



## Job Satisfaction among LIS Professionals of J&K Higher Education, India

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### Abstract

*Library and information science (LIS) is a growing field. The main aim and objective of the professionals working in the LIS arena is to ensure hassle-free dissemination of information to students, scholars, faculty and general users. However, in order to maintain optimum user satisfaction, it is essential to ensure the presence of highly skilled staff in such non-profit organisations. In addition, the objectives of such a service-oriented institution can be achieved if the recruited LIS professionals are motivated and highly satisfied with their profession. Job satisfaction is a state of being content towards a job or work. If the employees of an organisation are completely satisfied, it improves their overall productivity. Job satisfaction is related to many important factors for proper human resource management in an organisation. The current study explores the satisfaction level among LIS professionals working in higher education institutions in Jammu and Kashmir, India. The authors have recorded data from 40 LIS professionals working in prominent degree colleges in the region. The study attempts to determine the various factors that influence and affect the satisfaction level among LIS professionals of J&K.*

**Keywords:** Job satisfaction, LIS professionals, Jammu & Kashmir

### Introduction

**J**ob is the routine work that an individual performs against some agreed price. It is accomplished either to satisfy a passion or strictly to support the living of an individual/family. A job allows a person to earn money that would be used to satisfy his/her needs. A job can be either a formal contract between an employer and an employee or an informal process based on the needs of two parties. A job can be based on full-time, part-time, routine tasks, responsibility, project work, etc., but against some agreed financial resources. Job is one of the important elements of people's lives as it determines their living styles and social lives. The recruiting agency or employers assign basic standards or parameters to the employee while accomplishing the allotted work or task. The quality of accomplishing the assigned tasks determines the performance of an employee. The overall productivity and success of an organisation depend directly on the performance of its employees. There is a general observation that better performance depends on the employees' job satisfaction. In other words, we can say that to ascertain success, an organisation must ensure the satisfaction of its employees.

According to **Logsdon & Ellickson (2011)**, employee satisfaction is "an index of preference for the experienced job against outside opportunities

conditional on information available at time". **Pestonjee (2015)** considers job satisfaction as employee sentiments in four key areas: job nature and work, management, social interactions, and personal adjustment. According to **Armstrong (2013)**, workers respond best and most effectively not when they are controlled by management, placed in narrowly defined jobs and rated as an unwelcome necessity, but instead when they are given broader responsibilities, encouraged to contribute and helped to achieve satisfaction in their work. As per **Arnold and Feldman (2002)**, some prominent factors determine employee job satisfaction. These factors include emotional connection to one's work, positively impacting the work environment, and producing quality. **Schneider and Snyder (2015)** treated employees' effective response regarding their work and organisation as an indication of job satisfaction. **Martin (2020)** defines it as "any combination of psychological, physiological and environmental circumstances that cause a person to truthfully say that 'He is satisfied with his job.' Thus, job satisfaction is a set of 'favourable or unfavourable circumstances', 'feelings and emotions' with which employees view their work (**Karatepe et al., 2006**).

There are numerous professions that help an individual to prosper like medicine, teaching, engineering etc. Among all, the LIS is considered as one of the noble profession as it supports education in different institutions. The performance of a library professional, like any other professional, is determined and governed by their satisfaction level. The current paper aims to determine the level of satisfaction among LIS professionals working in different higher education institutions in Jammu and Kashmir, India.

### **Statement of the Problem**

Satisfaction among professionals is considered a prerequisite for any organisation's success. The library and information science profession is no exception. The success of LIS-professional run institutions like libraries is determined by the job satisfaction level of these professionals. In the current study, we will try to understand the satisfaction level of LIS professionals working in Higher Educational setup of Jammu & Kashmir, India.

### **Scope of the Study**

This study, which was limited to LIS experts employed by Jammu and Kashmir's higher education institutions, was carried out in August of 2024. A total of 40 professionals working as librarians in different colleges of the region were sampled for data collection. Prominent institutions under study include:

1. S P College – Srinagar
2. GDC Bemina

3. GDC Gandebal
4. GDC Baramulla
5. GDC Sopore
6. GDC Anantnag
7. GDC Shopian
8. GDC Gandhinagar
9. GDC GDC Sunderbani
10. GDC Chenani
11. GDC Thanamandi
12. GGM Science College - Jammu
13. GDC RS Pora
14. GCOE Akhnoor

[GDC = Government Degree College]

### Objectives

The major purpose of this study is to find out the general level of job satisfaction and the factors which influence job satisfaction or disappointment among the Library and Information Science professionals working at Higher Education institution of J&K UT. Few broader objectives are mentioned below for reference:

- To illustrate the degree of satisfaction among LIS experts employed in Jammu and Kashmir's higher education establishments.
- To identify the areas of satisfaction among selected professionals.
- To highlight sources of dissatisfaction among selected professionals
- To identify the relation of various elements like age, experience, marital status with job satisfaction.
- To determine the relationship between job satisfaction and organisational characteristics such as working pay scale, job security, job autonomy, and promotions.

### Methodology

To meet objectives of the study, a systematic & exploratory methodology was undertaken. Data was gathered using a range of instruments and methods, including questionnaires, interviews, and observation. The population of the study was restricted to the LIS professionals working in Higher Education institutions of Jammu & Kashmir. The gathered data has been tallied and examined to produce significant results that align with the study's designated goals.

### Literature Review

The consultation of related literature highlights that similar studies have been carried out all over the globe to know the level of satisfaction among professionals including LIS professionals while working in their respective institutions. In an effort to provide some insight into the broad factors that impact professional job satisfaction, a review of studies on the subject of LIS professionals' job satisfaction has been undertaken. **Anuradha (2013)** surveyed 221 professionals to learn more about the degree of job satisfaction among librarians working in public libraries of Andhra Pradesh. She came to the conclusion that most professionals are generally content

with their work and job security. She determined that the most important component was pay, and that the main cause of her dissatisfaction was the absence of rewards and recognition. **Raza and Gupta (2010)** studied the job satisfaction and anxiety of LIS professionals working in Delhi University library. The work finds that the performance of professionals working in a library and similar institutions is severely affected by number of factors including job anxiety. **(Burd, 2012)** in his study finds that the performance of LIS professionals affiliated with the different LIS institutions is promoted by aspects like involvement in the decision making, appropriate communication, gratitude etc. The research conducted by **Balasubramanian (2011)** finds that LIS professionals are content with their pay and eager to stay in the field. **Alansari (2017)** evaluated the employment satisfaction amongst the academic, public and special librarians of Kuwait. Data were acquired via questionnaires addressed to 117 professional librarians. The findings indicated that while poor pay, insufficient benefits, low status, and few prospects for advancement were ranked as sources of unhappiness, features like work stability, fair performance appraisal, and recognition of accomplishments were found to be the most significant contributors to job satisfaction. **Hyder and Batool (2013)** examined the job satisfaction ratings of LIS professionals in public and private institutions and discovered that, with the exception of specific areas, such as promotion, which is better in the private sector, public sector librarians felt more satisfied than their private counterparts. The research carried by **Esakkimuthu and Vellaichamy's (2015)** reveals that majority of LIS professionals in Tamil Nadu are content with the nature and hours of their work but not with the salary or job security. A study carried **Junge and Gavali (2014)** examined the degree of job satisfaction among library science staff members in 35 districts of the state of Maharashtra with regard to pay and benefits, oversight, advancement, and interpersonal interactions. The respondents' age, sex, qualifications, location of employment, title, region, and years of experience are among the variables that the authors discovered are elements that relate and impact the respondents' degree of job satisfaction. A study on job satisfaction among West Bengali non-government college librarians was carried out by **Panigrahi and Lakshmikanta (2019)**. The study recommended that in order to provide the user community with high-quality services, librarians should monitor the rapidly evolving field of technology and assist college administration in eliminating dissatisfying aspects. **Ikonne and Onuoha (2015)** looked at the things that affect librarians' job satisfaction in Southern Nigerian Federal and State University libraries. The study observed that elements like improvement in wage levels, improving the working circumstances and offering the enough opportunity to the librarians to conduct research had created good impact

over the performance of professionals. **Somvir and Kaushik (2012)** in their research found that the qualities of the work environment and supervisory climate have an impact on job satisfaction. They also came to the conclusion that performance is only slightly impacted by variables like gender and the kind of library they work in. The impact of university library downsizing on the job satisfaction of Government University libraries staff in provincial centers was examined by **Nakhoda et al. (2018)**. According to the study, changes in the nature of the work and organisational structure have no effect on library staff job satisfaction, but technological advancements directly affect it.

All the studies mentioned above directly reveal that numerous factors influence the performance of an individual while working in an organisation or institution. Within this context, the current study highlights various parameters that influence and affect the performance of LIS professionals working in different higher education institutions in Jammu and Kashmir.

**Data Collection and Discussion**

**(1) Relation between job satisfaction and Age of Respondents**

The age of the respondents was compared with their willingness to change their profession. The data reveals that most of the professionals (62.4%) are satisfied or highly satisfied with their profession. However, this satisfaction is pretty less among younger professionals (31-40 age group), where majority (54.5%) are either unsatisfied or highly unsatisfied.

**Table 1: Relation between Job Satisfaction and Age of Respondents**

Age Group (in Years)	Job Satisfaction Level				
	Highly Satisfied	Satisfied	Average	Unsatisfied	Highly Unsatisfied
31-40	2	8	5	2	5
41-50	4	7	1	1	1
51 Above	2	2	0	0	0
Percentage	20%	42.4%	15%	7.5%	15%

**(2) Relation between job satisfaction and service length**

The service-length of the respondents was compared with their willingness to change their profession. The data reveals that most of the professionals (60%) are satisfied or highly satisfied with their profession. However, this satisfaction is pretty less among professionals with less experience (1-10 years), where majority (60%) are neutral, unsatisfied or highly unsatisfied.

**Table 2: Relation between job satisfaction and service length**

Experience (in Years)	Job Satisfaction Level				
	Highly Satisfied	Satisfied	Average	Unsatisfied	Highly Unsatisfied
1-10	1	7	5	5	2
11-20	4	9	1	1	1
21 Above	2	1	1	0	0
Percentage	17.5%	42.5%	17.5%	15%	7.5%

**(3) Relation between Job Satisfaction and Gender**

The gender of the respondents was compared with their willingness to change their profession. The data reveals that most of the professionals (60%) are satisfied or highly satisfied with their profession. However, this satisfaction is pretty less among male professionals, where half of the group (50%) are neutral, unsatisfied or highly unsatisfied.

**Table 3: Relation between Job Satisfaction and Gender**

Options	Male	Female	Percentage
Highly Satisfied	4	3	17.50
Satisfied	7	10	42.50
Average	3	3	15
Unsatisfied	3	2	12.50
Highly Unsatisfied	5	0	12.50

**(4) Level of satisfaction based on nature of job work**

The data collected from respondents reveal that most of the professionals (90%) are satisfied or highly satisfied with the nature of the job related to this profession.

**Table 4: Level of satisfaction based on nature of job work**

Level of Satisfaction	No. of Respondents	Percentage
Highly Satisfied	10	25.00
Satisfied	26	65.00
Average	3	7.50
Unsatisfied	0	0.00
Highly Unsatisfied	1	2.50

**(5) Level of satisfaction based on supervision from higher ups**

The data collected from respondents reveal that most of the professionals (55%) are satisfied or highly satisfied with the overall supervision from higher authorities. However, there are respondents (30%) who don't seem to be satisfied with the supervision.

**Table 5: Level of Satisfaction based on supervision from higher ups**

Level of Satisfaction	No. of Respondents	Percentage			
Highly Satisfied	4	10.00			
Satisfied	18	45.00			
Average	6	15.00			
Unsatisfied	10	25.00			
Highly Unsatisfied	2	5.00			

**(6) Level of Satisfaction based on ICT introduction**

The data collected from respondents reveal that most of the professionals (85%) are satisfied or highly satisfied with the introduction of ICT in libraries.

**Table 6: Level of Satisfaction based on ICT introduction**

Level of Satisfaction	No. of Respondents	Percentage
Highly Satisfied	10	25.00
Satisfied	24	60.00
Average	4	10.00
Unsatisfied	1	2.50
Highly Unsatisfied	1	2.50

**(7) Level of Satisfaction based on pay aspects**

The data collected from respondents reveal that most of the professionals (95%) are satisfied or highly satisfied with the pay scale associated with this profession.

**Table 7: Level of Satisfaction based on pay aspects**

Level of Satisfaction	No. of Respondents	Percentage
Highly Satisfied	15	37.50
Satisfied	23	57.50
Average	1	2.50
Unsatisfied	0	0.00
Highly Unsatisfied	1	2.50

**(8) Level of satisfaction based on promotion aspects**

The data collected from respondents reveal that only chunk of professionals (37.5%) are satisfied or highly satisfied with the promotional aspects associated with their job. On the other hand, a major group (45%) seem to be unsatisfied or highly unsatisfied with this aspect.

**Table 8: Level of satisfaction based on promotion aspects**

Level of Satisfaction	No. of Respondents	Percentage
Highly Satisfied	1	2.50
Satisfied	17	42.50

Average	7	17.50
Unsatisfied	12	30.00
Highly Unsatisfied	3	7.50

### (9) Level of satisfaction based on professional developmental aspects

The data collected from respondents reveal that most of the professionals (75%) are satisfied or highly satisfied with the professional development aspects associated with the profession. This may include like undertaking FIP, FDP etc; and participating/organising workshops, etc.

**Table 9: Level of satisfaction based on professional developmental aspects**

Level of Satisfaction	No. of Respondents	Percentage
Highly Satisfied	11	27.50
Satisfied	19	47.50
Average	3	7.50
Unsatisfied	6	15.00
Highly Unsatisfied	1	2.50

### (10) Level of satisfaction based on job security

The data collected from respondents reveal that most of the professionals (90%) are satisfied or highly satisfied with the job security associated with their profession.

**Table 10: Level of satisfaction based on job security**

Level of Satisfaction	No. of Respondents	Percentage
Highly Satisfied	6	15.00
Satisfied	30	75.00
Average	2	5.00
Unsatisfied	1	2.50
Highly Unsatisfied	1	2.50

### (11) Level of satisfaction based on the conduct of co-workers

The data collected from respondents reveal that most of the professionals (70%) are satisfied or highly satisfied with the conduct of their co-worker in their respective libraries.

**Table 11: Level of satisfaction based on the conduct of co-workers**

Level of Satisfaction	No. of Respondents	Percentage
Highly Satisfied	6	15.00
Satisfied	22	55.00
Average	6	15.00
Unsatisfied	4	10.00
Highly Unsatisfied	2	5.00



**(12) Level of satisfaction based on job autonomy**

The data collected from respondents reveal that a large portion of professionals (50%) are unsatisfied or highly unsatisfied with the job autonomy. Such respondents don't enjoy complete freedom while taking decisions in their respective libraries. While only few respondents (37.5%) felt such autonomy.

**Table 12: Level of satisfaction based on job autonomy**

Level of Satisfaction	No. of Respondents	Percentage
Highly Satisfied	3	7.50
Satisfied	12	30.00
Average	5	12.50
Unsatisfied	13	32.50
Highly Unsatisfied	7	17.50

**(13) Level of satisfaction based on my involvement in the institution**

The data collected from respondents reveal that most of the professionals (90%) are satisfied or highly satisfied with their job involvement in their respective institutions.

**Table 13: Level of satisfaction based on my involvement in the institution**

Level of Satisfaction	No. of Respondents	Percentage
Highly Satisfied	9	22.50
Satisfied	27	67.50
Average	1	2.50
Unsatisfied	2	5.00
Highly Unsatisfied	1	2.50

**(14) Level of satisfaction based on proper departmental communication**

The data collected from respondents reveal that most of the professionals (87.5%) are satisfied or highly satisfied with the way they are communicated in their respective institutions.

**Table 14: Level of satisfaction based on proper departmental communication**

Level of Satisfaction	No. of Respondents	Percentage
Highly Satisfied	5	12.50
Satisfied	22	55.00
Average	7	17.50
Unsatisfied	5	12.50
Highly Unsatisfied	1	2.50

**(15) Level of satisfaction based on appreciation received from department**

The data collected from respondents reveal that most of the professionals (77.5%) are satisfied or highly satisfied with the due appreciation they

receive from higher authorities.

**Table 15: Level of satisfaction based on appreciation received from department**

Level of Satisfaction	No. of Respondents	Percentage
Highly Satisfied	5	12.50
Satisfied	26	65.00
Average	4	10.00
Unsatisfied	5	12.50
Highly Unsatisfied	0	0.00

**(16) Level of satisfaction based on use of resources in library**

The data collected from respondents reveal that most of the professionals (70%) are satisfied or highly satisfied with the use of resources like books, journals, e-resources etc in their respective libraries.

**Table 16: Level of satisfaction based on use of resources in library**

Level of Satisfaction	No. of Respondents	Percentage
Highly Satisfied	3	7.50
Satisfied	25	62.50
Average	5	12.50
Unsatisfied	7	17.50
Highly Unsatisfied	0	0.00

**(17) Level of satisfaction based on personal performance in the library**

The data collected from respondents reveal that most of the professionals (82.5%) are satisfied or highly satisfied with their personal performance in their respective institutions.

**Table 17: Level of satisfaction based on personal performance in the library**

Level of Satisfaction	No. of Respondents	Percentage
Highly Satisfied	4	10.00
Satisfied	29	72.50
Average	5	12.50
Unsatisfied	1	2.50
Highly Unsatisfied	1	2.50

**(18) My satisfaction level is affecting my performance in the library**

The data collected from respondents reveal that most of the professionals (77.5%) believe that their satisfaction or dissatisfaction affects their individual performance while working in their respective libraries.

**Table 18: My satisfaction level is affecting my performance in the library**

Options	No. of Respondents	Percentage
Very True	8	20.00
True	23	57.50
Neutral	4	10.00

False	5	12.50
Completely False	0	0.00

### (19) I want to change my profession

Most professionals (55%) want to continue in the same profession even if some other opportunity is provided. A group of respondents (32.5%) want to change their profession.

**Table 19: I want to change my profession**

Options	No. of Respondents	Percentage
Very likely	5	12.50
Likely	8	20.00
Neutral	5	12.50
Unlikely	15	37.50
Very unlikely	7	17.50

### (20) I want to quit my job

The data collected from respondents reveal that most professionals (90%) are not in a position to quit their respective jobs even if there is some dissatisfaction associated.

**Table 20: Chances of Quitting my Present Job**

Options	No. of Respondents	Percentage
Very High	0	0.00
High	1	2.50
Neutral	3	7.50
Low	15	37.50
Very Low	21	52.50

### Findings

Based on the analysis of collected data, the following statements can be drawn as findings:

- Age has a direct relation with the satisfaction level of LIS professionals. Although most of them (62.4%) were satisfied, this percentage was less among younger professionals (45.5%).
- Experience or service length directly relates to the satisfaction level of LIS professionals. Although most of them (60%) were satisfied, this percentage was less among less experienced professionals (40%).
- The gender of respondents has a direct relation with the satisfaction level of LIS professionals. Although most of them (60%) were satisfied, this percentage was less than their male counterparts (50%).
- Most of the respondents (90%) are satisfied with the nature of the job related to this profession, like doing classification, issue-return etc.

- Most of the professionals (55%) are satisfied with the overall supervision from higher authorities.
- Most of the professionals (85%) are satisfied with the introduction of ICT in libraries.
- Most professionals are satisfied with the pay scale (95%), professional development aspects (75%), and job security (90%) associated with this profession.
- A major group of respondents (45%) are unsatisfied with the promotional aspects associated with the LIS profession.
- Most professionals (70%) are satisfied with the conduct of their co-workers in their respective libraries.
- Many professionals (50%) are unsatisfied or highly unsatisfied with the job autonomy. Such respondents do not enjoy complete freedom while making decisions in their respective libraries. At the same time, only a few respondents (37.5%) have felt such autonomy.
- Most of the professionals (90%) are satisfied with their job involvement in their respective institutions.
- Most professionals (87.5%) are satisfied with how they are communicated in their respective institutions.
- Most professionals (77.5%) are satisfied with the appreciation they receive from higher authorities.
- Most professionals (70%) are satisfied with using resources like books, journals, e-resources etc in their respective libraries.
- Most of the professionals (82.5%) are satisfied with their personal performance in their respective institutions.
- Most professionals (77.5%) believe their satisfaction or dissatisfaction affects their performance while working in their respective libraries.
- Most professionals (55%) want to continue in the same profession even if some other opportunity is provided. A group of respondents (32.5%) want to change their profession.
- Most professionals (90%) are not in a position to quit their respective jobs, even if there is some dissatisfaction associated with them.

### **Conclusion**

Job satisfaction of employees is an important aspect that determines the success or unsuccessfulness of an organisation. It plays a pivotal role in ensuring the ultimate user satisfaction and in achieving the objectives of an organisation. The current study determined the satisfaction level among LIS professionals working in higher education institutions in Jammu and Kashmir. The study finds that most respondents are satisfied with their profession. The work highlights factors like appreciation, proper communication, proper supervision, job involvement, promotional

aspects, professional development aspects, job security, and pay scale as the contributing elements that help attain overall satisfaction among professionals. Most professionals were satisfied with most of the elements under consideration. However, considerable dissatisfaction was observed with respect to organisational variables like job autonomy and promotional aspects associated with their job.

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#### **Tabasum Zehra**

Tabasum Zehra, an Information Science professional, holds an Master's in Library and Information Science and a Master's in English Literature. She has edited the book *Radio Frequency Identification (RFID): A New Approach in Auto-ID* and has published books and papers in reputed journals. She has presented papers at various national and international conferences.