

A Survey of Job Satisfaction and Skills among the Library and Information Science Professionals in the South and West Zone of the Indian Council of Social Science Research Centre

Revista Review Index Journal of
Multidisciplinary | e-ISSN: 2583-0031
Double-blind peer-reviewed | Refereed
Quarterly Online Journal
4(1) 74-81, 2024
©The Author(s) 2024
DOI: 10.31305/rrijm2024.v04.n01.009
<https://rrijm.com/>



Date of Publication: 31 Mar, 2024

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Abstract: This study aims to determine the job satisfaction of LIS professionals who work at the South and West Zone Indian Council of Social Science Research Centre in India. To measure job satisfaction, a structured questionnaire was developed and used to collect data from twenty LIS professionals. The study found that most professionals do not feel stressed while performing their duties and responsibilities. Furthermore, the study revealed that LIS professionals are highly satisfied with their job, but with varying degrees of satisfaction. The professionals reported the highest level of satisfaction in their relationships with clientele. However, they expressed dissatisfaction with certain promotions and policies of the ICSSR Institute. The results of the study can be used for planning, decision-making, professional manpower development, and improving library and information services.

Keywords: Library and Information Science, ICSSR, Social Science, Job Satisfaction, Information Services, Professional, Skills

1 | INTRODUCTION

Indeed, the job satisfaction of library professionals is closely linked to the economic, social, and cultural conditions in their country. If a library professional does not receive a sufficient wage, it can be challenging to maintain a healthy work-life balance. This can significantly impact their job satisfaction and motivation. Job satisfaction is almost impossible to achieve when motivation is absent due to low wages, lack of status, and social security. Library professionals play a crucial role in the information society, and their job satisfaction can directly impact the quality of service they provide to their patrons. Therefore, it is essential to consider both the material and moral elements that affect the job satisfaction of organization library professionals satisfaction is a crucial aspect for employees as they spend the

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majority of their time in the workplace. The perception of job satisfaction varies from person to person, and it depends on individual reasoning. The quality of employee service mainly relies on the quality of the workforce, which in turn depends on the knowledge and satisfaction of the library professionals. Library professionals can find job satisfaction only when they can carry out their duties and responsibilities to the satisfaction of both library readers and higher authorities.

Review of Literature

Tyagi, S., & Singh, J. (2021) examine the output of the publication *Job Satisfaction among Library and Information Science Professionals in Delhi University Library: A Case Study*. The level of job satisfaction of LIS professionals working in the Delhi University library system was investigated using a survey method. The results show that master's degree holders (33.33 percent) make up a larger proportion because master's degrees are commonly used as entry points into the library profession. 66.67 percent of respondents said that LIS professionals do not have the same social standing as teachers. When asked about their level of job satisfaction, 60% of respondents said they were satisfied with their current employer, while 20% were dissatisfied.

Shastri, D. K., & Chudasma, P. (2021) During the COVID-19: a comprehensive study, they observed the perception of ICT skills and technological usage challenges among Gujarat State library professionals. This paper study reveals how library professionals provided services and resources to users in need of resources/information, as well as which techniques/methods library professionals used to meet patron needs during COVID-19. Patrons' methods of accessing library resources were also investigated. The 100 questionnaires were distributed via social media and email to library professionals in Gujarat state, and this study received 77 (77 percent) responses.

Jan & Sajeed, G., (2020) They come highly recommended. Libraries should be equipped with the most recent editions of required books, computers with internet access, and the provision of ICT training and opportunities for higher education. More librarians should be hired to fill open positions

Idiegbeyan-Ose, J., Aregbesola, A., & Toluwa. (2019) The study used a survey research design, with the population consisting of all 361 library staff at a private university in South-West, Nigeria, and total enumeration. According to the paper's findings, the library staff's job satisfaction was low, but their motivation was high.

Ranaweera, R., & Si Li . (2018) conducted a study on the job satisfaction of university library staff in Sri Lanka. Few studies on job satisfaction have been conducted in Sri Lanka, and all of these studies have primarily focused on professional staff serving in university libraries. A questionnaire was used to collect information from 643 library employees from fourteen universities. They concluded that the most influential factors of job satisfaction and inadequate work cooperation, lack of a proper appreciation mechanism, gaps in communication flow, and less job autonomy make employees unhappy with their jobs.

Objectives

There are various objectives are following there:

1. To evaluate job satisfaction levels of library professionals in the south and west zone ICSSR libraries at various stages.
2. To investigate the underlying factors that contribute to satisfaction and dissatisfaction.
3. I would like to understand the challenges and problems that professionals face.
4. To identify the opportunities for professional growth.

2 | SCOPE AND METHODOLOGY

The research is conducted through a Google questionnaire to gather data. A survey approach is utilized to understand the situation with library experts comprehensively. In the final stage, statistical methods are applied to analyze the collected data in the context of the study's objectives. A well-structured questionnaire is designed to collect data and sent to library professionals from the South and West Zone ICSSR Institutions listed below.

1. Centre for Development Studies (**CDS**) Ulloor, Thiruvananthapuram-695 011 Kerala
2. Institute of Public Enterprise (**IPE**) Osmania University Campus Hyderabad-500 007 Telangana
3. Council for Social Development (**CSD**) Southern Regional Centre 5-6-151, Rajendranagar Near NIRD Gate Hyderabad-500030 Telangana
4. Centre for Economic and Social Studies (**CESS**) Nizamiah Observatory Campus Begumpet Hyderabad-500016 Telangana
5. Centre for Multi-Disciplinary Development Research (**CMDR**) R.S.No.9A2, Plot No.82 Dr.B.R. Ambedkar Nagar Near Yalakk Shettar Colony Lakamanahali Dharwad-580004. Karnataka
6. Institute for Social and Economic Change (**ISEC**) Nagarbhavi Bengaluru-560072 Karnataka
7. Madras Institute of Development Studies (**MIDS**) (P.O. Box-948),79, Second Main Road Gandhinagar, Adyar Chennai-600020 Tamil Nadu
8. Gujarat Institute of Development Research (**GIDR**) Gota, Char Rasta Ahmedabad-380060 Gujarat
9. Sardar Patel Institute of Economic and Social Research (**SPIESR**) Thaltej Road Ahmedabad-380054 Gujarat
10. Indian Institute of Education (**IIE**) J.P. Naik Path, Kothrud Pune-411038 Maharashtra.

Responses were received from 20 library professionals.

3 | RESULTS AND DISCUSSION

3.1 The correlations among, age, gender, and marital status are presented in the table.

The age group of professionals	Gender		Marital Status		Total
	M	F	UM	M	
Below 25	0	0	0	0	0
25 to 35	4	2	2	4	6
36 to 45	3	2	2	3	5
46 to 55	6	1	0	7	7
Above 55	2	0	0	2	2
Total	15 (75%)	5 (25%)	4 (20%)	16 (80%)	20 (100%)

It is observed from the table-3.1 that. Out of 20 library professionals, 75% are male and 5% are female Professionals. 20% of unmarried professionals and 80% of married professionals in the South and West zone ICSSR library professionals.

3.2 Level of Job Satisfaction

To determine the job satisfaction level of library professionals in the ICSSR South and West zone, we will discuss individual job dimensions.

3.2.1 Satisfaction with salaries and facilities

The table displays the distribution of South and West Zone ICSSR library professionals based on their satisfaction level with salaries and facilities (Table 3.2.1).

Table 3.2.1 Salaries and facilities	Total	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
	20	2 (10%)	10 (50%)	2 (10%)	5 (25%)	1 (5%)

It seems that based on the data presented in the table, a significant percentage of professionals agree with the salaries and facilities provided, with 10% strongly agreeing and 50% agreeing. However, some have a neutral stance (10%), disagree (25%), and strongly disagree (5%) with the salaries and facilities offered.

3.2.2 Job Profile and Working Conditions

The table presents the satisfaction levels of South and West Zone ICSSR library professionals with their job profile, working conditions with their professional growth and development. (Table 3.2.2).

Table 3.2.2 Job profile and working conditions	Total	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
	20	4 (20%)	7(35%)	4 (20%)	3 (15%)	2 (10%)

Based on the data presented in the table, a substantial number of professionals are content with their job profiles and the working conditions that aid their professional growth and development. 20% of the professionals strongly agree, while 35% of them agree. However, a significant percentage of professionals maintain a neutral stance (20%), disagree (15%), and strongly disagree (10%) with the job profile and working conditions.

3.2.3 Satisfaction with Supervision

The table presents the job satisfaction levels of South and West Zone ICSSR library professionals with their supervision (Table 3.2.3).

Table 3.2.3 Satisfaction with supervision	Total	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
	20	4(20%)	14(70%)	2(10%)	0 (0%)	0 (0%)

According to the table data, a large number of professionals are satisfied with their supervision. 20% of them strongly agree with it, while 70% agree. However, a notable percentage of professionals remain neutral (10%) or disagree (0%) with the satisfaction level of their supervision. There were no professionals who strongly disagreed with it.

3.2.4 Satisfaction with Social recognitions and status

The table displays the job satisfaction levels of library professionals in the South and West Zone ICSSR, along with their social recognition and status. (Table 3.2.3)

Table 3.2.4 satisfaction with social recognitions and status	Total	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
	20	5(25%)	11(55%)	2(10%)	0(0%)	2(10%)

Based on the data presented in the table, a significant proportion of professionals are content with their social recognition and status. 25% of the respondents strongly agree with this statement, while 55% agree with it. However, a 10% percentage of professionals remain neutral, and 10% strongly disagree

with the satisfaction level of social recognition and status. Surprisingly, the study found that none of the respondents disagreed with this statement.

3.3.5 Satisfaction with the Job Promotion

The South and West Zone ICSSR's Table 3.2.5 displays job satisfaction levels and promotions of library professionals.

Table 3.2.5 Satisfaction with the job promotions	Total	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
	20 (100%)	0 (0%)	5 (25%)	10 (50%)	3 (15%)	2 (10%)

According to the table data, a considerable number of professionals seem to be satisfied with their job promotion. None of the respondents strongly agreed with this statement, while 25% of them agreed. However, 50% of the professionals remained neutral, while 15% disagreed and 10% strongly disagreed with their job promotion satisfaction.

3.3.6 Satisfaction with fringe benefits

Table 3.2.6 of South and West Zone ICSSR shows the levels of job satisfaction related to fringe benefits.

Table 3.2.6 Satisfaction with fringe benefits	Total	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
	20	1 (5%)	4 (20%)	2 (10%)	6 (30%)	7 (35%)

Based on the data in the table, it appears that a significant number of professionals are content with their fringe benefits. 5% of the survey participants strongly agreed with this statement, while 20% of them agreed. However, 10% of the professionals were neutral on the matter, while 30% disagreed and 35% strongly disagreed with their fringe benefits.

3.3.7 "Professional skills satisfaction for updating the knowledge and skills of library professionals."

It's interesting to note that the South and West Zone ICSSR has a table, 3.2.7, which displays job satisfaction levels with professional skills satisfaction for updating the knowledge and skills of library professionals. It's great to see efforts being made towards improving the quality of library services through the development of professional skills among library professionals.

Knowledge skills	poor	Average	Good	Very Good	Excellent
Analytical thinking	1 (5%)	5 (25%)	8 (40%)	2 (10%)	4 (20%)
Creativeness	0 (0%)	6 (30%)	6 (30%)	4 (20%)	4 (20%)
Flexibility	0 (0%)	4 (20%)	7 (35%)	4 (20%)	5 (25%)
Reflectiveness	0 (0%)	4 (20%)	7 (35%)	5 (25%)	4 (20%)

Based on the data presented in the table, it seems that a considerable number of professionals are content with the knowledge and skills update for library professionals. In terms of Analytical thinking, 5% of professionals rated their skills as poor, 25% as average, 40% as good, 10% as very good, and 20% as excellent. When it comes to creativity knowledge skills, 0% of professionals rated themselves as poor, 30% as average, 30% as good, 20% as very good, and another 20% as excellent. In terms of flexibility, none of the professionals rated their skills as poor, 20% as average, 35% as good, 20% as very good, and 25% as excellent. Lastly, regarding reflectiveness, none of the professionals rated their skills as poor, 20% as average, 35% as good, 25% as very good, and 20% as excellent.

3.3.8 Satisfaction with IT Skills

Table 3.3.8 shows the satisfaction with IT skills

Knowledge skills	Poor	Average	Good	Very Good	Excellent
MS Office tools	1(5%)	2 (10%)	8 (40%)	4 (20%)	5 (25%)
Presentation Skills	1(5%)	6 (30%)	5 (25%)	4 (20%)	4 (20%)
Web designing Skills	5 (25%)	4 (20%)	7 (35%)	2 (10%)	2 (10%)
Institutional Repository	2 (10%)	1 (5%)	7 (35%)	5 (25%)	5 (25%)

Based on the data presented in the table, it appears that professionals have varying levels of satisfaction with their IT skills. With regards to MS Office tools skills, 5% of professionals rated their skills as poor, 10% as average, 40% as good, 20% as very good, and 25% as excellent. In terms of presentation knowledge skills, 5% of professionals rated themselves as poor, 30% as average, 25% as good, 20% as very good, and another 20% as excellent. When it comes to Web designing skills, 25% of the professionals rated their skills as poor, 20% as average, 35% as good, 10% as very good, and 10% as excellent. Lastly, regarding Institutional Repository, 10% of the professionals rated their skills as poor, 5% as average, 35% as good, 25% as very good, and 25% as excellent.

3.3.9 Satisfaction with Professional Development and Recognition

Table 3.3.9 displays the level of satisfaction regarding Professional Development and Recognition.

Table 3.3.9 satisfaction with professional development and Recognition	Total	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
	20(100%)	1 (5%)	10 (50%)	7 (35%)	2 (10%)	0 (0%)

According to the data presented in the table, a considerable number of professionals seem to be satisfied with their professional development and recognition. Out of the survey participants, 5% strongly agreed, while 10% agreed with this statement. However, 35% of the professionals were neutral on this matter, while only 2% disagreed, and none of them strongly disagreed.

3.3.10 Satisfaction with Motivational Factors

Table 3.3.10 displays the level of satisfaction with motivational factors

Table 3.3.10 Satisfaction with Motivational Factors	Total	Yes	No
	20(100%)	12 (60%)	8 (40%)

According to the presented table, 60% of the participants were satisfied with their motivational factors, whereas 40% were not satisfied.

4 | FINDINGS

The study revealed the following observations:

1. The majority of library professionals are content with the remuneration and amenities provided to them.
2. The professionals are content with their supervisors and colleagues.
3. The age group of most professionals is between 46 and 55.
4. 60% of professionals are satisfied with motivational factors.
5. The majority of professionals seem to have a neutral stance towards their professional development and recognition, and they appear to be content with it.
6. 50% of the professionals have a neutral chance of getting promoted in their job.
7. Most professionals are proficient in IT and other related skills.
8. According to a survey, 55% of professionals reported feeling satisfied with the level of social recognition and status they receive.
9. There are more male professionals than female professionals.
10. The organization is facing a significant shortage of staff.

5 | CONCLUSION

Job satisfaction of library professionals is dependent on job motivation and security. Studies show that most librarians are satisfied with their jobs but there is still room for improvement in job-related factors such as promotion policies, adequate staffing, social status, and more. Therefore, it is important to take the necessary steps to address these issues and further improve the job satisfaction of library professionals. Organizations ought to hire more full-time employees.

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Deepika Kumari her bachelor's degree completed from Patna University, Blisc and Mlisc completed from Nalanda open University, Bihar. She's toppers in Blisc, she has qualified in UGC NET and also awarded ICSSR Doctoral research Fellowships. Now she's pursuing Ph.D in Library and Information Science at Mahatam Gandhi Central University, Motihari Bihar -845401.

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How Cite this article?

Kumari, D., & Choudhary, R. K. (2024). A Survey of Job Satisfaction and Skills among the Library and Information Science Professionals in the South and West Zone of the Indian Council of Social Science Research Centre. *Revista Review Index Journal of Multidisciplinary*, 4(1), 74-81. <https://doi.org/10.31305/rrijm2024.v04.n01.009>