
**Job Satisfaction among Library Professionals in
TTW, MJPTBCW & TSW Residential
Educational Institutional Societies in Telangana:
A Study**

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Abstract

The main purpose of the study is to examine the factors which are related to job satisfaction among the library professionals who are working in TTWR, MJPTBCWR & TSWR Educational Institutional Societies of Telangana State. The data was collected by distributing questionnaires to the library professionals. Different dimensions of Job Satisfaction have been considered like promotion, job security, monetary benefits, physical environment, ICT infrastructure, Job profile, organizational culture and personal growth etc. The data reveals that some of the library professionals are dissatisfied with the infrastructure like the non-availability of furniture and computer systems, and Internet facilities. The concerned authorities should take necessary steps to increase job satisfaction among the library professionals of TTWR, MJPTBCWR & TSWR Educational Institutional Societies..

Keywords

Job Satisfaction; Library Professionals; Residential Educational Institutions; Telangana

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Introduction

Job satisfaction is a nuanced response to one's work. It is an emotional and enjoyable mood brought on by feedback from others about how well one's work contributes to or supports the achievement of one's professional values. When a person creates a positive atmosphere in the workplace, they are said to be experiencing job satisfaction. People who fall short of the expectations will feel unsatisfied with the situation. Workplace behaviors including organizational citizenship, absenteeism, and turnover are all predicted by job satisfaction, which is an important measure of how people feel about their jobs. In order to preserve and spread information among its members, libraries serve as a vital pillar of society. The advancement of the information society is significantly influenced by the job happiness of library workers. Every industry needs job satisfaction to create a positive work environment since only then can an organization operate effectively and efficiently.

The proper operation of a library depends on the satisfaction of the library staff; if they are not happy at work, it is impossible to expect them to produce positive outcomes. The work schedules of librarians differ from those of other academic professionals who support the user community's background learning and knowledge acquisition in their respective professions. The incorporation of ICT technology in the library's housekeeping operations has led to periodic changes in the working environment as well.

In different residential educational institutions throughout Telangana, librarians have varying job profiles and working conditions. For example, they may have extra responsibilities beyond maintaining the library's physical space and providing users with information. The other tasks include those related to the welfare of the students, such as those of the warden, caretaker, exam in-charge, and those in charge of maintaining and maintaining the dorms. The nature of the job, financial benefits, work performance, career advancement, promotion, job security, physical environment (i.e., adequate workspace, good ventilation, ICT infrastructure), training, and recognition and appreciation for the library professionals' efforts are additional factors influencing job satisfaction. The level of satisfaction among library professionals is being impacted by social loafing, which is defined as when an employee tends to avoid doing their job and has less of an

impact on group work. Self-reinforcement, or the professional's evaluation of oneself, however, also had an impact on the satisfaction of the librarian.

Operational Definitions

Library Professionals: The qualified people with proper education and training who offer their services to the library users in meeting their information needs.

Residential Educational Institutions Society: These are government bodies established for the purpose of Education with accommodation to the various deprived sections of the society.

TSW Residential Society: Telangana Social Welfare Residential Educational Institutions Society.

TTW Residential Society: Telangana Tribal Welfare Residential Educational Institutions Society.

MJPTBC Residential Society: Mahatma Jyothiba Phule Telangana Backward Class Welfare Residential Educational Institutions Society.

Scope of the Study

The present study is conducted to assess the job satisfaction and the various factors affecting job satisfaction among the library professionals working in the various Residential Educational Institutions under the Government of Telangana, entitled "Job Satisfaction among Library Professionals in TTW, MJPTBW, TSW Residential Educational Institutions Societies in Telangana: A Study"

Methodology

A survey method of data collection has been adopted for the study. A Structured questionnaire has been designed to collect the data from Library professionals working in TSW, TTW and MJPTBCW Residential Educational Institutional Societies of Telangana State.

Objectives of the Study

1. To assess the level of job satisfaction among the library professionals working in TSW, TTW, MJPTBCW Residential Educational Institutional Societies in Telangana.
2. To assess the factors affecting the job satisfaction of library professionals.

3. To find out the nature of the job, job security, career advancement, and promotional channels of the library professionals.
4. To find out the job recognition of library professionals in Residential Societies of Telangana.
5. To find out the training facilities and physical environment with respect to ICT of the library professionals.

Hypothesis

1. Job Satisfaction levels are high among the library professionals working in TSW, TTW, and MJPTBCW Residential Educational Institutional Societies in Telangana.
2. Monetary benefits, Physical and environmental conditions have a positive impact on job satisfaction.
3. Nature of job, job security, career advancement, and promotional channels are fair to the library professionals working in TSW, TTW, MJPTBCW Residential Educational Institutional Societies in Telangana.
4. Library professionals in TSW, TTW, and MJPTBCW Residential Educational Institutional Societies in Telangana are receiving Job recognition and appreciation from their higher authorities.
5. Training facility and physical environment with respect to ICT of the library professionals are satisfactory.

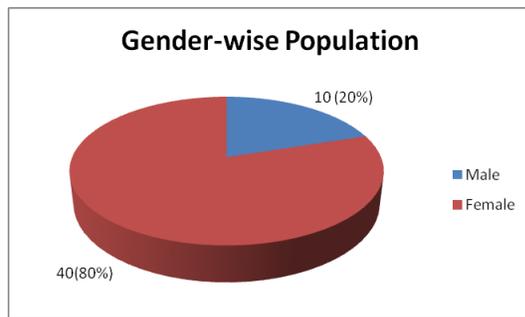
Data Analysis and Interpretation

The study is to derive the data on Job Satisfaction of Library professionals working in TSW, TTW and MJPTBCW Residential Educational Institutional Societies of Telangana State. Since survey collection of data is a time-consuming effort, a simple random sampling technique was employed for data collection of the study. The total number of questionnaires distributed is 58, out of which 50 duly filled questionnaires were collected back including School, Intermediate and Degree College Library Professionals. The response rate is 86%. Primarily, a questionnaire technique was used to collect the data.

Table 1: Gender-wise Population

Gender	Respondents	Percentage
Male	10	20%
Female	40	80%
Total	50	100%

Source: Questionnaire



The gender-wise distribution of the total respondents of the study is described in the following table, based on the below-mentioned table it is observed that 40(80%) respondents are female and 10(20%) respondents are male.

Table 2: Educational Qualifications of the Respondents

Educational Qualifications	Respondents	Percentage
B.L.I.Sc.,	2	4%
M.L.I.Sc.,	47	94%
M.Phil.	1	2%
PhD,	0	0%

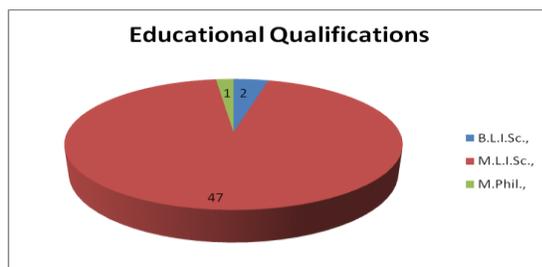


Table 5: Satisfaction with Job Security

Sl. No.	Factor	1	2	3	4	5
1	My present Job is Secure	14(28%)	27(54%)	3(6%)	4(8%)	2(4%)
2	I am free from unnecessary stress at work because of job security.	3(6%)	16(32%)	4(8%)	18(36%)	9(18%)

Source: Questionnaire

1. Strongly Agree, 2. Agree, 3. Unable to Decide, 4. Disagree, 5. Strongly Disagree.

Based on the collected data, it is observed that 47(94%) of the respondents have M.L.I.Sc., 2(4%) of the respondents have B.L.I.Sc., and 1(2%) of the respondent hold M.Phil. Degree.

Table 3: Experience

Experience	Respondents	Percentage
0-5 Years	45	90%
6-10 Years	3	6%
11-15 Years	1	2%
16-20 Years	1	2%

Source: Questionnaire

It is observed from table -3 that 45(90%) of the respondents are having below 5 years of experience, 3(6%) of the respondents have 6 to 10 years, 1(2%) of the respondents have 15 years, 1(2%) of the respondents have 20 years of experience.

Table 4: Job Satisfaction with promotion

Sl. No.	Factor	1	2	3	4	5
1	I feel that there is a chance for promotion	10(20%)	28(56%)	7(14%)	5(10%)	0(0%)

Source: Questionnaire

1. Strongly Agree, 2. Agree, 3. Unable to Decide, 4. Disagree, 5. Strongly Disagree.

It is observed from the table-4 that 28(56%) of the respondents agreed, and 10(20%) of the respondents strongly agreed with the chance of promotion.

It is observed from the table-5 that 27(54%) of respondents agreed, and 14(28%) of the respondents strongly agreed about their security of the job. 18(36%) of the respondents are dissatisfied, and 9(18%) of the respondents are highly dissatisfied with the unnecessary work at their job.

Table 6: Satisfaction with Monetary Benefits

Sl. No.	Factor	1	2	3	4	5
1	Satisfaction with Current Salary?	2(4%)	30(60%)	1(2%)	15(30%)	2(4%)
2	Satisfaction with Salary in relation to the nature and quantum of work being performed?	1(2%)	22(44%)	8(16%)	16(32%)	3(6%)
3	Satisfaction with Salary for getting additional qualifications?	2(4%)	22(44%)	8(16%)	15(30%)	3(6%)
4	Satisfaction with Salary in proportion with Educational Qualifications and Experience?	3(6%)	28(56%)	4(8%)	13(26%)	2(4%)
5	Satisfaction with Opportunities for Career Advancement in this Job?	5(10%)	20(40%)	4(8%)	15(30%)	6(12%)

Source: Questionnaire

1. Strongly Agree, 2. Agree, 3. Unable to Decide, 4. Disagree, 5. Strongly Disagree.

It is also observed from table -6 that 30(60%) of the respondents are highly satisfied, and 2(4%) of the respondents are highly satisfied with the current salary they are drawing. 22(44%) of the respondents are satisfied with the salary in relation to the quantum of work being performed. 22(44%) of the respondents were satisfied with the additional salary with

acquiring additional qualifications. 28(56%) of the respondents are satisfied with their salary in proportion to their educational qualifications and experience. 20(40%) of the respondents are satisfied with getting opportunities for Career Advancement in this job.

Table 7: Satisfaction with Training

Sl. No.	Factor	1	2	3	4	5
1	Training is required for newly appointed professionals	17(34%)	31(62%)	1(2%)	1(2%)	0(0%)
2	Training is required to update the knowledge with the emerging developments.	23(46%)	25(50%)	1(2%)	0(0%)	1(2%)
3	Knowledge development and training are interlinked procedures.	15(30%)	34(68%)	0(0%)	1(2%)	0(0%)

Source: Questionnaire

1. Strongly Agree, 2. Agree, 3. Unable to Decide, 4. Disagree, 5. Strongly Disagree

It is observed from the table-7 that 31(62%) of the respondents agreed with the training required for the newly appointed professionals. 25(50%) of the respondents agreed for training is required to update

their knowledge with emerging developments. 34(68%) of the respondents agreed for training and knowledge development are interlinked procedures.

Table 8: Satisfaction with Organization Culture

Sl. No.	Factor	1	2	3	4	5
1	Policies, Procedures and Administrative system of the Institution.	1(2%)	24(48%)	6(12%)	16(32%)	3(6%)
2	The cooperation received from Higher authorities	1(2%)	28(56%)	2(4%)	17(34%)	2(4%)
3	Appreciation received from higher authority for work and knowledge	1(2%)	28(56%)	4(8%)	15(30%)	2(4%)

Source: Questionnaire

1. Highly Satisfied, 2. Satisfied, 3. Unable to Decide, 4. Dissatisfied, 5. Highly Dissatisfied

It is observed from table -8 that 24(48%) of the respondents are satisfied with the policies, procedures

and administrative system of the Institution. 28(56%) of the respondents are satisfied in regard with the cooperation received from higher authorities.

28(56%) of the respondents are satisfied with the appreciation received from higher authorities.

Table 9: Satisfaction with Personal Growth

Sl. No.	Factor	1	2	3	4	5
1	Encouragement for better performance with the present working conditions.	1(2%)	22(44%)	8(16%)	17(34%)	2(4%)

Source: Questionnaire

1. Highly Satisfied, 2. Satisfied, 3. Unable to Decide, 4. Dissatisfied, 5.Highly Dissatisfied.

It is observed from table-9 that 22(44%) of the respondents felt satisfied with the encouragement of better performance with the present working conditions.

Table 10: Satisfaction with Physical Environment and ICT Infrastructure

Sl. No.	Factor	1	2	3	4	5
1	Sufficient Space to work	1(2%)	24(48%)	2(4%)	21(42%)	2(4%)
2	Well equipped furniture	1(2%)	8(16%)	4(8%)	33(66%)	4(8%)
3	Noise-free environment	2(4%)	29(58%)	4(8%)	14(28%)	1(2%)
4	Good ventilation & other hygiene factors	1(2%)	34(68%)	0(0%)	14(28%)	1(2%)
5	Computer Systems	1(2%)	6(12%)	3(6%)	32(64%)	8(16%)
6	Internet Facility	1(2%)	5(10%)	4(8%)	33(66%)	7(14%)
7	Automation of Library	0(0%)	6(12%)	5(10%)	27(54%)	12(24%)
8	E-resources/Services	1(2%)	3(6%)	6(12%)	30(60%)	10(20%)
9	Opportunities to get training in the emerging ICT Skills.	0(0%)	13(26%)	9(18%)	26(52%)	2(4%)

Source: Questionnaire

1. Highly Satisfied, 2. Satisfied, 3. Unable to Decide, 4. Dissatisfied, 5.Highly Dissatisfied.

It is observed from table-10 that 24(48%) of the respondents are satisfied with the sufficient space to work. 33(66%) of the respondents are dissatisfied with the furniture they have in their library. 29(58%) of the respondents agreed with the noise-free environment. 34(68%) of the respondents are satisfied with good ventilation and hygiene factors. 32(64%) of the respondents are dissatisfied with the computer systems they have in their library. 33(66%) of the respondents are dissatisfied with the Internet facility. 27(54%) of the respondents are dissatisfied with the automation of the library. 30(60%) of the respondents are dissatisfied with the services of the digital platforms due to the unavailability of infrastructure. 26(52%) of the respondents are dissatisfied with the opportunities for training in emerging ICT Technologies.

Table 11: Satisfaction with Recognition and Appreciation

Sl. No.	Factor	1	2	3	4	5
1	The Library profession is well organized in school/college and in society	3(6%)	27(54%)	2(4%)	15(30%)	3(6%)
2	Due regard and recognition are given for good performance	0(0%)	28(56%)	6(12%)	16(32%)	0(0%)
3	Job in Libraries gives immense recognition and satisfaction.	0(0%)	31(62%)	4(8%)	14(28%)	1(2%)

Source: Questionnaire

1. Highly Satisfied, 2. Satisfied, 3. Unable to Decide, 4. Dissatisfied, 5.Highly Dissatisfied.

It is observed from table-11 that 27(54%) of the respondents are satisfied with the recognition of their profession. 28(56%) of the respondents are satisfied

with the recognition for their performance. 31(62%) of the respondents are satisfied with the job in libraries gives immense recognition and satisfaction.

Table 12: Satisfaction with Job Profile

Sl. No.	Factor	1	2	3	4	5
1	Nature of Job	0(0%)	33(66%)	3(6%)	14(28%)	0(0%)
2	Support from Administration in Library Maintenance	0(0%)	29(58%)	2(4%)	18(36%)	1(2%)
3	Flexibility in working hours	0(0%)	22(44%)	6(12%)	16(32%)	6(12%)

Source: Questionnaire

1. *Highly Satisfied*, 2. *Satisfied*, 3. *Unable to Decide*, 4. *Dissatisfied*, 5. *Highly Dissatisfied*.

It is observed from table-12 that 33(66%) of the respondents are satisfied with the nature of the job. 29(58%) of the respondents are satisfied with the support from the administration in library maintenance. 22(44%) of the respondents are satisfied with the flexibility in working hours.

Findings of the Study

1. Majority of 45(90%) & 47(94%) of the respondents had experience below 5 years and had M.L.I.Sc., as their qualifications respectively. The remaining 1(2%) have above 15 years of experience and have M.Phil Degree.
2. Majority 28(56%) of the respondents are satisfied with the chance of promotion.
3. Majority 27(54%) of the respondents are satisfied with job security and 16(32%) of the respondents are satisfied with the unnecessary stress at work with the job security.
4. It is observed that 30(60%) of the respondents are satisfied with the salary, and 22(44%) are satisfied with the quantum of work being performed with the salary.
5. It is found that 22(44%) & 28(56%) of the respondents are satisfied with the salary with additional qualifications and experience respectively.
6. Majority of 20(40%) respondents felt satisfied with the Career Advancement in their job.
7. With regard to training majority of 31(62%) respondents agreed that training is required for newly appointed professionals and 25(50%) of the respondents agreed for training is required for updating their knowledge. The majority of 34(68%) of the respondents agreed that training and knowledge development are interlinked procedures.

8. It is found that 24(48%) of the respondents are satisfied with the administrative policies, and 28(56%) of the respondents are satisfied with the cooperation from the higher authorities. The majority 28(56%) of the respondents received appreciation from the higher authorities regarding their work and knowledge.
9. Majority of 22(44%) of the respondents are satisfied with the encouragement for better performance with the present working condition from the higher authority.
10. Majority of 24(48%) of the respondents are satisfied with the sufficient space to work, and 29(58%) of the respondents are satisfied with a noise-free environment. However, the majority of 33(66%) respondents are dissatisfied with the furniture, 32(64%) of the respondents are dissatisfied with the computer systems and 33(66%) of the respondents are dissatisfied with the Internet facility in their libraries.
11. Regarding the Recognition of library professionals majority of 27(54%) of the respondents are satisfied. 28(56%) of the respondents received due recognition for their good performance. The majority 31(62%) of the respondents are satisfied with the immense recognition and appreciation.
12. It found that the majority of the respondents 33(66%) are satisfied with the nature of the job, 29(58%) received support from the administration in library maintenance and the majority of 22(44%) of the respondents are satisfied with the flexibility in working hours.

Conclusion

Skilled Human Resources are an asset of the organization. The growth and development of the organization depend on how the organization is utilizing the skill of their employees. Monetary

benefits are an important factor in influencing employees. Monetary benefits will boost the employee to work with satisfaction to cater for the needs of his or her daily needs. Library professionals with good salaries in proportion to their work, experience and qualification will give an immense boost. Job Security also has an impact on library professionals to work confidently. On the other hand physical facilities like sufficient space, good ventilation and proper infrastructure like furniture, and computer systems will boost the library professionals to work in an efficient manner. Encouragement from the higher authority with an appreciation for the good work of library professionals also gives immense pleasure to professionals to work with more enthusiasm. Some of the professionals expressed low satisfaction with their job. Their energy, experience, knowledge and skills have to be utilized by providing the proper facilities and monetary benefits to them. Therefore concerned authorities should take necessary steps for the betterment of the library, library professionals and their respective institutions to overcome the dissatisfaction of library professionals.

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