JOB SATISFACTION WITH REGARD TO SOCIAL RECOGNITION AMONG THE LIBRARY PROFESSIONALS IN MEDICAL, DENTAL AND AYURVEDIC COLLEGE OF RAJASTHAN: A STUDY

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Abstract

Job satisfaction refers to a general attitude resulting from various specific attitudes to job factors, social factors, monetary factors, group relationships, etc. Thus, job satisfaction is the result of various attitudes of the employee which he holds towards his job and related factors. Job satisfaction contributes significantly to employee productivity and morale. The organizations which take care to develop individual attitudes among employees which contribute to job satisfaction will be benefited substantially.

Key Words: Job Satisfaction, Library Professional Social Recognition, Library Professional Attitude.

Introduction

Organizations such as libraries are not an exemption in this respect. A library is the dominant agency of dissemination of knowledge. The Library plays a constructive role in the fulfillment of our aspiration and programs for formal 8B adult education, R & D and industrialization for successful functioning and performance of its manifold duties. Library requires personnel with a high degree of technical skill, intelligence, imaginations, initiative, efficiency and understanding. They are, therefore, to be not only professionally qualified, competent find efficient but also to

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be lively, active, content and well satisfied with their jobs. The present day libraries are actively participating in the process of transmission of information from sources to the ultimate users. They are the important nation building institutions that help in completely eradicating illiteracy and disseminating knowledge, and are allies of education to disseminate knowledge effectively to the users. The personnel working in the libraries are required to be molded to suit the changing circumstances from time to time. These changes are in several forms, these forms are given hereunder: The exponential growth of knowledge is causing abundant of documents in various forms such as book & non-books material, print & non-print material and others that is, electronic information materials. The increased research activity from single discipline to interdisciplinary and multi-disciplinary, solo research to group research and relay research are making the people depend more than ever before on the libraries and librarians in search of information.

The variety of approaches of readers such as everyday approach, current approach and exhaustive approach are compelling the librarians to devise suitable services to meet the reader's needs. All these factors have a tremendous impact on the functioning of the professional staff working in the libraries in order to accomplish the aims and objectives of the organization in providing effective services. The effectiveness of the efficiency of library personnel in turn would largely depend up on their morale and job satisfaction.

1.   Review of Literature

Martell[1] examines techniques for the redesign of work in academic libraries, and the present methods that adhere to Quality of Working Life (QWL) principles. Further, he says that by implementing some advanced methods of organization and work system design, academic libraries should be able to respond more effectively to rapid changes in user demand, and improve the QWL of the employees.

Kishore[2] explores in his study the factors that motivate the members of library professional staff to perform their function of accumulation, preservation and dissemination of knowledge.

McNally[3] has carried out a survey among Ontario reference library staff by using techniques of analysis and measurement adopted from the field of business studies to investigate the relation between job motivation and satisfaction. The results show generally moderate satisfaction with environmental conditions, but low motivation. The initial hypothesis that professionals would express greater motivation and satisfaction than non-professionals is not confirmed.

Merchant's[4] study of management studies in US university libraries shows that participative management leads to high job satisfaction, which, in turn, leads to a high level of performance. The staffs judgment of the confidence and trust their leaders have in them is the most important aspect of participative management which emphasizes the desire to achieve and grow and perform well. The management must be goal-oriented, and its staff must know and approve the goals.

The main purpose of Glasgow's[5] research is to identify predictors of job satisfaction among academic librarians. Structural models are developed by him, and examined with path analytic procedures to determine the effect of the following variables on librarians job satisfaction: Selected characteristics of individual librarians (education, experience, sex, age, salary and position). Selected characteristics of library organization (annual budget, sex of director, size of staff, average annual salary of staff, organizational status of librarians, and size of collection), and librarians' perceptions of their job (perceptions of the work, adequacy of pay, promotion opportunities, supervision, associates and job security).

Burgess[6] study of job satisfaction of the staff in Australian University Libraries by using the MSQ (Minnesota Satisfaction Questionnaire) finds that 1) There is no difference in the level of job satisfaction between reference librarians and cataloguers; 2) Cataloguers are less satisfied with the social service aspect of their job; 3) The three least satisfying dimensions £ire the same for both (advancement, library policies and practices, recognition); 4) for cataloguers only the higher the position, the greater the career length and age, the higher the level of job satisfaction. Martell[7] explores the important (Quality of Work Life) strategy of job redesign by discussing the techniques of job enlargement and job enrichment. His study shows how the introduction of automated systems in the University of California at Berkeley Library has led to the restructuring

and enrichment of jobs. The study offers a number of suggestions to indicate potential directions for librarians in the QWL field.

Lynch's[8] study is guided by an interest in job satisfaction within the work setting. The chief hypothesis is that differences in job satisfaction will be found among library units and among occupational groups within libraries. The relationships of sex, age, and tenure to the job satisfaction of library employees also are explored. The results suggest that further library studies of job satisfaction will be more useful to the profession, if placed within the context of the work environments in which librarians find themselves.

Honnabuss[9] while reviewing motivational theories, sets them in the context of a library. The heart of the matter is the individual/orgginization relationship, what an employee does, and what is asked of the employee. In a healthy organization, a good job comprises good opportunities, good pay, and good human relations.

Rockman's[10] study of job satisfaction on a sample of 280 academic librarians and the faculty employed by the California University Library system reveals that a majority population (male faculty and female librarians) would experience a higher level of job satisfaction than a minority population (Male Librarians and Female faculty) . The results indicate that job satisfaction is not solely a function of gender or membership in a dominant work group; rather, it is highly correlated with autonomy and opportunities to exercise decision-making skills.

Sable[11] discusses the protection of the librarian. The study explores three potential sources of harassment from which the librarian requires protection : patrons, lower-echelon supervisors, and library administrators. The types of protection provided by library associations, the courts, unionization, librarians' professional goals, actions of progressive administrators, collective bargaining are also discussed.

Haack and others[12] in their pilot survey conducted at a one day conference on service, begin empirical assessment of burnout syndrome among librarians and other information professionals, and outline the stages of occupational burnout: enthusiasm, stagnation, frustration and apathy.

2. Scope and Limitation of The Study

The study addresses Medical, Ayurveda & Dental libraries in Rajasthan state, these are well developed than other academic, particularly college and University libraries in terms of job satisfaction. The 24 Medical, Ayurveda & Dental Colleges libraries of Rajasthan are selected for the study.

3. Objective of The Study

The main objectives of the study are:

1.   To assess the level of job satisfaction of librarians among the Medical & Dental college Library Professionals of Rajasthan:

2.   To assess the level of job satisfaction of library professionals and semi-professionals;

3.   To find out social recognition of the librarians/library professionals within and outside their organizational structure;

4. Research Methodology

Three methods viz., questionnaire surveys and semi-structured interviews with librarians, staff and observational visits in the libraries will be used in data collection. A survey method based on a structured questionnaire will be used for the study which will be circulated to library staff. The purpose of questionnaire will be to obtain data regarding the job satisfaction and services in Medical & Dental College Library Professional in Rajasthan.   The questionnaire will be distributed to staff with a covering letter indicating the significance of the study and the intended plans for the results and data collection.   The study will confined only to Medical & Dental Ayurvedic college Library Professional in Rajasthan. The names, administrative status and addresses of libraries for the study. Information was verified telephonically and through personal visits.   Twenty four libraries selected for the study

The data collected through questionnaires will be converted into machine –readable form and imported into the statistical analysis package, SPSS. The data will be analyzed   and inference made based on various standard   statistical methods. The respondents will be asked to   select multiple answers for the job satisfaction and services.

5. Data Analysis

The social recognition of the study population has been assessed by taking into consideration the different aspects relating to it such as:
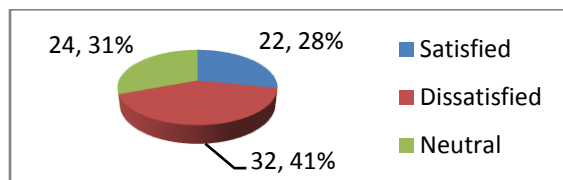
5.1. Respect and Recognition

5.2. Status

5.3. Privileges

5.4. Awards

5.5. Intra-Personnel Relationship

Several related factors are provided under each aspect to cover it broadly. On each of the items, the individuals are asked to answer the structured questions to analyze the data. Thus, the social recognition of the profession has been assessed from different angles in all area.

5.1 Respect and Recognition

The respect and recognition for the job in the library has been assessed by different groups in the society such as academic community, scientists, public, friends, family and students.

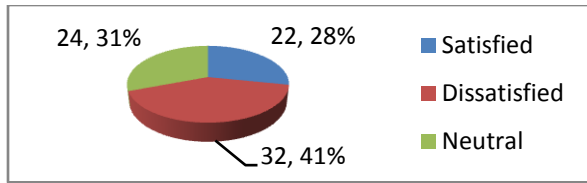Table - 1: Cumulative Distribution of Satisfaction with Regard to Respect and Recognition

24, 31%   22, 28%   ■ Satisfied
          ■ Dissatisfied
32, 41%   ■ Neutral

S. No	Level	No. of Staff
1	Satisfied	47(60.25%)
2	Neutral	13(16.66%)
3	Dissatisfied	18(23.07%)
4	Total	78(100%)

Table-1 shows that Cumulative distribution of the respondents with regard to respect and recognition in all the libraries. Of the 78 respondents, 61.25% are satisfied, 16.66% are neither satisfied nor dissatisfied and 23.07% are dissatisfied with the present Respect and Recognition.

5.2 Award

The award system in recognition of their contribution or work in the library is assessed through the structured questions.

Table - 2: Distribution of Satisfaction with regard to Awards

S. No	Level	No. of Staff
1	Satisfied	22(28.20%)
2	Neutral	24(30.76%)
3	Dissatisfied	32(41.02%)
4	Total	78(100%)

The cumulative distribution of satisfaction regarding awards is show in the Table-2. Of the 78 respondents, 28.20% are satisfied, 30.76% are neutral and 41.02% are dissatisfied.

5.3 Status

The Status that one enjoys in his profession is assumed to prove the morale and efficiency of an individual. Hence, the status associated with one is assumed to enhance the prestige of the individual in the social community. In this regard, the parity of the scale of pay of one's own job with the scales of academic staff is assumed to enhance their status, which, in turn, will improve their morale and efficiency. It is also presumed that, the status of one's own job is enhanced with an improvement in the qualifications. Hence, it is not the position but the efficiency that determines the status.

Table - 3: Cumulative Distribution of Satisfaction with regard to Status

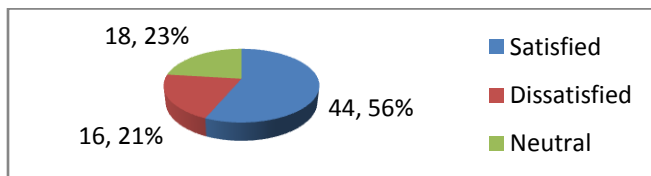| S. No	Level	No. of Staff
1	Satisfied	44(56.41%)
2	Neutral	13(16.66%)
3	Dissatisfied	21(26.92%)
4	Total	78(100%)

Table-3 shows the cumulative distribution of satisfaction with regard to status. Out of the 78 respondents, 56.41% are satisfied, 16.66% are neutral and 26.92% are not satisfied.
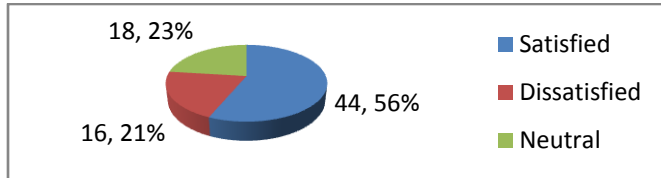
5.4 Privileges

The privileges that are enjoyed by the employees are normally assumed to be on a par with those of the other members of the same organization, like teachers, scientists, etc. Though this is postulated in the rational functioning of the organization, in practice it is observed that the library professionals do not enjoy privileges on a par with other members of the organization. In order to arrive at an overall view, the privileges that have been considered here are

Participation in staff meetings, Age of Superannuation, Participation in Management bodies, In-service training, Deputation of personnel for attending conference/seminars etc and Suggestion system.

Table - 4: Cumulative Distribution of Satisfaction With regard to Privileges

S. No	Level	No. of Staff
1	Satisfied	32(41.02%)
2	Neutral	28(35.89%)
3	Dissatisfied	18(23.07%)
4	Total	78(100%)

Table - 4 shows the division of satisfaction with regard to Privileges.   Out of the 78 respondents, 41.02% are satisfied, 35.89% are neutral and 23.07% are dissatisfied.

5.5 **Intra-Personnel Relationship**

The Intra-Personnel Relationship with Different Factors like managers, supervisors, colleagues and subordinates is ascertained and analyzed.

Table - 5: Cumulative Distribution of Satisfaction with Regard to Intra-Personnel Relationship
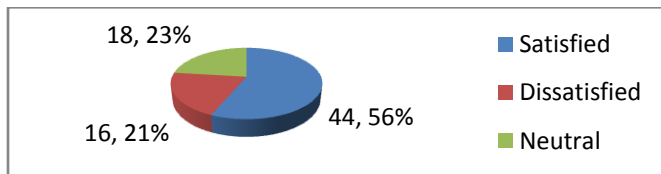
S. No	Level	No. of Staff
1	Satisfied	44(56.41%)
2	Neutral	18(23.07%)
3	Dissatisfied	16(20.51%)
4	Total	78(100%)

Table - 5 shows the division of satisfaction among library staff with regard to Intra-Personnel Relationship. Out of the 78 respondents, 56.41% are satisfied, 23.07% are neither satisfied nor dissatisfied and 20.51% are not satisfied with regard to Intra-personnel Relationship.

6.   Conclusion

The librarians have not attracted much attention from social scientists. The studies on librarianship and librarians job satisfaction are particularly scarce when compared with other professions. Out of thousands of articles £ind normous literature available on job satisfaction today, very few studies relate to librarians. The research surveys on job satisfactions in America

in the seventies have shown that a fall in satisfaction levels has led to a fall in productivity / output also.3 The traditional notion about job satisfaction that a happy worker^ is a productive worker or a productive worker is a happy worker is proved to be true and valid in the present circumstances. Hence job satisfactions is an important aspect to be studied which determines the efficient functioning of the library in a significant way to provide better services to the clients. It is in this context that the present study explores job satisfaction among the library professionals.

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