



## JOB SATISFACTION OF PS PUBLIC-LIBRARIANS: A CASE STUDY OF THE KOTA DISTRICT, RAJASTHAN

### Library

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### ABSTRACT

The study shed light on the level of influence of various factors on the job satisfaction of PS Public Librarians working in various PS Public libraries of Kota District Rajasthan. The findings of this study shows that PS Public Librarians working in the Kota District, Rajasthan are neither comfortable with their colleagues and nor satisfied with job security, supervision, social relation to the work, decision-making authority, administration, opportunity for education, personal career growth, gaining respect for assigned duties, and management policy. However, recognition, promotion, salary, and working facilities are negatively influencing the job satisfaction of PS Public Librarians.

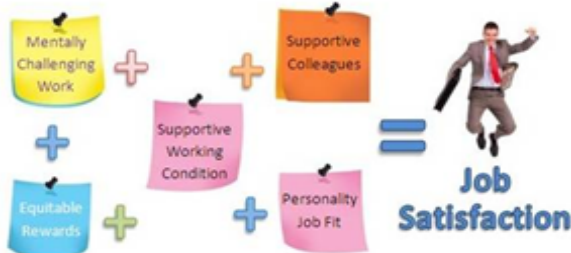
### KEYWORDS

Job Satisfaction, PS Public Librarians (PSPL), Public Libraries (PL), Govt PS Public Libraries (GPSPL), Community Development (CD), Community Engagement (CE), Community-led library services (CLS), community partnerships (CP), Outreach public libraries (OPS), Relationship building rural libraries (RBRL), Department of Language and Library (DLL), Government of Rajasthan (GoR).

### INTRODUCTION

Job satisfaction or employee satisfaction is a measure of workers' contentedness with their job, whether they like the job or individual aspects or facets of jobs, such as nature of work or supervision. Job satisfaction can be measured in cognitive (evaluative), affective (or emotional), and behavioral components.

Job satisfaction is a very important attribute, frequently measured by Public Libraries. Job satisfaction has been defined by Locke (1976) as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences". In general, job satisfaction reflects how much your expectations from job have been achieved. Job satisfaction can be influenced by a variety of factors such as "Appreciation, Communication, Co-workers, Fringe benefits, Job conditions, Nature of the work, Organization, Personal growth, Policies and procedures, Promotion opportunities, Recognition, Security, and Supervision" (Spector, 1997).



Courtesy: Google

Figure 1 Job Satisfaction

The "PS Public Librarianship" in Rajasthan first introduced in 2001. During that time, the Department of Language and Library (DLL), Government of Rajasthan decided to reform lifelong education in Rajasthan in response to the adult education program. To rectify the issues of Adult education and to increase Neo-literate access to information, the Department of Language and Library (DLL), Government of Rajasthan, with a Levy and Interest of 11th Finance Commission deposited grant, undertook to develop many areas of education, including developing school PS Public libraries. School PS Public Libraries was thus developed to "support an activity-based Library Services, and to encourage the reading habit in school and community" according to a National Education Policy (NEP) on Library. To reach the education goals, the project coordinators decided to establish Community libraries at Panchayat Samiti Level. In 2001, the Department of Language and Library (DLL), Government of Rajasthan approved PS Public Librarianship to be included in the School librarian services. Nowadays, PS Public Librarians not only manage the library but they are also engaged in Community activities.

### II. Role of PS Public Librarians in Community engagement

PS Public Librarians play an important role in the education sector for the dissemination of information to schools. Without library and

information professionals, information gathering will not be an easy task for information seekers. As a library is a service-providing organization, the library staff plays an important role in providing an effective library service. Particularly job satisfaction of PS Public Librarians in Rajasthan naturally depends on the economic, social, and cultural conditions of their work place. There are several problems causing the PS Public Librarians far from being satisfied. Lack of recognition and opportunity for professional development are some of the causes for their dissatisfaction. The job satisfaction of the PS Public Librarians, who have an important place in the information society, will affect the quality of services in the educational sector.

### III. Objectives of the Study

If the PS Public Librarians attain adequate job satisfaction, they will be in a better position to support and fulfill the educational objectives and goals of this State. With this perspective in mind, the main objectives of this study are set as follows:

1. To study the job satisfaction level as perceived by the PS Public Librarians working in PS Public Libraries placed in schools premises in the Kota district, Rajasthan.
2. To gain the demographic profile of the respondents in terms of gender and educational qualifications.

### IV. Literature Review

Several studies have focused on teachers' job satisfaction (Hurren, 2006; Butt, Lance, Fielding, Gunter, Rayner & Thomas, 2005). A Nigerian study investigated the correlation between perceived motivation, job satisfaction, and commitment (Tella, Ayeni & Popoola, 2007). Hartzell (2002) studied principals' perceptions of school libraries and teacher-librarians and found that the administrators have a limited and inaccurate understanding of libraries and PS Public Librarians.

There are numerous studies on the relationship between job satisfaction and a number of other variables. A number of researchers have examined librarianship, and especially, job satisfaction of librarians in the developing countries (Ebru, 1995). Some studies focused on the impact of personal career growth on job satisfaction. Opportunity for advancement of education through various professional development programs influenced on job satisfaction (Adanu, 2007). The salary and increments also stimulate job satisfaction of professionals. There are many studies done on the impact of salary and job satisfaction. Some of the research findings relate religious values and working environment to staff satisfaction to a great extent (Herzberg, 1966).

Since there are few studies on the job satisfaction of PS Public Librarians, the present study attempts to examine their job satisfaction in the Kota District of Rajasthan.

### V. Research Methodology

The survey method was employed in this study. The data was collected from Oct 2020 to Feb. 2021. The data on the demographic and other factors of PS Public Librarians and their levels of job satisfaction were

collected using a questionnaire partially based on the surveys found in the literature, especially the survey used by Horenstein (1993) in her study on job satisfaction of academic librarians. The first part of the questionnaire consists of open-ended questions related to demographic and other factors. It collects information on work place, educational zone, gender, and educational qualifications. The second part collects information of employees' perception on some of the job satisfaction facets such as whether they are satisfied or not. The third part of the questionnaire collects suggestions and other ideas on job satisfaction of the PS Public Librarians. The questionnaire was translated into the Hindi language as the mother tongue for most participants was Hindi.

Different job satisfaction measurements such as motivation and hygiene factors described by Herzberg (1966) and Specter (1997) in their job satisfaction surveys were included. Ten major factors influencing on job satisfaction such as authority, responsibility, personal career growth, recognition, administration, present pay, promotions, supervision, co-workers, and physical conditions were assessed. The sample population was 25 Ps Public and School librarians, working in different Public and schools libraries in the Kota District, Rajasthan. The questionnaire was hand-delivered and some copies of the questionnaire were mailed to their addresses. The completed copies of the questionnaire in self-address envelopes were returned by the researcher from the respondents.

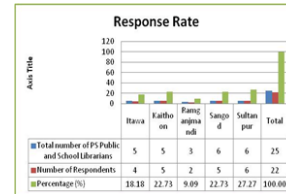
The respondent PS Public Librarians were requested to check their responses on ten major job satisfaction factors used in the study based on a 7-point Likert Scale from extremely dissatisfied, very dissatisfied, dissatisfied, uncertain, satisfied, very satisfied, and extremely satisfied.

**VI. Data Analysis**

The analysis of the study is based on the questionnaire distributed to the PS Public Librarians. Out of 25 copies of the questionnaire, 22 were completed and returned. So, the response rate is 88 %. The analysis was done on the basis of the questionnaire from the respondent PS Public and School Librarians.

**Table 1 Response Rate**

PS Public and School Librarians Zones	Total number of PS Public and School Librarians	Number of Respondents	Percentage (%)
Itawa	5	4	18.18
Kaithoon	5	5	22.73
Ramganjmandi	3	2	9.09
Sangod	6	5	22.73
Sultanpur	6	6	27.27
Total	25	22	100.00



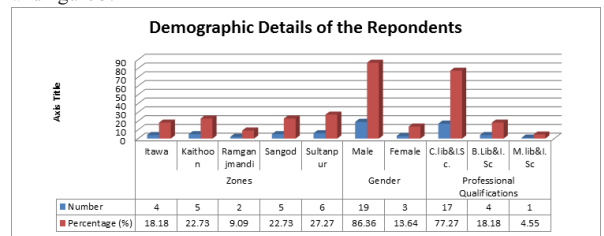
**Figure 2 Response Rate**

The questions in the questionnaire related to demographics include information on work place, educational zone, gender, and educational qualifications. More than 27.27% of the respondents are from sultanpur Zone and lowest 9% from Ramganjmandi Kota educational zones.

**Table 2 Demographic Details of the Repondents**

Variable	Kinds	Number	Percentage (%)
<b>Zones</b>	Itawa	4	18.18
	Kaithoon	5	22.73
	Ramganjmandi	2	9.09
	Sangod	5	22.73
	Sultanpur	6	27.27
<b>Gender</b>	Male	19	86.36
	Female	03	13.64
<b>Professional Qualifications</b>	C.lib&I.Sc.	17	77.27
	B.Lib&I.Sc	04	18.18
	M.lib&I.Sc	01	4.55

More than 77.27 % of the respondents have C.lib & Info.Sc.degree qualifications and 18.18% have B.lib&I.Sc qualifications. The majority (86.36 %) of the respondents are male. The basic demographic details of the respondents are summarized in the Table 2 and figure 3.



**Figure 3 Demographic Details of the Respondents**

Among the major facets influenced on jobs satisfaction, different satisfactory levels are observed among the respondent PS Public Librarians as shown in Table3.

**Table 3 PS Public Librarians' Level of Job Satisfaction**

Major facets influenced on job satisfaction	Elements assessed through the second part of questionnaire	No of respondents							Total points earned as per scale	Total number of response as satisfied	Percentage of response as satisfied	Total number of response in Neutral	Percentage of response as Neutral	Total number of response as dissatisfied	Percentage of response as satisfied	Mean value of satisfaction level	
		7	6	5	4	3	2	1									
Authority	Decision making authority	22	4	5	2	3	5	1	2	121	21	95.45	1	4.55	0	0.0	5.50
	Security	18	3	3	2	3	4	1	2	83	8	44.44	10	55.56	4	22.2	4.61
Responsibility	Responsibilities	22	4	5	2	3	5	1	2	87	9	40.91	11	50.00	2	9.1	3.95
	Duties	22	4	5	2	3	5	1	2	106	13	59.09	8	36.36	1	4.5	4.82
Professional development	Personal Career growth	21	4	4	2	3	5	1	2	100	12	57.14	8	38.10	2	9.5	4.76
	Opportunity for education	22	4	5	2	3	5	1	2	101	11	50.00	10	45.45	1	4.5	4.59
Recognition	Recognition	19	4	5	2	3	4	1	0	94	10	52.63	11	57.89	1	5.3	4.95
	Gaining respect	19	4	2	2	3	5	1	2	79	7	36.84	15	78.95	0	0.0	4.16
Administration	Administration	21	3	5	2	3	5	1	2	86	9	42.86	11	52.38	2	9.5	4.10
	Management policy	22	4	4	2	3	5	2	2	98	10	45.45	11	50.00	1	4.5	4.45

Present wages	Present pay	18	1	2	2	3	5	3	2	78	7	38.89	15	83.33	0	0.0	4.33
	Increments	22	4	5	2	3	5	1	2	81	8	36.36	14	63.64	0	0.0	3.68
Promotions	Opportunity for promotion	21	2	5	1	3	5	1	4	99	10	47.62	11	52.38	1	4.8	4.71
	Promotion policy	22	4	5	2	3	5	1	2	100	11	50.00	11	50.00	0	0.0	4.55
Supervision	Supervision	21	4	5	2	3	4	2	1	99	10	47.62	9	42.86	3	14.3	4.71
	Supervisor behaviour	21	4	5	2	3	5	1	1	98	10	47.62	12	57.14	0	0.0	4.67
Co-Workers	Co-Workers' behaviour	21	4	5	2	3	5	1	1	102	11	52.38	6	28.57	5	23.8	4.86
	Social relation to the work	22	4	5	2	3	5	1	2	104	13	59.09	9	40.91	0	0.0	4.73
Physical conditions	Physical conditions	19	4	5	2	3	2	1	2	88	9	47.37	11	57.89	2	10.5	4.63
	Working facilities	21	4	5	2	3	5	1	1	88	9	42.86	8	38.10	5	23.8	4.19

Most of the respondent PS Public Librarians were highly satisfied with co-workers' behaviour (94.0%), security of the job (92.3%), supervisor behaviour (90.2%), and supervision (90.0%). 87.8% of them were satisfied with Social relation to the work, followed by decision making authority (84.0%), administration (84.0%), and opportunity for education (82.4%). 78.4% of them expressed satisfaction on professional development/personal career growth, followed by gaining respect (76.9%), assigned duties (75.5%), and administration and management policy (75.5%). 69.4% of them were satisfied with physical conditions and 64% with recognition of their job. 59.2% of the respondents were satisfied with opportunities for promotions, followed by present wages (58.0%), responsibilities (57.1%), policy for promotion (56.9%), and increments (55.1%). 46.9% of them only expressed satisfaction regarding the facilities in their work places. 30.6% of the respondents did not convey their satisfaction on physical conditions (30.6%), followed by recognition (36.0%), opportunities for promotions (40.8%), present wages (42.0%), responsibilities (42.9%), promotion policy (43.1%), present increments (44.9%), and working facilities (53.1%). However, recognition, promotion, salary, and working facilities were identified as important factors negatively influencing on the satisfaction of the PS Public Librarians.

According to the suggestions by the PS Public Librarians in the third part of the questionnaire, dissatisfaction factors were stated by more than 40% (n=22) of the respondents. The suggestions gathered reveal that 50% of them dissatisfied with their work, followed by working environment (20%), facilities (10%), and respect on the job (20%).

## VII. Further Discussion

Based on the findings from the study, an attempt was made to point out some important factors that have negatively impacted on the job satisfaction of PS Public and School Librarians in the Kota District.

First of all, the designation of PS Public Librarians has to be recognized more than teachers, as they have some technical skills like information literacy. A policy for promotion could be adopted with library science knowledge and skills in which they have their post-graduate degrees. The salary scale has to be revised in consideration of the skills and administrative workload of the PS Public Librarians as they are doing double duty as School and Public librarian Job. The working facilities also have to be improved to enable them to perform their duties in a more fruitful manner. The policy decision could be made at the State level to improve the status of PS public librarian's means govt should appoint Separate Ps public Librarian from Department of language and library Govt of Rajasthan Jaipur. Collaborative efforts could be made by professional bodies such as Rajasthan Public Library Association and RAJLISA to provide some intellectual support to the policy-makers.

## VIII. CONCLUSION

The PS Public cum School Librarians, working in different Zone of the Kota District, Rajasthan, feel more dissatisfied with such aspects of their job as colleagues' behavior, job security, supervision, social relation to the work, decision-making authority, administration, opportunity for education and personal career growth, gaining respect, assigned duties, and management policy. However, recognition, promotion, salary, and working facilities are identified as important factors that have positively impacted on the satisfaction of PS Public Librarians.

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