AN ANALYTICAL STUDY OF FACTORS RELATED TO JOB SATISFACTION AMONG LIBRARY PROFESSIONAL IN MIZORAM

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ABSTRACT

Satisfaction is generally considered an ultimate goal of life; virtually every professional wants to be satisfied or happy. Research on job satisfaction traditionally has gathered data at the level of the overall job. But a job consists of many distinct *tasks*—some of which may be enjoyable, complex, and important, and some not. Job satisfaction research so far has not assessed affective or motivational properties of individual tasks; therefore, it is not known how experiences with individual tasks contribute to global job satisfaction. To address that question, a task analysis technique was developed and used together detailed descriptions of the time-allocation, importance, autonomy, attention demands, complexity, and enjoyment of each individual task performed by 80 professionals on a diverse sample of jobs.

Key words: *Job Satisfaction, Mizoram, Motivation, Library Professional*

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INTRODUCTION

The term "Job Satisfaction" refers to an employee's general attitude towards his job. To the extent that a person's job fulfils his dominant needs and is consistent with his expectation and values, the job will be satisfying. There are three major theories of job satisfaction, viz (a) Herberg's motivation- hygiene theory (b) Need fulfilment theory and (c) Social reference group theory. The Frederick Herberg's motivation- hygiene theory (also called two- factor theory) purposes the intrinsic factors are related to job satisfaction, while extrinsic factors are associated with job dissatisfaction. Believing that individual attitude toward work determined success or failure, for detailed descriptions of situations in which they felt exceptionally good or bad about their job. Second thing, under the need- fulfilment theory, it is believed that a person is satisfied if he gets what he wants and the more he wants something or the more important it is to him, the more dissatisfied he is when does not get it. The social reference group theory is similar to the need-fulfilment theory, except that it takes into account not the desires, needs and interests of the given individual but rather the point of view and opinions of the groups to whom the individual looks for guidance. Such groups are defined as the 'reference-groups' for the individual in that they define the way in which he should look at the world and evaluate various phenomena in the environment. It would be predicted, according to this theory, that if a job meets the interest, desires and requirements of a person's reference group , he will like it, and if it does not he will not like it.

Job satisfaction is one of the criteria of establishing a healthy organisational structure. Employees tend to prefer jobs that given them opportunities to use their skills and abilities and offer a variety of tasks, freedom and feedback on how well they are doing. These characteristics make work mentally challenging. Jobs that have too little challenges create boredom but too many challenges create frustration and feelings of failure. Under the conditions of moderate challenge most employees will experience pleasure and satisfaction. Managers should be concerned with the level of job satisfaction in their organisations for at least three reasons:- (a) There is clear evidence that unsatisfied employees skip work more often and are more likely to resign (b) It has been demonstrated that satisfied employees have better health and live longer and (c) Satisfaction on the jobs carries over to the employees life outside the jobs in this respect,

the question of how the material and moral elements affect the job satisfaction of the librarians gains importance(Mallaia,2009:36-42).

OPERATIONAL DEFINITION

Keith Davis, "Job satisfaction is defined as "favorableness or unfavorableness with which the employees view their work and results when there is a fit between job characteristic and wants of the employees".

According to Drucker (1972) "happy workers are efficient and productive workers".

Stephen P. Robbins (2013) Job satisfaction as the "difference between the amount of rewards the workers receive and the amount they believe they should receive".

C.B. Memorial (1993) explains: "job satisfaction is the collection of tasks and responsibilities regularly assigned to one person while a job is a group of positions, which involves essentially the same duties, responsibility, skill and knowledge".

MODELS OF JOB SATISFACTION

The model of job satisfaction shows the cause and consequences of job satisfaction. The model is as follows:

It's an important dimension of morale and morale itself. As there is no proper definition of job satisfaction, it has been considered as a state of condition where people are:

- Included to do work efficiently and effectively
- Convinced to remain in the enterprise
- Prepared to act efficiently during contingencies
- Prepared to welcome changes without resistance
- Interested in promoting the image of the organization
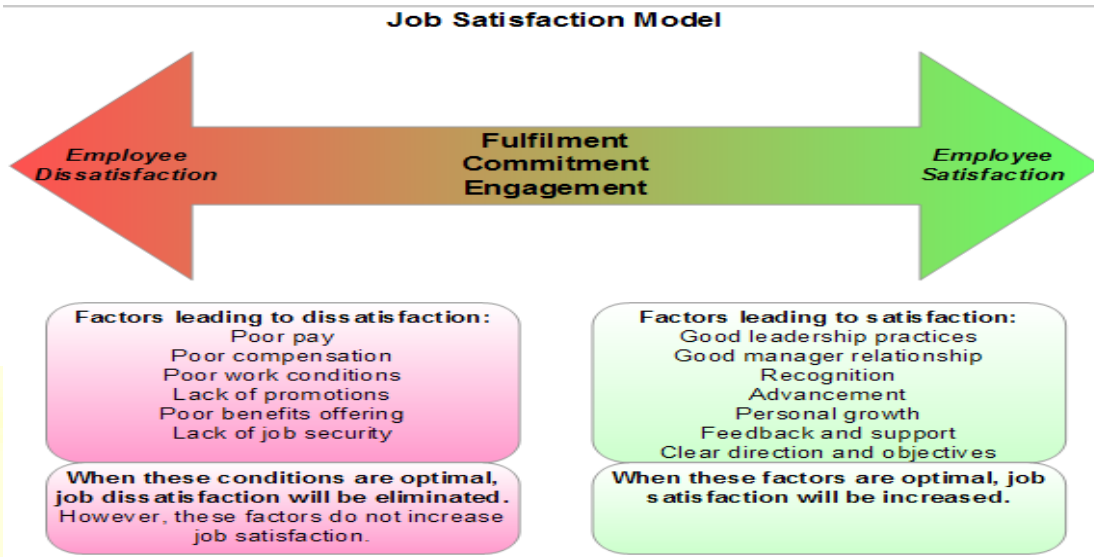- More happy and satisfied with their job

Job Satisfaction Model

Employee
Dissatisfaction

Fulfilment
Commitment
Engagement

Employee
Satisfaction

Factors leading to dissatisfaction:
Poor pay
Poor compensation
Poor work conditions
Lack of promotions
Poor benefits offering
Lack of job security

When these conditions are optimal, job dissatisfaction will be eliminated. However, these factors do not increase job satisfaction.

Factors leading to satisfaction:
Good leadership practices
Good manager relationship
Recognition
Advancement
Personal growth
Feedback and support
Clear direction and objectives

When these factors are optimal, job satisfaction will be increased.

Figure 1. Job satisfaction Model   (Source-JMB&SSR2 (10) 13)

REVIEW OF LITERATURE

The study of job satisfaction is a topic of wide interest to both people who work in organizations and people who study them. Job satisfaction has been closely related with many organizational phenomena such as motivation, performance, leadership, attitude, conflict, moral etc. Researchers have attempted to identify the various components of job satisfaction, measure the relative importance of each component of job satisfaction and examine what effects these components have on employees' productivity.

Fleck and Bawden (1995) made a study designed to provide information on the perception of the library and information professional. Results show that LIS was highly regarded by its users but seen as fulfilling very much a service oriented and reactive function rather than a dynamic or proactive function. LIS professionals are regarded as being efficient, intelligent and helpful, possessing specialized knowledge, and undertaking a range of tasks beyond the routine and traditional.

But, Kaya, (1995) found that the job satisfaction in developing countries is lower than that of developed countries. Unless librarians secure peer status through adherence to core academic standards, the emerging era of electronic information will see domination in the librarians influence over librarians' affairs.

Burd (2003) found that librarians in organizations that support participatory management, open communication, opportunities for achievement and relationships built on honesty and trust are more satisfied and committed and less likely to leave.

Sornam and Sudha (2003) said that library profession is a people oriented profession which cannot escape from the clutches of conflicts and "frustrations and age, mental status and years of experience have an impact on occupational role stress".

Srivastava & Srivastava, (2004) said that satisfaction about nature of job can be increased through job environment, training on IT and good monetary gains. "Librarians of the colleges and other educational institutions should be provided training about the advanced information technology". Libraries are often challenged to offer the kinds of work environments that these new professionals prefer"

Bii and Wanyama (2001) examined the impact of automation on the job satisfaction among library staff of Margaret Thatcher Library, Moi University. After training librarians should be offered an opportunity to practice what they have learned. Academicians treat librarians in good esteem for their valuable services to them (Satija, et. al., 2003).

Kaur (2006) said that there is a need for contented and "well satisfied librarians to make libraries more service oriented to their clientele and the main organizational determinants influencing worker's job satisfaction". And establish sensible organizational structures, delegating authority, promoting teamwork practice, developing job descriptions and evaluation systems, "allowing employees' freedom of choice to perform job duties, providing employees with training opportunities and motivations".

A study conducted by Friedlander and Margulies (1969), it was discovered that management & friendly staff relationships contribute to the level of job satisfaction. However, this result contradicts with view of Herzberg (1966) who supported the view that supervision is irrelevant to the level of job satisfaction.

OBJECTIVES

- To find out the level of job satisfaction of library professionals with qualifications, gender and marital status;

- To study the category wise job satisfaction level;
- To know the working condition of library professionals involved in the Job Satisfaction;
- To examine the Job Satisfaction for life style;
- To evaluate the Job Satisfaction of library professionals with motivation;
- To find out freedom, decision making and initiatives are how to influence in the Job satisfaction.

HYPOTHESIS

Ho_1:- There is no significant difference in the job satisfaction of library professional due to gender variation

Ho_2:- There is no significant difference in the level of job satisfaction of library professional due to qualification variations

Ho_3:- There is no significant difference in the level of job satisfaction of library professional due to age

Ho_4:- There is no significant difference of job satisfaction of library professional due to experience.

METHODOLOGY

Method

The study was conducted mainly on the basis of primary data collected through interview and questionnaire method prepared with earlier studies on the topic.

Selection of area of Study

In order to collect data required for the research i.e. "Job Satisfaction of Library Professionals", urban areas as well as rural areas of Mizoram were selected

Sample

A sample of 100 libraries professional was selected at random basis for fulfil the aim of research.

Tools

For the purpose of data collection, a standardised instrument namely Job satisfaction scale, developed by Anand (2000) was used to collect the data. The scale has 60 items, each items was to be rated on a 5 point Likert scale format which 5, 4,3,2,1.

Techniques of data Collection

For the determining the degree and nature of job satisfaction due to different variation, descriptive statistics like mean standard deviation, percentile was calculated and categorisation of the professionals according to the level of job satisfaction would be made.

ANALYSIS AND INTERPRETATION

The researcher analysis and interprets the data through table and graphical way. The data are presented in the form of tables and diagram

Professional Demography Information

In this study an attempt has been made to evaluate the job satisfaction of the library professionals. After careful observation was made the professional demography information in table-1 divided in some sections

Table: 1

Professional Demography Information

Statement	No. of Respondents	Percentage
Educational Qualification		
M.A.; M.L.I.Sc.	25	25%
M.L.I.Sc.	55	55%
M.L.I.Sc.; PGDCA	25	25%
Gender variation		
Male	50	50%
Female	50	50%
Residential Areas		
Urban	50	50%
Rural	50	50%
Marital Status		
Married	50	50%

Unmarried	50	50%
Age Group Distribution		
Below 25	21	21%
25-35	46	46%
36-45	25	25%
Above 46	8	8%
Professional Experience		
Below 8	30	30%
9-13	46	46%
14-18	12	12%
19-23	10	10%
Above 24	2	2%

In table-1 educational qualification represents that maximum professional are Only MLISc (55%), second position of respondents are M.A, MLISc and MLISc with PGDCA 25%. In respondents 50% are male and 50% are female, 50% are married and 50% are unmarried. In respondents 50% library professionals belongs to Urban and 50% belong to Rural. Age group wise the following observation studied, most of the respondents under 25-35 (46%) age group, 21% respondents are below 25 but only 33% respondents are more than 35 years age group. Finally in the professional experience majority of the 46% respondents have 9-13 years experience, second highest experience are 30% below 8 year experience and lowest experience of library professionals are only 2% more than 24 years experience.

Motivation of library professional

Motivation factor is key element for impact of job satisfaction. The professional development, providing satisfactory service, involvement, participation and good moral are as the highest element of motivators for professionals.

Table: 2

Motivation of Library Professional

Motivation Factors	No. of Respondents	Percentage
Professional Development	75	75%
Conference, Seminar attend	40	40%
Appreciated for work done	60	60%
Involvement/ Participation	35	35%
Providing a Satisfactory	50	50%
Feeling of Belonging	45	45%
Good Moral	61	61%

Economic Advantages

Economic advantages are also important for job satisfaction. The table-3 shows the rate of job satisfaction

Table-3

Economic Advantages

Opinion	No. of Respondents	Percentage
Extremely Satisfying	10	10%
Very Satisfying	25	25%
Moderately Satisfying	40	40%
Poorly Satisfying	10	10%
Not at all Satisfying	15	15%

In table-3 shows maximum 40% respondents are moderately satisfied with the economic advantage, second largest respondents 25% are very satisfied and only 10% are extremely satisfied. It is seen from the above table that as far as economic advantages are concerned nearly half of the professionals feel that it is only moderately satisfying.

Co-operation with higher Authorities

All organisations are systems of co-operative behaviour. Members in them are expected to show their willingness with respect to goals.

Table-4

Co-operation with Authorities

Opinion	No. of Respondents	Percentage
Extremely Satisfying	25	25%
Very Satisfying	30	30%
Moderately Satisfying	20	20%
Poorly Satisfying	15	15%
Not at all Satisfying	10	10%

The table-4 shows that 25% of the respondents extremely satisfying that there authority is co-operative helpful and inspiring people etc. 30% of the respondents are very satisfying with the higher authorities co-operation etc. Remaining 20%, 15% and 10% of the respondents gives the following opinion i.e. Moderately satisfying, Poorly satisfying and Not at all satisfying respectively that their higher authorities are co-operative, helpful and inspiring people for better and sincere work.

Difference in the level of Job Satisfaction of library professionals contrast wise

In order to find out the significance of difference in job satisfaction of the total group of library professionals contrast wise, the 't' ratio were calculated in table-5

Table:-5

Summary of 't' ratio of the subsamples

Variation	Subsamples	't' ratio	Significance
Gender	Male	2.19	P<.05
	Female		
Region	Rural	2.82	P<.01
	Urban		
Marital Status	Married	2.75	P<.1
	Unmarried		

On the perusal of the above table it was observed that the existed significant difference in the sub samples in respect of their job satisfaction.

Profession with life style

Library professional gives sufficient time and opportunities to spend with their family.

Table-6

Life style of Professional

Statement	No. of Respondents	Percentage
Very Easily	10	12.5%
Easily	40	50%
Without Difficulty	25	31.25%
With Difficulty	3	3.75%
Not at all	2	2.5%

The table-6 shows whether the profession gives sufficient time and opportunities to spend with their life style 12.5% and 50% of the respondents gives the opinion of very easily and easily has time to spend to their life style after the profession, respectively 31.25% and 3.75% each spend their life without difficulty with difficulty and not at all after their work respectively. Majority of the respondents spend the time with their life style after the profession

Professional Status

Library professionals status recognise by their family members, relatives and friends as follow:

Table -7

Professional Status

Opinion	No. Of Respondents	Percentage
Displeasing	8	10
Very Pleasing	15	18.75
Pleasing	20	25
Okay	35	43.75
Somewhat displeasing	2	2.5

The table-7 shows 43.75% of respondents say their job is okay by family members, relatives and friends 25% of the respondents say pleasing 18.75% of the respondent feel very pleasing and 10% of the respondents feel displeasing and 2.5% what displeasing respectively. The status of library professionals is of debate for a long period.

CONCLUSION FINDINGS AND SUGGESTIONS

The results of the comparisons are summarized as follows: No significant association was noticed among the groups of librarians categorized on the basis of the following characteristics: Gender, Marital Status, Educational Qualification, Experience, Group Age and Residential Areas (Rural/Urban).

Based on the findings evolved from the investigation, the investigator made an attempt to put for the following suggestions regarding the job satisfaction of library professionals in Mizoram State. To improve the Job Satisfaction of the library professionals in Mizoram State, Work can improve the performance as well as reduce the stress among employee. Assessment Committees may be constituted in the organizations, headed by a qualified professional. The Committee shall meet frequently and assess the performance and appreciate the sincere efforts made by the professionals. The library professionals may be given due participation while framing policies in the organization they serve, which will give them a feeling of being a part of

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the whole. This will help them to contribute to the achievement of the institution's goals. In the current scenario, the library professionals do not identify their position in the organization they serve and in the society they live. To solve the identity crisis, their present designations as Librarian, Catalogue Assistant, Reference Librarian, Archivist etc. may be changed to Scientist, Jr. Scientist, Sr. Scientist, and Information Scientist etc.

The findings of the present study are reasonably limited in its scope with regard to many aspects. The results can be made more elaborate if a number of future scientific enquiries are conducted in this area. Hence the following research areas are identified and suggested for further research on the job satisfaction of library professionals. The study can be extended to identify the pattern of relationship among different dimensions of job satisfaction of library professionals. A factor comparison of job satisfaction of library professionals in Mizoram with respect to select variables can be made. A study can be conducted to explore the relation of Job Satisfaction, Quality of work life and motivation of professionals in the libraries.

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