries take a necessary stapes 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.

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