Job Satisfaction and Expectations of LIS Professionals in India: A study

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Abstract

Psychological aspects are always playing vital roles in any field of work. Being a service sector, the satisfaction level of Library and Information professionals has a direct impact on the services which are rendered to users. In the purview of this aspect, authors have tried to assess the level job satisfaction and expectations of Library and Information Science professionals from the Indian original aspects.

Keywords: Libraries, Library professionals, Job satisfaction, Professionals expectations, Information professionals, Working environment, Working organization, India.

1. Introduction

Job satisfaction is a criterion for measures the commitment of LIS professionals in their respective positions. Always the satisfaction is interlinked between the management and the employee in any set of organizations; in the same way in the library profession, the staff of the libraries should get motivations in terms of appraisal to increase the standard of leaving of LIS professions. This satisfaction will lead to LIS professionals indeed involvement not only in serving the users similarly to respective organizations. Blum, M & Naylor, J (1986) define that "job satisfaction as a general attitude of the workers constituted by their approach towards the wages, working conditions, control, promotion related with the job, social relations in the work, recognition of talent and some similar variables, personal characteristics, and group relations apart from the work life". Kaliski, BS (2007) thought that Job satisfaction is a worker's sense of achievement and success on the job. It is generally perceived to be directly linked to productivity as well as to personal well-being. Job satisfaction implies doing a job one enjoys, doing it well and being rewarded for one's efforts. Job satisfaction further implies enthusiasm and happiness

with one's work. Job satisfaction is the key ingredient that leads to recognition, income, promotion, and the achievement of other goals that lead to a feeling of fulfillment.

2. Review of Literature

A review literature is essential, primarily to identify the work in a subject selected for investigation. The data collection has been done from the recent research intellectual output related to my study of the investigation. Some of the similarity in job satisfaction and expectations by LIS professional' research surveys, case studies, reports, white papers, annual reports, books, journals etc. A research contribution has been contributed by the following professionals.

The **Gboyega & Popoola (2010)** are explain that job commitment will increase depends on the compensation, policies; pay scale increase, and other working environment provided by the employer and same **Hart, G (2010)** explored that 50% of respondent unsatisfied by the remuneration offered by the employer and further the expressed their dissatisfaction towards the stagnant working environment, the frustration of inadequate availability of working resources. Similar the **Asadullah & et al (2012)** found that 25.71% of the Vellore district and 23.68% from Cuddalore district strongly disagree with their job against 21.43% and 13.16% strongly agrees and **Somvir & Sudha (2012)** explicate that designation and working environment of the professionals is the most impact factor in job satisfaction. **Gomathi; Amjid & Shamshad; Moeen & Syeda (2013)** are examine the job satisfaction, Job security; pay scale; promotion criteria; annual increment provided by the employer is not up to satisfactory level and further they suggest that employer should take the necessary actions to improve their needs.

The **Hafiza & et all (2014); Maithili & Navaneethakrishnan (2014); Mondal & et al (2014); Jange & Vandana (2014); Joginder & Priya (2014); Uloma & et all (2014)** researchers are try to studied on parameters of gender, age; job security, promotion policies; working environment, co-workers support etc. in all these studies most of the outcomes are same, the responses in gender factor male respondents have shown their disagree about the job satisfaction and in the age factor most of the responses came from 30-40 years of age group then most of the responses towards the job satisfaction came from the experienced professionals and one of the most common recommendations from all the studies is employer should take necessary steps to satisfy the employee needs along with that the Das, Amiya Kumar (2015) feel most of the LIS professionals are not satisfied with management and the remuneration packages

provided by the employer and same one more same study conducted by **Ajie & Omotunde (2015)** to know the dimensions of salaries, professional benefits, promotions, working environment, ICT infrastructures, growth, and other developments are essentially in evaluate the job satisfaction. In this case 55.2% of the respondents are satisfied with the working environment and 48.3% respondent shows they agree towards the promotion procedures and 51.7% of the respondents are totally satisfied with their progress done in their working organization and the **Kavitha & Jayaraman (2015)** agree that the quality of service in libraries depends on the library professionals who are responsible for the efficient, effective and expeditious delivery of the services. This can be achieved only by the professionals who are highly satisfied with their organizational culture, infra-structural facilities, salary, other perks and rewards etc., **Marasinghe & Anusha (2016**) described the significant difference of job satisfaction in perception of both "work" and "supervision" among three generations. Guidelines have been developed to enhance the level of job satisfaction of university library professionals. Job satisfaction of library professionals is essential and a fundamental determinant of the development and organization of the service and interestingly the **Neelamma, G & et al (2016)** find the satisfaction level of the professionals, reason for choose LIS as a profession, and satisfaction towards the pay scale finally this study explored that 52% of respondents strongly agree that there are opportunities to develop their profession and adequate training was offered with new technology for improving their services in the same way 54% respondents agree to feel proud of their profession and 30% respondents agree slightly that they have been paid adequate pay scale.

All the above-mentioned authors were carried out research on job satisfaction of LIS professionals across the India as well as glob to evaluate the status, conditions, nature, problems, solutions and other professional perspectives of LIS professionals and their working environment in India as well as across the globe.

3. Objectives

The present study is an attempt to explore the job satisfaction and expectations of LIS professionals in India. The assessment had the following objectives.

  a. To find out that which is the most influenced channels to create awareness about LIS courses.

b. To explore the reason behind the selection of LIS as a profession.

c. To have the feedback about the nature of the profession.

d. To dig up the truth of problems and challenges facing the profession.

e. To know the organizational supports to improve their profession.

f. To analyze the preferable working sector and the reason behind the preference.

g. To examine the desired designation for the profession.

h. To explore the overall professional satisfaction and views about LIS education.

4. Scope and Limitation

The study is concerned with the 'job satisfaction and expectations of LIS professionals in India. To assess and measure the attitudes of professionals towards their profession and satisfaction as well as a further expectation by the LIS professionals whoever working in different universities, institutions, organizations, research or information centers in across India.

5. Methodology

The study population is above 10,000; LIS Graduates in the state universities of India, and online survey method adopted to collect the responses to this research. We collected (1500) e-mail addresses of full-time LIS Professionals those who are working in the different sector and categorize them into three groups: 1) Public, 2) Academic, 3) Special (R&D) and 4) Corporate. Structured questionnaire prepared by online form to make the research easy. The e-mail with the link for the online questionnaire hosted in the google drive forwarded to the professionals to collect the information to research and also the online questionnaire posted on LIS-Forum, LIS-Links, and Facebook etc. asked for the answer to the questionnaire. Finally, we received 355 output with responses with the help of ms office excel data has analyzed. This research carried out to assess and measure the attitude towards their professional satisfaction and expectations by the LIS professionals whoever working in different universities, institutions, organizations, research or information centers in across the India.

6. Data Analysis and Interpretation

This study analysis of data gathered through the questionnaire designed for all the LIS graduates in the universities and Institutions of India. The data analysis is based on questionnaire

responses of LIS graduates'. The information thus collected is tabulated and presented in the form of tables.

**Table - 1: Demography information of the respondents**

Demography information		(n-355)	
		Freq.	**%**
Gender	Male	223	62.8
	Female	132	37.2
Qualifications	Post-Graduation	296	83.4
	Graduation	48	13.5
	UG/Diploma	04	1.1
	Certificate Courses	07	2.0
Required additional qualifications	Yes	324	91.3
	No	31	8.7
Designation	Prof; Associate; Asst. Professor	16	4.5
	Chief & Dy. Librarian	42	11.8
	Librarian	175	49.3
	Assistant Librarian	80	22.5
	Technical Assistant	05	1.4
	Library Assistant	28	7.9
	Documentalist	05	1.4
	Trainee	04	1.1
Nature of profession	Part Time	13	3.7
	Full-Time	342	96.3
	Permanent	243	68.5
	Temporary	112	31.5
Working organizations	Medical/Pharma/Nursing	32.0	9.0
	Arts, Commerce & Science	72.0	20.3
	Engineering	95.0	26.8
	Management	54.0	15.2
	Education and Training	46.0	13.0
	Research & Development	50.0	14.1
	National/Inter. Schools	6.0	1.7
Professional experience	<5	148.0	41.7
	6 – 10	86.0	24.2
	11 – 20	82.0	23.1
	21 – 30	26.0	7.3
	31 – 40 and above	13	3.7
	1-2 lakhs	159.0	44.8

Annual packages	3-4 lakhs	108.0	30.4
	5-6 lakhs	56.0	15.8
	7-8 lakhs	12.0	3.4
	9-10lakhs	10.0	2.8
	11-12lakhs	4.0	1.1
	13-14 lakhs and more	6.0	1.7
Satisfaction of remunerations	Yes	119.0	33.5
	No	236.0	66.5

Qualification wise distribution of respondents: The table 1 is very clear that 324 (91.3%) respondents are totally agreed that, additional qualification is highly desirable along with their existing qualification. Which include 296 (83.4%) respondents belonged to post graduate category followed by 48(13.5%) graduation degree holders. **Designation wise distribution respondents:** And also table 1 elaborates the belongingness of respondents in the different designations. 175(49.3%) are librarians followed by 80(22.53%) Assistant Librarians, 42(11.8%) are Chief Librarians, 28(7.9%) are Library Assistants and 16(4.5%) belong to Associate, Assistant Professor Categories of designation. **Nature and working tenure:** table 1 extends represent the nature and working tenure of the respondents here 342(96.3%) respondent's full-time position and 13(3.7%) are at the part time position. In another hand 243(68.5%) respondents hold permanent position, whereas 112(31.5%) are working at temporary positions. **Experiences and enumeration of the respondents:** table 1 also described an index of the situation of LIS professionals in India. The table elucidates about the packages of LIS professionals depending on their experience. 148(41.7%) of respondents having max of 5 years' experience professional 159 (44.8%) are getting maximum 1-2 lakh per annum, followed by 86(24.2%), 82(23.1%) of professionals respectively having of 6 – 10, 21 – 30 years' experience professional are getting 3-4, 5-6 lakh per annum, 26(7.3%) respondents having 21 – 30years experience and are getting 7-8 lakh per year. The maximum package offered is above 10 lakh per year for those who have maximum 31 – 40 and above years of experience and 236(66.5%) respondents are not satisfied with their present enumerations, this may impact on continuously change their jobs.

Fig.1: Channels of awareness
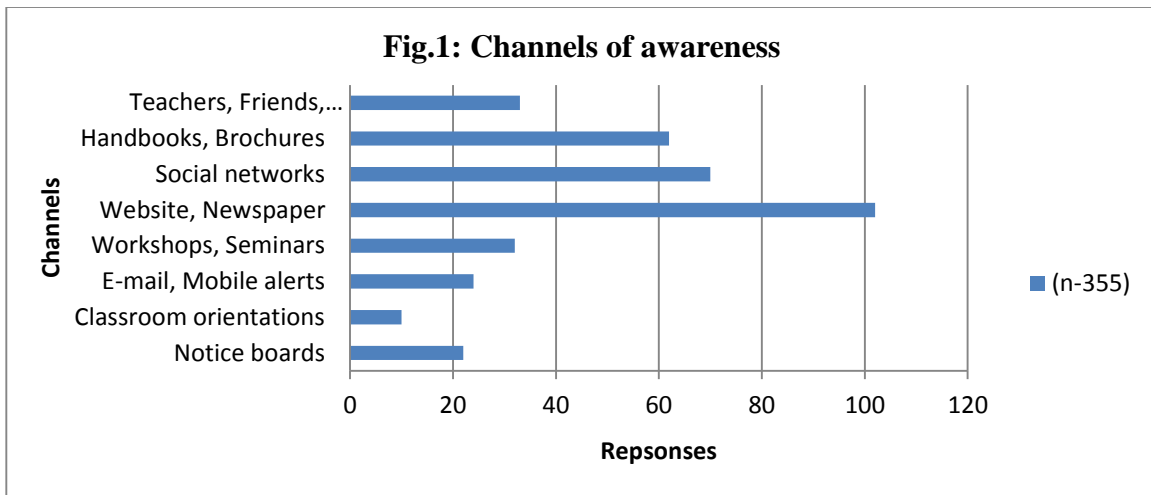
The respondents were requested to indicate the modes by which they learned to awareness of the LIS. Fig.1 shows frequencies of responses and respective percentages for the different LIS learning methods, the study found that 102 (28.7%) of respondents learnt to make aware of LIS with the help of Through website, newspaper, magazines adds and wall posters and 70 (19.7%) of respondents learnt it by the Social networks apps followed by 62 (17.5%) through handbooks, brochures, prospects, manual, tutorials, 33 (9.3%) respondents are made aware through teachers, friends, colleagues.

Fig.2:Reasons for choose LIS profession
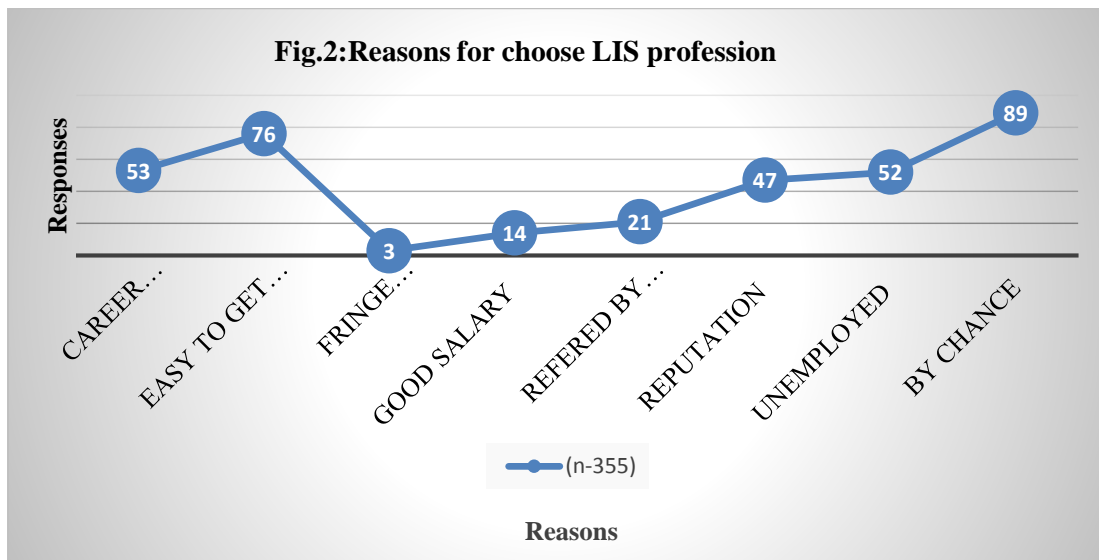
The Fig.2 expose the factors are influencing in selection or quit the profession. There are many factors influences a person to select LIS as profession 76(21.4%) responses believes that reputation of profession is the main reason for their selection of LIS as a profession followed by 89 (25.1%) respondent interestedly replied to by chance only they choose the LIS, 53 (14.9%)

respondent for Career advancement & development and 52 (14.6%) respondents were select the LIS course because of unemployment from previous professional fields.

Table - 2: Nature of profession

Sl.no	Opinion	Freq.				Total
		A	B	C	D	
a.	Job is challenging	170 (48.0)	154 (43.0)	22 (6.0)	9 (3.0)	355 (100.0)
b.	Skills can be applied effectively	152 (43.0)	178 (50.0)	14 (4.0)	11 (3.0)	355 (100.0)
c.	Job orientations are effective	84 (24.0)	224 (63.0)	32 (9.0)	15 (4.0)	355 (100.0)
d.	Workload and responsibilities	144 (41.0)	174 (49.0)	29 (8.0)	8 (2.25)	355 (100.0)
e.	Work environment is safe, comfortable and well equipped	116 (33.0)	164 (46.0)	51 (14.0)	24 (7.0)	355 (100.0)

Note: a- Strongly agree**, b-** Agree**, c-** Disagree**, d-** Strongly Disagree

The table 2 described opinions about the nature of LIS profession, in order that 170 (48%) respondents strongly agree with that the LIS profession is quite challenge followed by 178(50%) respondents agree their skills can be applied effectively in working environment, 224(63%) respondent agree with the job orientations programs activities is most helpfully to getting jobs, aware of new opportunities and career advancement and developments, 174 (49%) respondents agree and happy with workload and responsibilities of the profession and importantly 164 (46%) agrees their work environment is safe and comfortable with available infrastructure for effective functional operations.

Table - 3: Impact of issues to quit job

Sl.no.	Reasons to quit jobs	(n-355)	
		Freq.	%
a.	Better job opportunities	184	52
b.	Low professionals benefits	32	9
c.	Conflict with management	8	2
d.	Multiple tasks	14	4
e.	Uncomfortable work relationship	8	2
f.	Family and personal reasons	22	6
g.	Commute	5	1
h.	Others	82	23
	Total	355	100.0

Every profession have many factors which are influenced on aspirants to select or change their professional fields, the table 5 summarized the essentially objectives to change or quit their jobs,

in that 184(52%) responses elucidate that better job opportunity is the main reason to change the profession in relation to this 32(9%) responses shows that low professional benefits causes for the change of profession and 82 (23%) respondent would like to change their jobs due other their personal and psychological issues.

Table - 4: Organizational supports

Sl.no.	Supporting	Freq.				Total
		a	b	c	d	
a.	Adequate equipment is available	81 (23)	150 (42)	68 (19)	56 (16)	355 (100)
b.	Adequate staff	77 (22)	192 (54)	52 (15)	34 (10)	355 (100)
c.	Fair and equal treatment	52 (15)	172 (48)	111 (31)	20 (6)	355 (100)
d.	Encourage to skills development	79 (22)	141 (40)	84 (24)	51 (14)	355 (100)
e.	Recognize the achievements	22 (6)	73 (21)	163 (46)	97 (27)	355 (100)
f.	Salary reviews	16 (5)	59 (17)	159 (45)	121 (34)	355 (100)
g.	Healthcare benefits	35 (10)	66 (19)	118 (33)	136 (38)	355 (100)
h.	Retirement benefits	27 (8)	57 (16)	182 (51)	89 (25)	355 (100)

Note: a-Strongly agree   **b -** Agree **c-** Disagree**, d-** Strongly disagree

Table 4 is analysis the organization's environmental factors affects the professionals in terms of maximum involvement in the organizational activities, in their own professional development, effective rendering of LIS services, innovative services etc. Some of the factors rated by the respondents in this survey reveals 150(42%) are agree with adequate available equipment for effective system setup followed by192 (54%) are facing adequate staff for library, 172 (48%) agrees the working organizations doesn't give fair and equal treatment for library professionals, 141(40%) respondents doesn't get encouraged to skills development activities by the organizations, 163(46%) respondents are disagree to recognition of professional achievements, 159 (45%), 136 (38%) respondents disagree and strongly disagree with salary and health benefits and 182 (51%) respondents are not happy with retired benefits given by the working organizations.

FIG.3: WORKING SECTOR
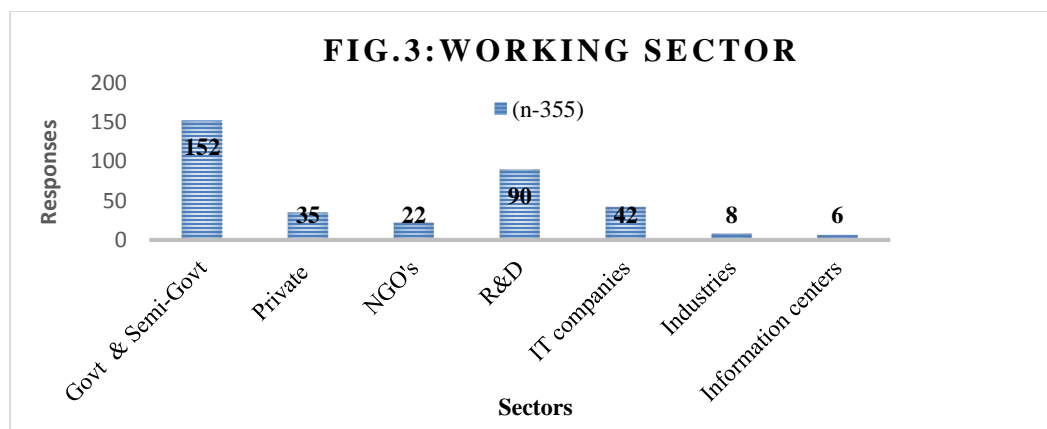
Good professional benefits and professional encouragement will influence on every professional because of every professional would like to lead standard leaving lifestyle. In the same way, many library professionals would like to join the institute which offers good benefits. The Fig.3 find that 152(42.8%) of respondents reveals that government sector is the best sector to work followed by 90(25.4%) preferred R&D institutions, 42(11.8%) would like to work in IT companies in the other hand professionals gives more interest to their professional designation in relate to this 110(31%) prefer librarian is the good designation followed by this 84(23.7%), reveals that information officers are the best designation to library profession.

Table - 5: Preferred professional designation

Sl.no.	Name of designation	(n-355)	
		Freq.	%
a.	Librarian (No need to change)	110	31.0
b.	Information Officers	84	23.7
c.	Information Scientist	72	20.3
d.	Research Associates	8	2.3
e.	Knowledge Manager	58	16.4
f.	Documentation Officer	14	3.9
g.	Knowledge Gatekeeper	9	2.5

The study try to find out the professional attitudes towards to change present and professional designations, in this sense 110(31%) respondent are would like to continue with as Librarian (No need to change) and 84(23.7%), 72(20.3%), 58(16.4%) are expecting the 'librarian designations' need to respectively change as Information Officers, Information Scientist, and Knowledge Manager.

Table - 6: Restructuring of LIS education

S.no.	LIS education	Freq.				Total
		A	**b**	**C**	**d**	
a.	Theoretical subjects to be reduced	119 (33.5)	165 (46.5)	60 (16.9)	11 (3.1)	355 (100.0)
b.	ICT applications and practical aspects to be increase	254 (71.5)	91 (25.6)	7 (2.0)	3 (0.8)	355 (100.0)
c.	Curriculum to be revised at least once in a five-year	113 (31.8)	200 (56.3)	32 (9.0)	10 (0.3)	355 (100.0)
d.	Compulsory project or dissertation work to be assign	129 (36.3)	196 (55.2)	24 (6.7)	6 1.7	355 (100.0)
e.	Examination scheme/patterns to be revised (Uniformity)	110 (31.0)	188 (53.0)	43 (12.1)	14 (3.9)	355 (100.0)

Note: a- Strongly Agree**, b-** Agree**, c-** Disagree**, d-** Strongly Disagree

The changing, updates, upgrades, initiatives, modifications, revised etc words are essential and appropriate aspects in every field. Table 9 summarized the professional expectations towards restructuring of LIS education system 165(46.5%) respondents are agreed with the theoretical subjects to be reduced, most of 254(71.5%) respondents are strongly agreed on ICT applications and practical aspects to increase in syllabus followed by 200(56.3%) are agree the curriculum to be revised at least once in a five-year, 196 (55.2%) are agree compulsory project or dissertation work to be assigned in right time of the study and 188 (53%) respondents are agreed the Examination scheme/patterns be revised (Uniformity) for present marking requirements.

Table - 7: Pattern of LIS curriculum

Sl.no.	Re-structure of curriculum	Freq.				Total
		A	**a**	**C**	**d**	
a.	Fully theoretical based	14 (3.9)	100 (28.2)	169 (47.6)	72 (20.3)	355 (100.0)
b.	Partially theoretical Based	98 (27.6)	181 (51.0)	66 (18.6)	10 (2.8)	355 (100.0)
c.	Fully IT based	124 (34.9)	120 (33.8)	85 (23.9)	26 (7.3)	355 (100.0)
d.	Partially IT based	109 (30.7)	162 (45.6)	76 (21.4)	8 (2.3)	355 (100.0)

Note: a- Strongly Agree**, b-** Agree**, c-** Disagree**, d-** Strongly Disagree

In this competitive world in all academic, public, corporate, private, non-profit organizations are commonly looking for smart and skilled personalities to work, in this conditions, the both formal and informal education system needs to produce skilled personals for present market requirements. In the sensing table, 7 is trying to analyze the respondent's views on present LIS

curriculum. 169 (47.6%) respondents are disagreed with the fully theoretical curriculum and expecting revised present syllabus, 181(51.0%) respondents are strongly agreed towards the partially theoretical based curriculum needs to be imitative, 124(34.9%) respondents are agreed that there should be fully IT-based curriculum in graduation and post graduations level and on another hand 162(45.6%) respondents are agreed to initiative the more mixed curriculum of IT and theoretical aspects curriculum.

Table - 8: Mode of Ph.D. program

Sl.no.	Mode of Ph.D. program	(n-355)	
		Freq.	%
a.	Through state level entrance test	132	37.2
b.	Through university level entrance	174	49.0
c.	Supervisors(Guide) preference	41	11.5
d.	Departmental Independence	8	2.3
	Total	355.0	100.0

Table 8 describes the projects the different opinions given by the respondents. 132(37.2%) respondents agreed the state level entrance is the best method for the Ph.D. admissions followed by 174(49.0%) are agreed the university level entrances is the best method for research program admissions in the other side 8(2.3%) disagreed with departmental independence and 41(11.5%) disagreed with supervisors preference for the Ph.D. program.

Table - 9: Professional satisfaction about UGC rules and regulations

Sl.no.	Responses	(n-355)	
		Freq.	%
a.	Yes	158	44.5
b.	No	197	55.5
	Total	355.0	100.0

Table 9 elucidates the satisfaction level of the respondents towards the rules and regulations brought by UGC for the improvement of higher education system in India. 197(55.5%) respondents are not satisfied with the UGC volatile regulations whereas 158(44.5%) respondents are satisfied with UGC rules and regulations.

Fig.4:Level of satisfaction of LIS professionals
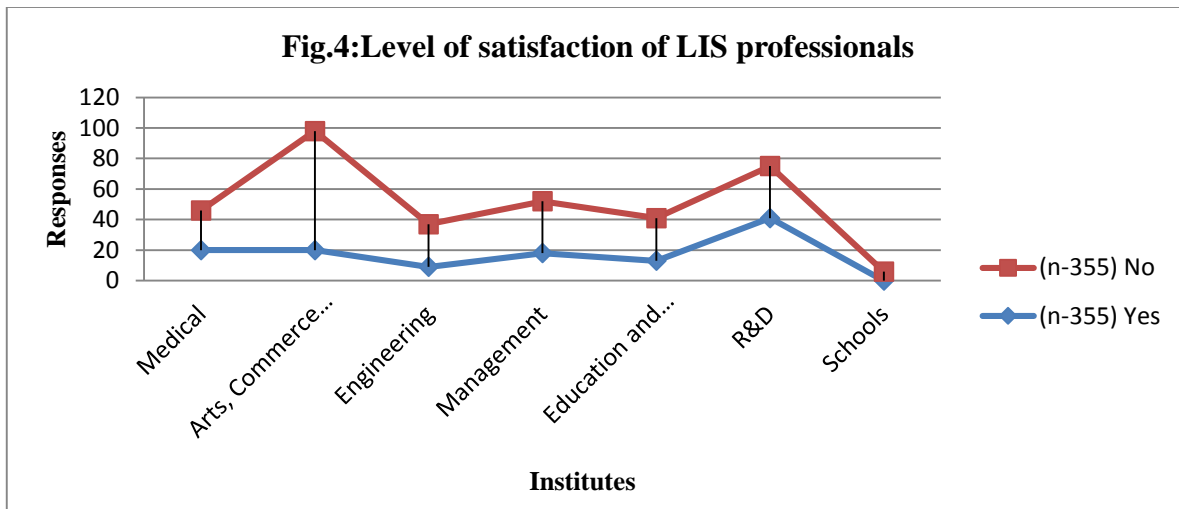
The Fig.4 provides the insight about satisfaction level of LIS professionals towards their profession were 78(33.3%) respondents belong to humanity disciples are not satisfied with their profession against to 41(33.9%) of R&D institute employees who are satisfied with their positions.

7. Findings

- This study elucidates that professionals with maximum experience getting maximum remuneration relate to this 148(41.7%) of respondents having a max of 5 years' experience. 159 (44.8%) are getting maximum 1-2 lakh per annum. There are 236(66.5%) respondents are not satisfied with their present enumerations.

- Relating to creating awareness of LIS services 102 (28.7%) of respondents shows their agree towards the channels like website, newspaper, magazines adds and wall poster etc.,

- For selection of LIS as profession 76(21.4%) respondents believes that reputation of profession is the main reason for their selection

- Regarding creating awareness of LIS job 224(63%) respondent agree that job orientations program activity are most helpful to getting jobs, aware of new opportunities.

- This study explored that for leaving the job in the previous organization 184(52%) responses elucidate that better job opportunity is the main reason to change the profession in relation to this 32(9%) responses shows that low professional benefits cause the change of profession.

- By this research 192(54%) responses show the problem of inadequate staff for the library, followed by 172 (48%) agrees the working organizations doesn't give fair and equal treatment for library professionals.

- There are 152(42.8%) of respondents reveals that government sector is the best sector to work followed by 90(25.4%) preferred R&D institutions.
- This study found that 110(31%) respondent are would like to continue with as Librarian (No need to change) and 84(23.7%) refers that information officer.
- This research explored that 254(71.5%) respondents are strongly agreed on ICT applications and practical aspects to increase in syllabus followed by 200(56.3%) are agree on the curriculum be revised at least once in a five-year, 196 (55.2%) are agree compulsory project or dissertation work to be assigned in right time of the study.
- In relation to curriculum 181(51.0%) respondents are strongly agreed towards the partially theoretical based curriculum needs to be imitative, 169 (47.6%) respondents are disagreed with the fully theoretical curriculum and expecting revised present syllabus
- There are 174(49.0%) respondents agreed that university level entrance is the best method for research program admissions.
- This study says that 197(55.5%) respondents are not satisfied with the UGC volatile regulations whereas 158(44.5%) respondents are satisfied with UGC rules and regulations.
- Related to satisfaction level 78(33.3%) respondents belong to humanity disciples are not satisfied with their profession against to 41(33.9%) of R&D institute employees who are satisfied with their positions.

8. Recommendations

In the fast-changing world of the 21st century, several professions are adapting with changes and pacing with new useful technologies for their survival and advancement. In India a major changes as regards to LIS profession is seen only in last few years and LIS Departments and its faculties want to effectively utilize availability of limited resources and try implementation of those are programs and some of futuristic issues and requirements are needs to acquire and adopt in study durations, some of issues and requirements are

- Modern LIS education requires infrastructure such as media labs, IT labs, and information products experimental labs.
- Libraries and information centers are increasingly organizing their work around newly emerging technologies and tools.

- ✍ LIS education should include new competency skills required for the professionals to reach the expectation of market.
- ✍ The LIS schools must initiate research-based teaching and training to their students by keeping the view of ICT and information explosion.
- ✍ The library schools have opportunities to enormously expand their educational programs and play a proactive role in preparing human resources for managing knowledge resources for the society at large.
- ✍ LIS schools are required to modify their curricula and offer specialized courses in different areas such as social, business, agriculture, health.
- ✍ Library schools also have tremendous opportunities to prepare information professionals to step into new roles such as knowledge engineers, information architects, information analysts, hypermedia specialists.
- ✍ There is a need for smart skills to create a market for LIS professionals in the society.

9. Conclusion

This study has found that library professionals are less satisfied with their jobs. So that care should be taken to improve the job-related factors like independence, variety, social status, good supervisory techniques, the point of moral values, authority towards work, utilization of ability of professionals, strong and favorable library policies, responsibility, promotion, recognition of innovative ideas/services and achievement. University LIS departments should take the appropriate steps to make LIS curriculum more practical oriented rather than theoretical. Library professionals should take the keen interest in acquiring the desirable ICT skills and knowledge. Apex bodies like UGC, AICTE, and NAAC should come up with the profound rules which give more weight-age to Library and Library profession. It is the good sign that corporate sector institutions/companies are showing interests in the establishment of libraries as their part functioning. But they are failing in treating the library professional important human resources like other professionals in the company.

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