

JOB SATISFACTION OF PROFESSIONAL WORKING STAFF

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Introduction

Most of the job satisfaction studies were conducted on industrial employees, managers, engineers and teachers. Only a few studies have been conducted on librarians. Hence, the present investigation has been undertaken to study the job satisfaction of professional staff working in university and special libraries.

Increasing higher educational programmes, intensive research activities, the rapid growth of literature and increased demand of reading community for varied library services have brought significant changes in the collection of academic and special libraries in India and the staff working in them. In other words, the collection of libraries and the staff working in them increased considerably compared to what they were in the early 1940's. Providing maximum services at minimum cost is the primary objective of a service organization like libraries. The human resources are the most important constituent in the organization, which convert financial and material resources into the desired services. Unless and until, the management utilizes the human resources fully well, libraries cannot accomplish the objectives which they aim to achieve. The question arises answer is by developing a positive attitude in the staff towards their jobs and by motivating them through a provision of job incentives as perceived by them.

This needs an understanding and a thorough investigation of the feeling of library staff about various aspects of job such as pay, promotions, supervision etc., the differences in the feeling between the various groups of professional staff such as university and special library staff, men and woman staff and junior and senior level staff and finally their perception on various aspects of job satisfaction. Existing literature suggests the following benefits from studying job satisfaction. An employee who is satisfied with the job generally extends his both mental and physical effort towards the accomplishment of objectives of the organization. He helps the organization for its further development by giving his creative ideas to it.

Review of Literature

The study of job satisfaction is a relatively recent phenomenon. It can be said to have begun with the famous Hawthorne studies conducted by Elton Mayo (12) at the Western Electric comparing the 1920s.

The first mode of job satisfaction is that it consists of the total body of feeling that an individual has about his job. This total body of feeling involves, in effect, weighting up the sum total of influences on the job. The second approach is 'Expectancy theory approach'. This theory points to the importance of the individual's expectation of his job in determining job satisfaction.

The third approach is two-factor theory of job satisfaction. According to this theory, factors causing satisfaction and dissatisfaction have separate and distinct causes. Korman (32) identified three approaches of job satisfaction. Need fulfillment theory, Reference group theory and Herzberg's motivator-hygiene theory.

There are innumerable variables that are related or affecting job satisfaction. The review of literature shows the following variables related to it. Saleh and Otis's (40) study shows that there is a relationship between age and level of job satisfaction. Ganguly's (41) study also shows the relationship between the two. Ganguly (42) found that younger and older workers are more satisfied than the middle age.

There is as yet no consistent evidence as to whether women are more satisfied with their jobs than men holding occupation level constant. However, Wabha's (47) study shows that woman librarians reported more dissatisfaction than men with work, supervision, pay and promotion.

Summary

Job satisfaction is defined in this study as the summation of feeling of an employee over a number of dimensions of his job, namely the nature of work, pay, promotions, supervision, co-workers, opportunities for professional development, reading community, security of the job, working conditions, and general policies and administration.

Objectives

The following are the objectives of the present study:

1. To measure the job satisfaction of professional staff working in university and special libraries of Haryana.
2. To know the difference, if any, among different groups of professional staff such as university and special library staff, junior and senior level staff

and men and women staff in satisfaction with different aspects of job such as work, pay, promotions, supervision, co-workers, etc.:

3. To determine the relationship, if any, between job satisfaction and their chosen independent variables;
4. To know the difference if any, between university and special library staff, junior and senior level staff and men women staff with regard to professional involvement, utilization of professional knowledge, recognition for the work done, promotions and chances of rise, job challenge, job autonomy, intrinsic motivation, job involvement, supervisory support, job participation, work involvement, organizational involvement, attitude towards profession, self-related performance and willingness to leave the organization; and
5. To find out the four top most incentives for the professional staff as indicated by them and to know the differences, if any, among different and special library staff, junior and senior level staff, men and women staff, and high satisfied and low satisfied staff in the perception of relative importance of job incentives.

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