

Job Satisfaction of Library Professionals in Public Libraries in Goa

**Dissertation submitted in partial fulfilment of requirements of the
Goa University for the degree of
Master of Library and Information Science (MLISC)**

BY

**Chandrakant Umesh Tirodkar
ENROLMENT NO: -22P034017**



**Under the supervision of
Mr. Milind C. Mhamal**

*Presented for Viva. voce
on 28/4/2023
by*



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& Behavioural Studies
Goa University**

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Goa University, Taleigao Plateau, Goa

2022-2022

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DEAN

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DECLARATION

I state that the present dissertation “**Job Satisfaction of Library Professionals in Public Libraries in Goa**” is my original contribution and the same has not been submitted on any occasion for any other degree or diploma of this university or other university/institute. To the best of my knowledge, the present study is the first comprehensive work of its kind from the area mentioned. The literature related to the problem investigation has been cited.

Chandrakant Umesh Tirodkar
Department of Library and
Information Science

Date:

Place: Taleigao Plateau

COMPLETION CERTIFICATE

This is to certify that the dissertation “**Job Satisfaction of Library Professionals in Public Libraries in Goa**” submitted by **Chandrakant Umesh Tirodkar** under my in partial fulfilment of the requirements of the degree of **Master of library and information Science** at the, DD Kosambi School Of Social Sciences And Behavioural Studies Goa University is her own work carried out under my guidance and worthy of examination.

Mr Milind C. Mhamal
Research Guide
Department of Library and
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Goa University

ACKNOWLEDGEMENT

I wish to praise the God and thank him for giving me an opportunity to do the Degree of Master of Library and Information Science and enabling me to complete the dissertation successfully.

"I would like to express my sincere gratitude to my supervisor, Mr Milind C. Mhamal, for their invaluable guidance, support, and encouragement throughout the duration of this project. Their insightful feedback, constructive criticism, and unwavering belief in me have been instrumental in the successful completion of this dissertation.

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Last but not least, I would like to thank the study participants for their valuable time, I would also like to thank the student's participation in the survey and making the study a success ,contributions, and cooperation, without which this research would not have been possible."

Mr. Chandrakant Umesh Tirodkar

Master of Library and Information Science

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CHAPTER-1

INTRODUCTION

1.1 Introduction

Public librarians are professionals who work in public libraries to give the general public access to resources and information. Their level of job satisfaction is crucial since it has an impact on their motivation, output, and general wellbeing. Among the many tasks that public librarians carry out include serving library patrons, managing collections, and conducting research.

The degree of satisfaction a person feels at work is known as job satisfaction. Numerous variables, including job security, pay, work-life balance, employment autonomy, organizational culture, and possibilities for career advancement, have an impact on it. The ability of public librarians to have a good influence on the community they serve may be intimately related to their level of job satisfaction. It's possible that enthusiastic librarians who find significance in serving others may be more satisfied with their jobs.

The range of jobs that public librarians complete every day may also contribute to their sense of job satisfaction. They might relish the challenge of overseeing a variety of collections or aiding clients with various informational requirements. Public librarians might also cherish the chance to collaborate with people who share their interests and principles.

Another significant element that may have an impact on public librarians' job satisfaction is the workplace. Higher levels of job satisfaction can be attributed to a supportive workplace culture that encourages teamwork, honest communication, and mutual support. Public librarians' job happiness can also be influenced by the accessibility of tools and resources, the organization's level of support, and other factors.

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1.2 Importance of job satisfaction

In daily life, satisfaction with work is also crucial. People who work for organizations experience a variety of consequences, some of which are reflected in how those individuals feel about their jobs. Because of this, satisfaction with work is a significant concern for both companies and employees.

As a result of higher productivity and lower staff turnover, which are both benefits of contented workers, companies stand to gain from this trend, which is supported by

numerous research. Given the amount of time they will spend at work during their working lives, people should also "be happy in their work. (V, 2020)

1.3 Public Libraries in Goa

In Goa, public librarians are in charge of overseeing and running all public libraries. They are responsible for selecting and procuring materials, classifying and shelving materials, helping users, and creating and putting into practice library services and programs.

The Directorate of Art and Culture is responsible for managing public library operations in Goa. There are many public libraries spread out around the state, Krishnadas Shama State Central Library in Panjim is the main library which manages other librarians in goa.

A degree in library and information science or a related discipline is normally required for public librarians in Goa. They must be able to effectively interact with library users and possess understanding of digital resources and library systems.

1.4 Definitions of the term

- **Public Librarian**

Someone who works in a library, is trained in the organization or running of libraries, or is in charge of a library. (cambridge dictionary, 2023)

- **Goa**

A state on the W coast of India: A Portuguese overseas territory from 1510 until annexed by India in 1961. Capital: Panjim Area: 3702 sq. km (1430 sq. miles). (collinsdictionary, 2023)

- **Job satisfaction**

The feeling of pleasure and achievement that you experience in your job when you know that your work is worth doing, or the degree to which your work gives you this feeling. (cambridge dictionary, 2023)

1.5 Importance of research

This research will be highly useful to the employees and management of public libraries, to know about their own employees and improve their satisfaction level.

1.6 Objectives

- To study the satisfaction level of librarians.
- To study according grade wise (Gr. I Librarian, Gr. II Librarian, Gr. III Librarian and Jr. Librarian) satisfaction level of public librarians.
- To study about the gender wise satisfaction level of Public Librarians.
- To study about the age wise satisfaction level of Public Librarians.

1.7 Research Methodology

- Personal interview with library staff for gathering of information.
- Searching the previous year literature through various types of secondary resources.
- Circulation of questionnaire with the library staff for statistical data analysis.

1.8 Hypothesis

- Majority of the librarian are not satisfied.
- Men and women have significant difference in job satisfaction.

1.9 Scope of the study

The study focuses on the employee appraisal their scope of job satisfaction and Satisfaction/dissatisfaction of (Gr. I Librarian, Gr. II Librarian, Gr. III Librarian and Jr. Librarian) in public libraries of Goa.

1.10 Population of study

The study will include 100 library professionals from public libraries of Goa that will include central library, District library, Village libraries, Municipality libraries and Panchayat libraries, Town libraries NGO libraries.

1.11 Organisation of study

Chapter I:	Introduction
Chapter II:	Review of literature
Chapter III:	Over view of Job Satisfaction
Chapter IV:	Data analysis and interpretation
Chapter V:	Findings, Recommendation and Conclusion

CHAPTER-2

REVIEW OF LITERATURE

Review of literature is a recent output on a particular area of research and organized in a helpful sequence to strengthen the present techniques. Literature review is one of the important aspects for any research study. The main objective of the review of literature is to understand the research activities that have taken place in a particular discipline and the research area.

All the relevant literature available is reviewed here. The researcher collected articles from science Direct, research Gate and etc.

(Kenchakkanavar & Chavan, 2020) “Job Satisfaction of Library and Information Science Professionals: an over view”. According to author he states that fifth law of library science is that the library is a growing organism. Job satisfaction for those in the library and information sciences is the attitude a person has toward his income, work, possibilities for advancement, co-worker’s, and supervisor. The ICT environment demanded that LIS workers learn management, supervision, and maintenance approaches for digital resources. It is necessary to be ready for the job satisfaction of LIS professionals in the modern day because there is a strong correlation between job satisfaction and LIS professionals who have a positive outlook on the future of their field. Libraries hold a respectable position in the professional and semi-professional categories of librarians. The threat posed by the growth and development of information and communication technology has affected how satisfied librarians are with their work. Employee job happiness is generally regarded as being important when an organization tries to attain user satisfaction. A job is an occupation that a person performs in exchange for a reward, specifically a wage. The way one feels about things, rewards, the community, relationships, and the breadth of enjoyment in regard to their employment is referred to as their level of satisfaction. Due to its connections to job performance and/or institutional commitment, job satisfaction has been a focus for organizational studies. More importantly, people who have jobs spend the majority of their time working. As a result, an individual's views about their jobs are probably going to have an effect on others who have an impact on their general life.

(Swaminathan, 2017) “Job satisfaction among public Library Professionals in Madurai district - A study”. The author states that a happy employee is often one who is content with his employment, extends his mental and physical efforts in order to help the organization achieve its goal. Employee job satisfaction is crucial to the growth of their firm. The authorities should encourage librarians by assigning them to conferences, seminars, and training sessions so they may become familiar with the most recent technologies. It makes it easier for other members to improve their working skills. To increase employees' job happiness, management should take the appropriate steps to give librarians the infrastructure they need to effectively utilize their professional knowledge and talents.

(Esakkimuthu & Vellaichamy, 2015) “JOB SATISFACTION AMONG THE LIBRARY PROFESSIONALS IN ENGINEERING INSTITUTIONS: AN EMPIRICAL STUDY”. The article discusses that job satisfaction of the librarian mostly depends on the social, economic and cultural systems in the country. The level of service a librarian provides will depend on how happy he or she is at work, as this profession plays a significant role in the information society. It becomes more crucial to consider how the material and moral aspects of life impact librarians' job happiness. It is difficult for management to develop employee satisfaction and it is very much important because motivated people work with pride and derive a sense of satisfaction from their work to contribute to the success of the business, it is important for the organization to conduct a job satisfaction survey of its employees at least once a year in order to encourage continuous improvement in the organization. The organization should permit librarians to attend additional seminars, conferences, etc. This would be very motivating for them and help them work more effectively and provide services that are more valuable. At the study, it was found that employees who worked in engineering institutions were not overly satisfied with their pay.

(Elisa, 2008), This article states that job happiness among librarians. Achievement, acknowledgment, the work done, responsibility, advancement, and variables relating to the work itself for personal development are the factors. Individuals who are motivated

at work are more satisfied with their jobs than those who are protected by protective factors. One of the elements influencing job happiness is age. It claims that if the library profession is unable to overcome its ongoing underfunding and acquire new managerial and political skills, its high levels of satisfaction may come to an end. Having more young "tech people" enter the area will also be essential in order to implement the transformation and repositioning of libraries in the modern digital world. "I can't believe I get paid to learn every day," you could exclaim. Choose a career you love, and you'll never have to work a day in your life, as Confucius once said.

(Hindagolla & Weerasinghe, 2021) "Factors Affecting Job Satisfaction of Public Librarians: A Qualitative Exploration in the Kandy District, Sri Lanka". According to author it states that job satisfaction is a crucial characteristic for every corporation because happy workers are extremely productive and would significantly aid in the growth of the business. Job satisfaction is influenced by a variety of elements, including the work environment, pay, job responsibilities, and promotions. In order to successfully achieve organizational goals, it is crucial that management implement the required measures to foster job satisfaction among the workforce. An organization should periodically perform surveys and other types of research to gauge employee attitudes about job satisfaction and put initiatives in place to raise that level. The majority of public librarians, according to the study's findings, were happy with two out of five factors. Although they were content with their job roles and relationships with their co-worker's, it is clear that the three elements of compensation, promotion, and work supervision had a negative impact on the job satisfaction of public librarians. Additionally, it has been shown that public librarians' viewpoints do not considerably diverge from those of library professionals in other fields. To motivate librarians and increase their levels of job satisfaction, it is proposed that higher rewards and the best compensation packages be offered. Additionally, it's crucial to put performance appraisal programmes into place in order to recognize the valuable contributions and efforts made by productive employees and to encourage them to work harder and more successfully.

(Kim & Park, 2016) “A Study on the Effect of Reading Activities on Job Satisfaction and Organizational Commitment of Public Library Employees”. According to author study aims to examine the impact of employees' reading habits in public libraries on their commitment to the organization and job happiness, which was suggested by earlier research demonstrating the association between the variables in the business field. According to the survey's findings, there were substantial disparities in how frequently people participated in a book club in terms of their job fulfilment, human relationship satisfaction, self-realization satisfaction, affective commitment, and continuation commitment. Additionally, the quantity of books read by employees and the amount of time spent reading had a substantial impact on both their job satisfaction and affective commitment. Reading time and affective commitment were completely mediated by job satisfaction level, while continuous involvement in a reading gathering, continuation engagement, and normative commitment were completely mediated by social recognition satisfaction. Based on these findings, the study advises the following strategy for creating a conducive environment for staff members: First and foremost, public library administrators must take a keen interest in reading administration and implement a variety of programmers to encourage staff members to read. Second, public libraries are obligated to support and encourage staff members' involvement in book clubs so that the staff members can attend the book club regularly. Last but not least, a consistent motivation at the institutional level of reading activity.

(Joshi & Kumar, 2020) “Factors Affecting on Job Satisfaction level and Social Status among Library Professionals in Chhattisgarh”. According to author paper states that, based on many influencing factors, job satisfaction levels among library professionals in the Chhattisgarh area are low. A total of 69 library professionals from seven different districts participated in this survey study. Data was gathered and evaluated using a questionnaire that was issued both personally and via mail. Extreme levels of both contentment and dissatisfaction with one's job are possible. Librarians are asked to rate their jobs on an evaluation scale as a method of measurement. The nature of the work, professional rank, social standing, motivation, management assistance, and professional development are all touched upon in the questions. According to the report, the majority of librarians are unhappy with their line of work but only marginally

content with their professional status, drive, and human resources. High social status lowers their sense of satisfaction.

(Martin , 2022) “Job Satisfaction of Professional Librarians and Library Staff”. The paper written by author states that an essential component of behaviour and work productivity includes job satisfaction. In order to comprehend the overall job satisfaction of librarians and library personnel from various sorts of libraries and jobs and to ascertain the reasons that influenced their job satisfaction, this study set out to understand these levels of job satisfaction. The Job Satisfaction Survey has 770 responses in total (JSS). There were no distinctions between librarians and library workers, or between them based on gender, race, library type, position within the library, or tasks carried out in the library. Job happiness was found to be highly influenced by the degree of identification with the current library. The main elements that affected the job satisfaction of the respondents were identified. They consist of co-worker's, leadership, pay, and how strongly they identify with their present library's culture and work environment. These include the degree to which they are strongly identified with their current library, work environment, leadership, co-worker's, compensation, workload, and meaningful job; diversity and inclusivity; external recognition of the library's importance; and feeling respected and appreciated individually.

(Singhal) “Job Satisfaction Among LIS Professionals in Delhi: A Study” The author states that there are different aspects of measuring job satisfaction among LIS specialists working in Delhi's major health science libraries. In order to gather the data, a standard questionnaire was created and answered it. Respondents' satisfaction with a variety of job satisfaction factors, including pay, promotion, interpersonal relationships, the nature of the work, job autonomy, reward and recognition, job security, management, social prestige, working conditions, fringe benefits, job stress, opportunities for growth, training resources, and the impact of ICT, was measured using a Likert scale. Promotions ought to be carried out promptly. Seniority should not be the only factor considered; work performance, as well as the results of the interview and exam, must also be taken into consideration. Transparency would be ensured, and any

room for favouritism would be eliminated. Additionally, it would encourage workers that their efforts are not in vain. To maintain high employee morale, pay rates should be adhered to in accordance with some norms, and additional bonuses and financial and/or non-financial reward systems should also be used. The workforce should occasionally launch new services to keep them engaged because mundane daily tasks might get monotonous. As a result, the library supervisor's responsibility is to attend to the demands of the personnel. Therefore, the supervisor needs to be trained to solve the issue. According to the study of the data, professionals are least content with their income and promotion among the factors examined, whereas they are most satisfied with the "ICT" component of their jobs, followed by workplace conditions. This study is important for policymakers, human resource managers, and library managers.

(Pandita, 2017) “Job Satisfaction among Library and Information Science Professionals in India: A Case Study”. According to author the purpose of the study is to evaluate the level of job satisfaction among LIS (Library and Information Science) practitioners in India. Salary, employee involvement in administrative concerns, work environment, professional position, location, working hours, advancement, and recognition are a few of the major factors examined. The amount of job satisfaction among an organization's employees will determine how effective its human resources are for that organization or institution. The goal of senior administration should always be to delegate power to working professionals. It is usually advisable to include employee input at all stages of the decision-making process as part of excellent management practices. As a result, if the specialists and seniors are excluded from the judgement process, it will inevitably cause fear among the organization's employees because it will cause them to feel cut off from the system, of which they would otherwise be an integral part. If LIS experts believe their field is not very satisfying and see any inequalities, it is imperative to immediately eliminate them. Concerns raised by respondents about issues like underpaying, a stressful work environment, excessive interference, and other operational challenges should be investigated so that better amenities can be put in place to address any infrastructure issues that may exist.

(Hyder & Batool, 2013) “Job Satisfaction Among Public and Private University/Degree Awarding Institution Librarians of Lahore: A Comparative Study”. The author’s states that a comparison of job satisfaction among librarians working in Lahore’s public (government) and private universities and degree-granting institutions is being conducted. Higher Education Commission-recognized public and private sector universities and institutions in Lahore employed questionnaires to get data from their librarians. The eight factors that make up job satisfaction—physical environment, ICT infrastructure, personal development, organizational culture, social standing, pay, benefits, and advancement opportunities—were determined by literature reviews. The survey found that university librarians working in the public sector reported higher levels of satisfaction than those working at private universities. While private sector institutions provide librarians with more possibilities in some areas, like advancement, public sector universities in Lahore lack the necessary facilities. The study recommended that officials in librarianship develop rules for job satisfaction, including appropriate reward systems or work incentives, stimulating working environments, especially in the public sector, and effective career infrastructure, among other things

(Jange & Gavali, 2017) “Job Satisfaction of Library Professionals in Maharashtra State, India Vs ASHA Job Satisfaction Scale: An Evaluative Study”. According to author he states that job satisfaction with regard to the appropriateness of pay and advancement opportunities, the work environment, social security, communication styles, stress, and job participation of library practitioners in 35 districts in Maharashtra State. India's Maharashtra State is taken into account as a geographical study area for the current study. The entire Maharashtra state of India's 35 districts served as the study's universe, and the 524 librarians employed there were the target population. Purposive sampling, a non-probability method, was used to gather research data from this population. Participants in the survey reported having an average degree of job satisfaction. The socio-demographic research variables, including the respondent's age, education, sex, location of employment, region, title, and years of experience, are linked and found to influence the respondent's degree of job satisfaction. While the characteristics, such as scale, kind of library, and respondents' method of schooling, have no relationship to job satisfaction and, as a result, do not affect the participants' job satisfaction.

(Wanasinghe, 2020) “Evaluation of the Job satisfaction among public library librarians: a case study in north central province (NCP) of Sri Lanka”. The author discusses that numerous variables, including personal, family, societal, intellectual, ecological, and financial ones, contribute to job satisfaction. This study emphasized the level of job satisfaction among public library librarians in the Anuradhapura District in the North Central Province by looking at these aspects (NCP). In light of this, a survey design has been chosen for the investigation. The study's goals are to determine the current level of job fulfilment among public librarians and examine professional development opportunities for them. To gauge the degree of job satisfaction, eight variables were taken into consideration. Promotions, compensation, professional growth, employment stability, autonomy on the job, and the work environment are among them. The study's quantitative data were gathered using a semi-structured questionnaire using a five-point Likert scale. All respondents had the opportunity to take part in the study and did so. Results showed that majority of public librarians in Sri Lanka's North Central Province (NC Anuradhapura) district were happy with their jobs. However, given the aforementioned characteristics, it is clear that some public librarians are either content or dissatisfied with their level of job satisfaction. The study's conclusions will be useful to legislators, local government officials, and librarians in their efforts to build a motivated and effective workforce for the local library context.

(Togia , Athanasios , & Nikolao, 2004) “Job satisfaction among public Greek librarians”. According to the article employee Satisfaction Survey, reveals employment satisfaction among public librarians in Greece. A total of six aspects of job satisfaction were measured by the instrument: workplace standards, salary, promotion, the job itself, leadership, and the organization as a whole. Public librarians in Greece expressed less satisfaction with compensation and promotion and more satisfaction with the nature of the work, leadership, and workplace circumstances. While involvement in decision-making had a favourable impact on the job itself and the organization as a whole, prior working experience had a negative impact on the prediction of satisfaction with working conditions, supervision, and the organization as a whole. The findings lend more credence to the belief that public librarians are also most content with the

intrinsic parts of their jobs, monitoring, and working environments. Additionally, it appears that Greek library directors can improve their staff member's satisfaction.

(Kaya, 1995) "Job Satisfaction of the Librarians in the Developing Countries" The author says that one of the requirements for creating a healthy organizational structure is job satisfaction. The foundations of society are without a doubt the libraries. The human resource is what allows the library to provide excellent service. The level of service provided by librarians, who play a crucial role in the information society, will be influenced by their level of job satisfaction. Thus, the position of the librarian becomes necessary. However, librarians are not particularly needed in underdeveloped nations. So, finding career fulfilment is more difficult. It is necessary to create a national library strategy and related standards. The concepts of librarianship relating to job happiness should be taken into consideration by such policies. Along with accountability and equal authority distribution, good working standards, job security, and involvement in decision-making should be offered. Increases in low pay are needed. The living standards of emerging nations must first be raised in order to implement these ideas, which may be easily enhanced.

(Farzana & Bilkis, 2012) "Measuring the Job Satisfaction of Female Library Professionals Working in the Health Libraries in Dhaka City". The article discusses that job satisfaction is a crucial factor in determining how library professionals feel about their work in libraries. The goal of the study is to evaluate the degree of job satisfaction of female health library professionals in Dhaka and to determine how job aspects (MSQ) affect this satisfaction. The degree of job satisfaction among health library professionals is the subject of a cross-sectional, ongoing study. The graph's level of job satisfaction is assessed using a standard questionnaire (MSQ). The outcome demonstrates that, out of twenty aspects, eleven are highly significant for job satisfaction and nine are relatively insignificant. Job satisfaction is significantly influenced by achievement. According to this study, women are less satisfied with their jobs than their male counterparts. According to the study, there is statistical parity between male and female workers in the nation's health-related libraries, which makes it remarkable that most women are less satisfied with their jobs. Therefore, it is

important to take care to consider job-related elements when developing job satisfaction. Therefore, it is important for women in the library profession to be healthier and content with their work if they are to meet Bangladesh's health sector's digital library goals

(Haque , Karim, Muqtadir, & Anam) “Dimensions of Job Satisfaction of Library Professionals: A Qualitative Exploration”. According to the author the study aims to look into the underlying factors that contribute to the job satisfaction of the librarians at a sizable public library in Malaysia. The interview protocol is created using Herzberg's two-factor theory and a qualitative methodology known as hermeneutic phenomenology. Interviews are conducted with twelve full-time librarians for this position. It demonstrates that (I) I am meeting and assisting people with a timely, constructive, and good attitude; (ii) I am participating in various courses and meetings as part of their ongoing professional growth and practices of job redesign; and (iii) the religious surroundings they work in are the sources of their job satisfaction. Staff dissatisfaction at work is caused by a variety of factors, including excessive delays in promotion opportunities, a negative public opinion of the library profession, a complete absence of space and facilities, uneven and infrequent communication between staff and management, and the spectre of discrimination and favouritism.

(Jan & Gul, 2020) “Job Satisfaction among librarian among Library Profession at government Colleges of Commerce an Management Science of KH Science of Khyber Pakhtunkhwa.” According to author this study is the satisfaction of librarians in relation to users, reading preferences, the supply of conveniences, their remuneration, promotion to a higher level, and professional advancement. The research was quantitative and descriptive in nature, and survey research methodology was used. Six components of a framework questionnaire were created. Thirty-five colleges make up the entire province, and sixteen librarians are employed there, according to the research. The researcher distributed surveys to every librarian using a variety of methods and received a 100% response rate. A number of job aspects were examined, and it was shown that librarians were happy with aspects including fair compensation, annual raises, solid job security, social acceptance, off-days allowance, and the lack of work

obligations. On the other side, the lack of a good service structure, the impossibility of receiving ICT training, the inability to gain access to both national and foreign scholarships, and the absence of a reward system left librarians feeling unsatisfied with their work. Additionally, there was no suitable possibility to attend book fairs, conventions, seminars, or workshops. As a result, it became clear from the research's suggestions that the libraries at some of these colleges needed to be improved. The researcher suggested that librarians should be required to provide proper service structures, just as other faculty members are. Libraries must be provided with the most recent editions of the necessary books, PCs with internet access, arrangements for ICT training, and opportunities for higher education for librarians. There should be more librarians hired to fill open posts. The higher authorities were advised by this study to examine strategies for the general improvement of librarians and to take proactive steps to safeguard library professionals.

(Ikonne & Onuoha, 2015) "Factors Influencing Job Satisfaction of Librarians in Federal and State Libraries in Southern Nigeria". According to author his study determinants for job satisfaction affect librarian's job satisfaction at Southern Nigeria's Federal and State libraries. It has a significant impact on job-related behaviour's like work effort, productivity, absenteeism, employee relations, and turnover rates. Job satisfaction is a key notion that might affect labour market behaviour. A survey research design was used for the investigation. In 37 federal and state libraries in southern Nigeria, there were 500 librarians working there. Data was collected using a questionnaire, and standard deviation, percentages, and the mean were used in the analysis. Job stability, a positive working connection with my supervisor, positive interactions with co-worker's, and positive interactions with information users, customers, and clients were among the criteria identified as having a substantial impact on librarians' satisfaction. Based on the results, librarians are therefore satisfied, but they still have to deal with issues like low pay, insufficient fringe benefits, terrible working conditions, and a lack of sufficient possibilities for conducting research. However, they might cause librarians to become dissatisfied with their jobs.

(Kashyap, 2018) “Job Satisfaction among Public Library Professionals of Chandigarh”. According to the article it states that we live in a digital age when information can be found instantly online. It does not exclude libraries. Digital libraries have replaced conventional libraries. Communication and information technology are two of the main forces driving this change. The impact of ICT is practically universal. Every aspect of library activity, including circulation, acquisition, cataloguing, information retrieval, and information dissemination, has completely switched from manual to digital. ICT has had a significant impact on how libraries operate. It gives workers numerous opportunities to improve their social and economic standing. It might make librarians feel more stressed, which could lower their level of job satisfaction. Officials must provide personnel training programmes that promote ICT. When they attend any ICT-related course, workshop, or seminar, intentions should also be given. A study reveals that employees had lower levels of job satisfaction. By offering training programmers, motivation, rewards, and encouragement for teamwork, as well as by exploiting their abilities, appreciation, and creativity, it can be increased.

(D'Elia) “The Determinants of Job Satisfaction among Beginning Librarians”. According to author he states that the factors that are most strongly related to job satisfaction among librarians are identified in the article, "The Determinants of Job Satisfaction Among Beginning Librarians." A sample of 228 librarians was used to gather information about their sex, type of library they worked with, vocational needs, the features of their work environments, and their level of job satisfaction. According to the data analysis, job satisfaction among librarians is related to the qualities of their work surroundings rather than the type of library they worked in, their sex, or their career needs. The two most significant factors influencing job satisfaction among these are the supervisory environment and the inherent qualities of the job itself. According to one interpretation of the data, a supervisory environment that encourages a librarian to use initiative and professional judgement while performing their duties is beneficial to job satisfaction.

(Miniter) “An Analysis of Job Satisfaction Among Public, College or University, and Special Librarians” According to author it states that the different levels of job

satisfaction among librarians are likely influenced by factors not included in the study. The Job Descriptive Index's means and ranges are broken down by sex and the type of librarian. The statistical likelihood that public librarians will outperform either of the other two categories of librarians on each of the five JDI scales, assuming that the JDI's five scales are independent, sequential events. It is crucial to point out that the majority of special libraries have a limited staff. Additionally, most special libraries have no more than two or, rarely, three tiers of control. Therefore, it might not be appropriate to factor in the JDI promotion scale when evaluating special librarians' job satisfaction. The patrons of the separate libraries and their interactions with the librarians are one such issue that warrants some thought. While college or university librarians commonly engage with highly qualified individuals, such as faculty or graduate students, the public librarian will do so less frequently. A highly skilled clientele will be served by special librarians. When attempting to provide assistance to those who are knowledgeable about the issue, the public librarian may feel at ease, whereas the university and special librarians may experience discomfort.

(Sharma & Sharma) “During COVID 19 pandemic effect on Job Satisfaction among the Library professionals in Delhi NCR India”. The article discusses that the impact of the Covid 19 scenario on job satisfaction among library professionals in Delhi and the National Capital Region is the key goal. Gender, institutional affiliation with the LIS profession, designation, job satisfaction, job security in the organization, age, consensus with dissatisfaction of job with their current Employers, main consideration while looking for a job change, etc. are some of the many variables used in this study. 80 responses were received. In Delhi NCR, every third professional decides to enter the LIS profession. Respondents indicated that they would be willing to leave their workplace if given a better opportunity. Professionals believe, in full or in part, that the majority of LIS professionals in Delhi and the National Capital Region are. The current work environment is nice, but I anticipate libraries will receive priority in firms where employees are unsatisfied with their jobs. These topics, along with a great many others, have all been researched to reflect the job satisfaction and dissatisfaction levels of LIS professionals with in Delhi and NCR region.

(Md , 2019) “Job Satisfaction among the Library and Information Professionals in Fiji a Survey”. according to author he states that Fiji, librarians and information specialists in both the public and private sectors report high job satisfaction. A survey was conducted to determine how satisfied employees were with their pay and job security, as well as how happy they were to work with their colleagues. In Fiji, librarians have faced low social status accorded to them, ignoble and uneven income payments, a lack of sufficient accommodation, inadequate library services, and little prospects for professional advancement. This study's primary goal is to identify the key variables that influence career decisions, the level of job satisfaction, and the general sentiment of library professionals. The findings showed that most library professionals had prior experience working in libraries before enrolling in a degree or certificate program in librarianship. Surprisingly, the percentage of female librarians in the nation is larger than the percentage of male librarians, and most of the female librarians are happy with their careers and job security. With regard to library professionals' dedication to their careers and level of job satisfaction, this study sought to assess the shortcomings of current manpower procedures. It demonstrates that while extrinsic factors like pay and job stability were listed among the top factors influencing job satisfaction, intrinsic factors like the nature of the work and the presence of acceptable co-workers came in close second.

(Kyumana, 2017) The main results of the study are that job satisfaction examined it from both a general perspective and from particular aspects. This study looked at job satisfaction among IFM library staff. The MSQ-short form was used during the study, and an enumerative simple random sample was used to include all paraprofessionals and professionals working in the library. The research revealed that the factors that led to high satisfaction, recognition, and job security among IFM library staff were work itself and job security. Medium satisfaction was attributed to achievement, pay, responsibility, advancement, and relationships and status with managers and co-worker's. The moderate satisfaction found indicated that the job satisfaction for the IFM library was satisfactory. The employees at the library expressed satisfaction with their work and observed that management, in its capacity, encourages library activities. The only thing that worried me was the uncomfortable working conditions for the staff and students. Additionally, status is insufficient because the library staff is confident

that management and students are unaware of their capabilities and role in advancing the institute's goal of becoming a research hub.

(Karimi & Nazari, 2018) “Relationship Between Technostress with Job Satisfaction of librarians in Ahvaz Public Libraries”. according to article on Ahvaz's public libraries, a study examines the connection between technological stress and job happiness. Results were gathered using the survey method, and correlation analysis was utilized to review the findings. All of the librarians working in Ahvaz's public libraries made up the study's statistical population. The information was acquired using the Minneapolis Job Satisfaction Questionnaire and the Ragu-Nathan Technological Stress Scale. Using multiple regression and the reliability test, data were examined using SPSS software. It demonstrated that the constructivist elements of changes in technology—technology overloading, technology uncertainty, technological influx, tech complexity, and technological insecurity—have a substantial negative association with librarians' job happiness. Additionally, the findings of regression analysis suggested a connection between all of the foundational components mentioned above. It claims that as technological complexity increases, job satisfaction among librarian’s declines, failing to live up to expectations for their performance. This emphasizes the need for librarians to have technology training.

(Jain & Shrivastava, 2021) “LEVELS OF JOB SATISFACTION AMONG LIBRARIANS IN PRIVATE AND PUBLIC LIBRARIES IN RAJASTHAN STATE: A COMPARATIVE STUDY”. The author says that the levels of job satisfaction among librarians working at public and private libraries in Kota, Rajasthan. Respondents were given questionnaires, and the results were used to compare the job satisfaction levels of librarians working in public libraries with those working in private public libraries. The study method employed involved a complete count of all public librarians working in Kota, Rajasthan, including in public and private libraries. A statistical method known as the T-test was used to assess the results. Naturally, a given country's social, cultural, and economic conditions will affect how happy librarians are with their jobs. If a librarian's pay is insufficient, he or she will have trouble supporting their family. This would be unsatisfying to such a librarian. The fact that there doesn't appear to be much

of a difference between the job satisfaction scores of librarians working in private and public libraries doesn't really mean that they are as happy with their jobs as they could be.

(Somvir & Kaushik, 2012) “Job Satisfaction among Library Professionals in Haryana State” According to author’s the goal of this study is to investigate the variables that have a strong correlation with job satisfaction among library employees. 100 library practitioners were located in the state of Haryana were used as a sample group for the data collection. According to the data analysis, job happiness among library professionals is related to the qualities of their work surroundings rather than type of library they worked in, their sex, or their career needs. The two most significant factors influencing job satisfaction are the supervisory environment and the core elements of the job itself. According to the analysis of data, a supervisory environment that allows a librarian to use initiative and professional judgement in the performance of their duties is favourable to job satisfaction. In two different ways, this study adds to the body of knowledge about library professionals' job satisfaction. First, it offers new information in this area. Second, the additional information might aid in the development of efficient managerial strategies by library and information managers.

(Hart, 2014) “I’m all for libraries”! A study of job satisfaction in Cape Town’s public libraries”. According to the author his study states that in order to gauge their levels of organizational commitment and job happiness, employees of Cape Town's public libraries participated in a survey in that is detailed in the paper. Public libraries in South Africa have recently been given large government subsidies to transform and expand after being neglected for a while. The library system in Cape Town was created by combining three different services. In general, the survey reveals a high level of satisfaction, with a perspective of significance and a conviction in the educational usefulness of libraries as key determinants. However, significant connections between unhappiness and lower organizational commitment were discovered. The results offer some suggestions on how the city may better serve its workforce. Branch managers, for instance, lament the growing amount of red tape.

Conclusion

Based on the above literature reviews the majority of the librarians are satisfied based upon the various elements such as promotion, pay, training, career advancement and so on. Also very few of the Librarians are dissatisfied upon the bases of the same elements. So necessary actions should be taken to improve upon those elements so that librarians can provide better service to users.

CHAPTER-3

Overview of Job Satisfaction of Library Professionals in Public Libraries in Goa

3.1 Introduction

Work plays a major role in everyone's lives. Since professional development accounts for the majority of human developmental tasks, adults spend practically all of their waking hours at work. Therefore, it is crucial that employees feel satisfied with their work, since anything less could result in dissatisfaction, rage, and in some situations, even melancholy.

The current environment is extremely competitive, and as a result, there is a lot of pressure on every firm to excel. As a result, organizations today ask for improved job satisfaction. In fact, the "age of anxiety and stress" has been dubbed for current times.

Employees experience a great deal of stress at work as a result of the constant pressure to perform at their highest level. Job stress can have a negative impact on many aspects of one's life, including productivity, mistakes and accidents at work, absenteeism, morale, and interpersonal conflict. It can also lead to physical and mental health issues. Low levels of job satisfaction are correlated with high levels of work stress. Low life happiness is eventually a result of low job satisfaction.

3.2 Job satisfaction is important or not

Job satisfaction is an important factor for librarians, as it can affect their overall job performance and well-being. A librarian who is satisfied with their job is more likely to be motivated, engaged, and committed to their work, which can result in better service delivery to patrons.

Librarians have a crucial role in connecting people with information, and a positive attitude can go a long way in helping patrons feel welcome and supported. Additionally, job satisfaction can lead to increased retention rates, as librarians who enjoy their work are more likely to stay in their position and continue providing valuable services to their community.

Overall, while job satisfaction is not the only factor that determines a librarian's success, it is an important consideration for both the individual librarian and the library as a whole. (Siegal & Lance, 1987)

3.2 Why I am taking this topic Job Satisfaction of Public library professionals in Goa for my research

Choosing a research topic is a personal decision that is based on various factors, such as personal interests, career goals, and organizational requirements. However, here are a few potential reasons why I'm choosing the topic Job Satisfaction of Library Professionals of Public library professionals in Goa for my research: -

Interest in libraries: You may have a personal interest in libraries and want to explore how they operate and the challenges they face. Understanding the factors that contribute to job satisfaction in public libraries can give you insights into how these organizations can improve their services and retain their staff.

Importance of job satisfaction: Job satisfaction is an important concept in the field of organizational behaviour, as it can affect employee productivity, motivation, and well-being. Exploring the factors that contribute to job satisfaction in public libraries can help you understand how to create a positive work environment and retain employees.

Overall, the topic of job satisfaction of public libraries in Goa is an interesting and important area of research that can provide valuable insights into the functioning of public libraries and the factors that contribute to employee satisfaction.

Table No. 3.3.1 The minimum requirement for Goa State Village Panchayat/ NGO's Libraries Financial assistance scheme 2014.

Type of Library	Build up area in sq. mts	Books	Magazine's	News papers	The staff allowed and their monthly remuneration	Financial assistance other than remuneration

Class 'A'	300	25,000	30	15	Senior Librarian (Rs. 12,000/-); Junior Librarian (Rs. 10,000/-); Library Attendant (Rs. 7,000/-)	Rs. 200000/-
Class 'B'	200	15,000	20	10	Junior Librarian (Rs. 10,000/-); Library Attendant (Rs. 7,000/-)	Rs. 150000/-
Class 'C'	100	5000	15	10	Junior Librarian (Rs. 10,000/-); Library Attendant (Rs. 7,000/-)	Rs. 100000/-
Class 'D'	40	2000	10	5	Junior Librarian (Rs. 10,000/-); Library Attendant (Rs. 7,000/-)	Rs. 60000/-

Source: Official Gazette, Government of Goa, Series I, No. 52 dated 26th March 2015.

Table No. 1 Shows the criteria of the Government of Goa for financial assistance to village panchayat and NGO libraries on the basis of minimum requirement. The libraries are grouped in four different accordingly.

3.3 Factors that determine your employees' satisfaction levels

Job satisfaction has no single meaning, and the elements that make it up will vary depending on the environment you work in. A satisfied worker in the manufacturing industry might appear different from a satisfied software developer, for instance. However, there are ten characteristics that an organization that priorities employee happiness and well-being will share.

1. Does your organization care about its employees?

Remember that showing your workers that you care about them is not enough; you should also let them know on a regular basis through newsletters, rewards, informal recognition, financial incentives, and other forms of communication.

2. What is the average interval between promotions?

Employees will leave for greener pastures in the fast-paced organizational environment of today if they don't receive promotions. It's a good idea to keep the time between employee promotions below the average length of service. For instance, if workers stay with your business on average for five years and two months, promotions should be planned at least every two years. If such changes are not feasible, offer cross-training programmes so that every employee has the opportunity to learn about different positions within the company.

More significantly, let your staff members know about the promotion policies in place at your company so they are aware of what to expect and when.

3. Do employees feel respected by their peers?

A workplace where workers feel like they are frequently criticized or under surveillance is ripe for unhappiness. By having one-on-one conversations with workers or by analysing anonymized data from employee satisfaction surveys, you can identify their dissatisfaction and then take the necessary steps to enhance their experience.

4. Is there a culture of two-way feedback?

For employees to be aware that they are on the right course, regular feedback is necessary. Additionally, they want to discuss their ideas with top management, HR, and managers in order to help the business move forward. To keep employees happy, it's crucial to have a two-way feedback culture. You must act on the criticism you hear on top of everything else.

5. Where do you stand on the issue of work-life balance?

Organization's must work to create a high-performance, non-toxic culture where wellbeing is valued over production. Having a healthy work-life balance is essential to this. According to the Workplace Happiness Survey Opens a new window, 37% of professionals say that work-life balance gives their jobs more purpose. Employees can achieve this in a lot of ways, including with the support of required work-from-home days, paid time off, and flexible working arrangements.

6. How do employees rate their relationships with their reporting heads?

The saying that goes, "Employees don't quit jobs; they quit bosses," is common knowledge. Studies have supported this; a Gallup survey found that 75% of voluntary attrition can be attributed to immediate supervisors' actions rather than the job itself.

Again, team-by-team implementation of targeted work satisfaction surveys can assist in identifying the cause of this.

7. Does your organization follow fair and inclusive policies?

The organization's bottom line benefits from diversity and inclusion in the workplace, which also enhances a company's culture and working conditions. You can raise the general level of happiness within your organization by making sure that everyone, regardless of age, gender, or disability, is treated fairly.

In other words, everyone across the business should feel the same level of happiness at work; it shouldn't just be a small group of people.

8. Can employees nurture their creative instincts in their jobs?

While your particular sector of operation will determine this, employees should not be discouraged from displaying a creative spirit at work.

In reality, learning and development initiatives can be used to boost creative abilities and make your business more open to innovation. Otherwise, you run the risk of having a workforce that feels ignored and subjected to the same guidelines repeatedly.

9. Do employees feel secure about their role?

As technology disrupts established processes and automation threatens established working models, job security is now a major worry. As a future-focused employer, you must clearly outline how an employee's position will change over time and prepare them for this change.

You can prevent employees from feeling insecure about their employment by fostering constant communication between front-line staff and senior leadership.

These ten elements, in addition to the fundamentals like pay, perks, and workplace amenities, greatly influence whether employees are satisfied or not. And this is the reason why you cannot afford to have unhappy workers.

3.4 Reasons why job satisfaction is so important

You get workers who are more engaged, involved, and willing to go above and beyond by actively addressing workplace happiness. Your business gains from this in a number of ways.

1. Satisfied employees translate into satisfied customers

The likelihood is that unhappy workers will show this in their interactions with customers. Particularly contact centres cannot afford to have unhappy employees because it will manifest itself in everything they say and every initiative they work on.

Low job satisfaction can affect the workflow even in positions that don't involve dealing with customers; examples include a greater defect rate in manufacturing and poor code in software development. For businesses that priorities serving their customers, employee happiness is essential.

2. Voluntary turnover will come down

When it draws in new talent, turnover can occasionally be advantageous to the company's operations. However, voluntary turnover appears different because you run the risk of losing top talent that you have spent years carefully developing.

Additionally, once this talent departs the organization, it takes its tribal knowledge with it, which could make it more difficult for your business to sell its goods and services. A happy workforce, however, is less inclined to leave their job.

3. You increase the chances of referrals

Without a doubt, employee recommendations are the best recruitment strategy. According to a Jobsite Report Opens a new window, recommendations only account for 7% of applications but account for 40% of all hires. A worker who is happy with the working environment and the pay scale is much more likely to refer friends than a worker who is not. Since employees will consider a variety of factors before suggesting someone else, non-compensation-related factors account for a sizable portion of this benefit.

4. Satisfaction is directly linked to your productivity

Employees are more likely to give their all each day at work in a positive work environment. For instance, a study conducted by the Social Market Foundation and the University of Warwick's Centre for Competitive Advantage in the Global Economy (CAGE)Opens a new window discovered that on average, happy workers are 20% more effective than unhappy ones! Additionally, high-satisfaction workplaces put a high priority on employee wellness. They are therefore more likely to take care of themselves and deal with worry, burnout, and health problems before they affect their ability to work.

5. In the long term, you can dramatically reduce HR costs

As part of your staff relations budget, you typically need to account for both fixed and variable expenses. Low satisfaction could seriously affect the variable part of this equation because dissatisfied workers need specialized learning and development, extra career assistance, and targeted surveys. In the event of turnover, they may also result in the need for rehiring and retraining expenses. You will need to put more money into this than you had anticipated.

You can stay ahead of the curve and ensure that there are no unprecedented issues emerging due to low satisfaction by prioritizing job satisfaction at your business.

These advantages are motivating an increasing number of businesses to engage in initiatives to increase job satisfaction. And as can be seen from the accompanying statistics, this has had a significant effect on job satisfaction. (Mallick, 2021)

3.5 Advantages and disadvantages of job satisfaction

- **Advantages or benefits**

The top advantages of employment satisfaction at work include the following: Those are

1. The work you submit will be very good:

One of the main advantages of having a job you enjoy is that any work you submit will naturally be of a high calibre. This is simply a result of the fact that you enjoy what you do and are prepared to go above and beyond in order to succeed. People with no job satisfaction will never be motivated to go above and beyond to win their bosses over; instead, they will be satisfied with doing the absolute minimum. By producing quality work, you not only help the business but also gain a lot of recognition.

2. You will be eager to work:

Another significant advantage of having a career you enjoy is that you'll be eager to take on new responsibilities and have a generally positive outlook on your work.

Your enthusiasm will assist you in learning many novel and fascinating things, but it will also assist you in leading the business to greater heights.

Few people can claim that going to work every day is something they look forward to.

You should consider yourself fortunate if you are one of the few people who enjoy their work very much.

3. You will automatically rise from strength to strength:

A person who is happy in their work will do all of their tasks to the best of their abilities because they love what they do.

Companies do pay attention to employees who diligently complete all tasks, and it is these dedicated workers who are able to earn raises and grow stronger over time.

Promotions will never be granted to people who are unhappy with their jobs and have no sense of purpose or positivity inside of them.

- **Disadvantages or limitations**

The top advantages of employment satisfaction at work include the following: Those are

1. You never want to leave your comfort zone:

Although having a happy work life depends on having a fulfilling job, one of the main drawbacks of job satisfaction is that it can lead to a refusal to venture outside of your comfort zone.

You'll start to only accept the tasks you've been performing since you started working for the business, and you won't be eager to try something new.

People with poor work satisfaction, on the other hand, are constantly looking for new things to try in an effort to find something they enjoy doing.

2. You refuse to challenge yourself:

People who are extremely happy in their jobs won't ever want to push themselves to complete a difficult task. They do this out of a fear that if they push themselves, their jobs won't be as fulfilling as they once were. Having said that, job satisfaction doesn't mean that you only take on tasks that are simple for you and that you are accustomed to doing; rather, job satisfaction means that you carry out your duties regardless of the challenges that are presented to you because you know that they will only help you become a better version of yourself.

3.6 Tips to increase your job satisfaction

1. Do Something That You Love Every Day

Doing what you enjoy every day is the best way to combat fatigue and boost job satisfaction. Find little nuances in your work that you enjoy. Make careful to put these things on your schedule every day. Finding something you enjoy to do at work is difficult, right? Make sure you counteract that tired feeling with an outside exercise to make up for this deficiency. However, you should have a hobby or activity outside of work that you enjoy.

○ Hang Out with Positive Co-workers

Nothing will reduce your job satisfaction and wear you out more quickly than spending time with sour colleagues. Every profession and workplace has plenty of things that will wear you out.

2. Do Something That You Are Good at Every Day

The ability to successfully complete a task or produce the desired result is a good method to increase job satisfaction. By engaging in a daily activity that you are excellent at, you can combat your worn-out emotions. Employees who are pushed or who push themselves to achieve and succeed experience increased self-confidence and self-esteem because success breeds more success. A cycle of staff engagement and satisfaction is much-welcomed. Do well at what you do best to enjoy the satisfaction of success.

3. If Possible, Develop a Supportive Relationship with Your Boss

The quality of your connection with your boss affects how well you are able to accomplish your objectives. Your boss also has knowledge that will help you thrive. Without your assistance, they cannot perform their duties or reach their objectives. As a result, you and your boss are critically interdependent.

4. Become a Force for Change

Do you have a work habit that drains your energy and lowers your job satisfaction? Work with your manager to remove the offender from your position; perhaps a different employee would take pleasure in the activity or assignment. Request more varied and expansive work duties. To increase your options, education, and experience, think about transferring. Join the activity group to help organize entertaining and inspiring office events. There is no action committee. Begin one. Join a squad that your employer sponsors. No group? Begin one. Do you wish to study and talk about recent business books? Begin a reading club at the office. by initiating office activities and work procedures that enhance both your own and other employees' job happiness.

5. Create Positive Job Satisfaction

Consider creating a workplace that calms your spirit and enriches your life as you fight the feeling that your job isn't quite as fulfilling as it should be. This will help you fight your fatigue and anger.

- Every day, take a brief break to revitalize your soul.
- Pick a project you enjoy working on.
- Find a fun co-worker during the vacation.
- Make a summary of all the things you've done this week.

6. Overcome Procrastination

You may find yourself in uncomfortable circumstances if you put off tasks of all sizes. Either you are unable to meet the deadlines that have been set for you, or you are able to meet them but the end product was rushed and isn't as good as it could have been.

Regardless of why you procrastinate, it's a bad habit that can affect your ability to be happy at work. 5 In reality, it's possible to spend more time on justifications and blame, as well as brand-new promises and resolutions to yourself, than on actually finishing

the task. Contribution and fulfilment will help you overcome feelings of exhaustion; avoid delaying and making excuses. Anyone would grow weary of that pattern.

7. Take Frequent Small Breaks

Exercise at your desk, stretch your legs, and take a stroll around the office. Avoid spending the entire day in one position by getting up and moving around. Take a few deep breaths and use the stretching period to prepare.

It is remarkably calming and good for your fingers to squeeze a small ball or piece of putty in your hand. You'll feel better just by taking a quick walk around the workplace.

Do you need to talk to a colleague about something? Walk over and have a conversation rather than Imping or writing. Additionally, regular, encouraging face-to-face interactions can be uplifting.

8. Set Daily Goals

Nothing revives fatigue like a sense of achievement. Your big departmental and personal objectives should be divided into smaller, manageable tasks that you can complete in a single day.

A spring in your step and happiness in your spirit come from crossing off the items on your daily to-do list. You ought to experience daily accomplishment and contribution. (Heathfield, 2022)

Conclusion

In conclusion, job satisfaction is an important aspect of overall well-being and can have a significant impact on employee productivity and retention. While employers can take steps to improve job satisfaction, individuals must also take responsibility for their own job satisfaction by seeking out opportunities for growth and development and finding ways to manage their work-life balance effectively.

CHAPTER-4

Overview of Job Satisfaction of Library Professionals in Public Libraries in Goa

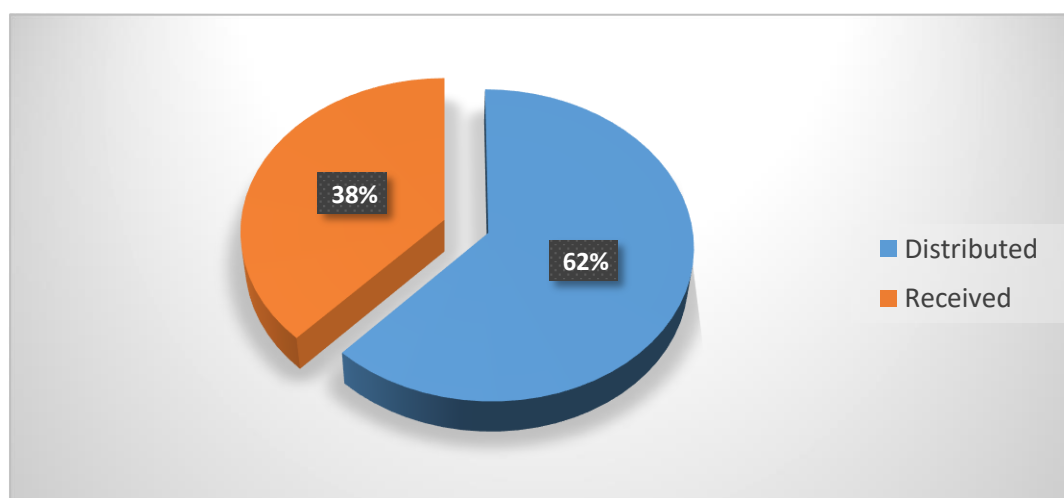
4.1 Analysis and Interpretation's

This survey was done to evaluate the job satisfaction of public librarians in Goa. The relationship between job satisfaction and demographic characteristics, such as gender and age status has been analysed in this chapter. The responses from 49 library professionals were coded and analysed manually.

Table 4.1.1 Librarians respond towards job satisfaction.

Level of satisfaction	Respondent's
Distributed	100 (68%)
Received	49 (33%)
Total	149 (100%)

Figure 4.1.1 Librarian respond towards job satisfaction.



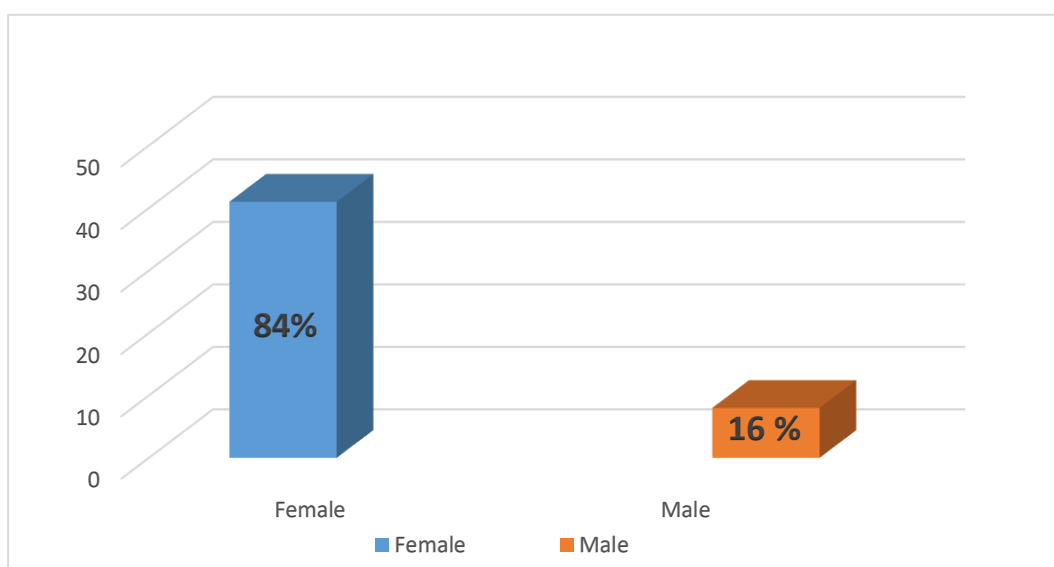
Above table 1 explains that Out of 80(62%) librarians, 49(38%) have finished filling the questionnaires pertaining to their biographies.

Table 4.1.2 Gender wise respondents.

Level of satisfaction	Respondent's
Female	41 (84%)

Male	8 (16%)
Total	49 (100%)

Figure 4.1.2 Gender wise respondents.



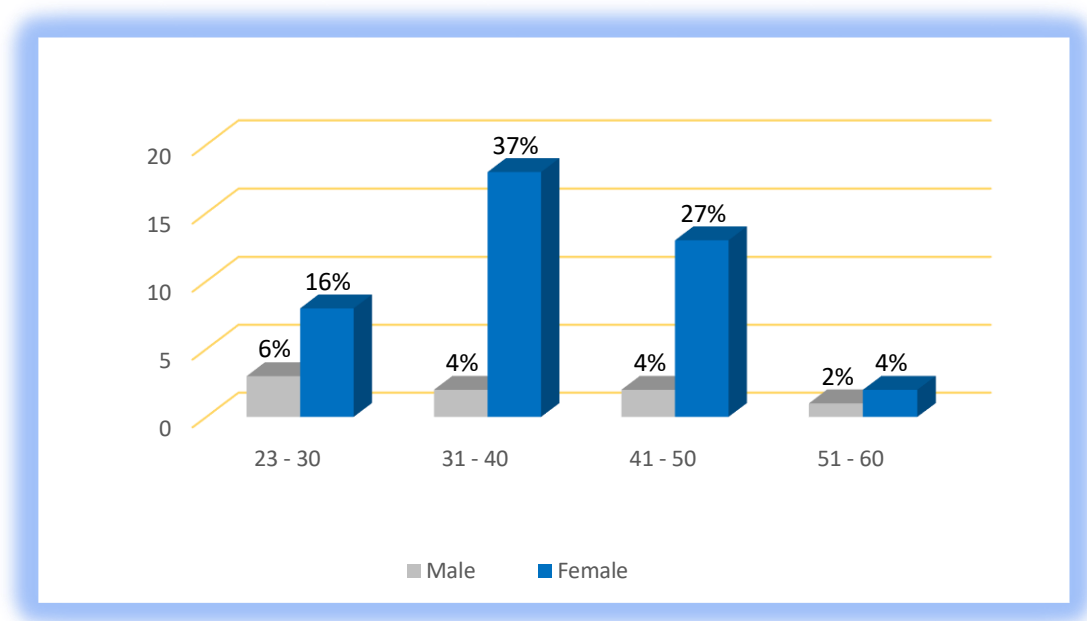
Above Table 2 illustrates the respondents' gender. 41 (84%) of the respondents are female librarians which are majority, whereas 8(16%) of the respondents are male librarians.

Table 4.1.3 Age wise respondents.

Level of satisfaction	Age				Total
	23 - 30	31 - 40	41 – 50	51 – 60	
Male	3(6%)	2 (4%)	2 (4%)	1 (2%)	8 (16%)

Female	8 (16%)	18 (36%)	13 (26%)	2 (4%)	41 (83%)
Total	11 (22%)	20 (40%)	15 (30%)	3 (6%)	49 (100%)

Figure 4.1.3 Age wise respondents.



Above Table 3 shows the age wise profile of the total sample. It shows that out of 49 librarians, among the age group 23-30 years 6% (3) are male and 16% (8) are female, 31-40 years 4% (2) are male and 37% (18) are female, 41-50 years 4% (2) are male and 27% (13) are female, it can be clearly seen that very less are from 51- 60 age group 2% (1) are male and 4% (2) are female. Majority of the male's 6% are from 23-30 age group and majority of the male's 37% are from 31-40 age group.

Table 4.1.4 Qualification wise respondents.

Level of satisfaction	Respondent's
CLISc	15 (30%)

BLISc	16 (32%)
MLISc	10 (20%)
BA	3 (6%)
BCOM	5 (10%)
Total	49 (100%)

Figure 4.1.4 Qualification wise respondents.

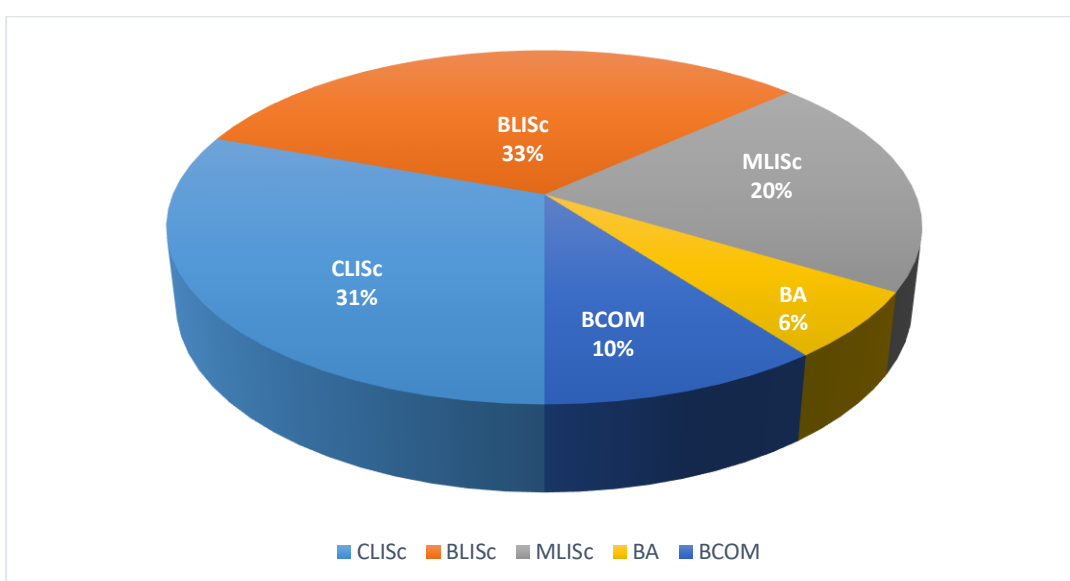


Table 4 shows around 16 (33%) of the respondents have a BLISc degree which makes up the majority of the respondents. while 15 (31%) have a CLISc. Only 3 respondents (6%) have a BA, while 10 respondents (20%) have an MLISc, and 5 respondents (10%) have a BCOM.

Table 4.1.5 Institution wise respondents.

Level of satisfaction	Respondent's
District library	3 (6%)

Central library	1 (2%)
Village library	45 (92%)
Total	49 (100%)

Figure 4.1.5 Institution wise respondent.

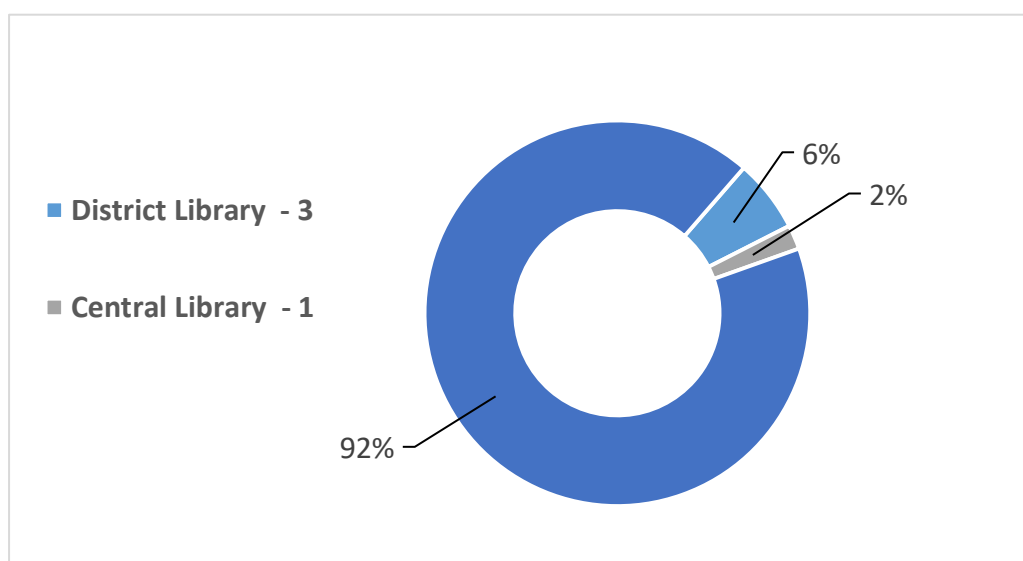


Table 5 shows that it is easy to see that the majority of responses—45 (92%), come from village libraries, followed by 3 (6%), from district libraries, and only 1 (2%), from the central library.

Figure 4.1.6 Designation wise respondent.

Level of satisfaction	Respondent's
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Gr. I Librarian	1 (2%)
Gr. II Librarian	3 (6%)
Gr. III Librarian	1 (2%)
Jr. Librarian	42 (85%)
Senior Librarian	2 (4%)
Total	49 (100%)

Figure 4.1.6 Designation wise respondent.

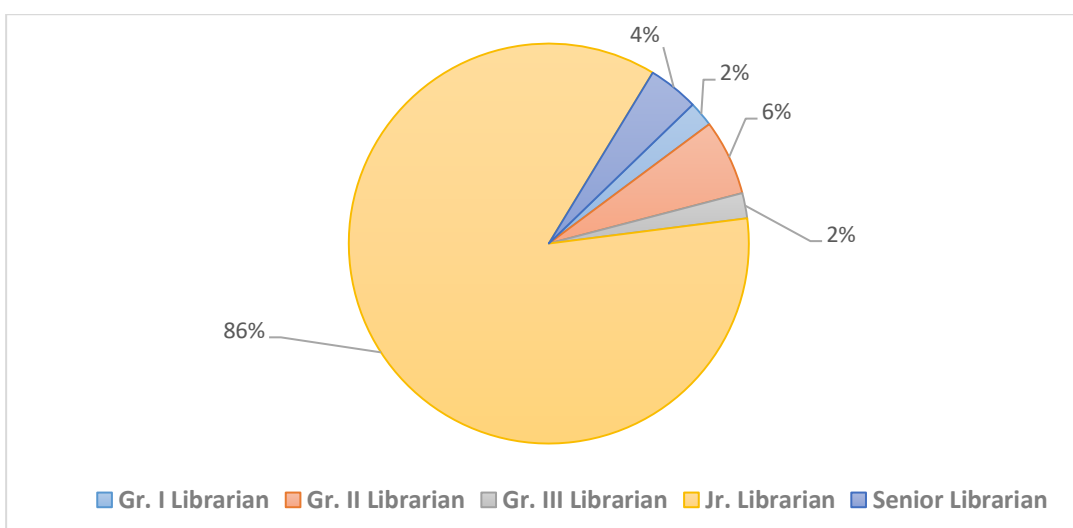


Table 6 shows that librarians who completed the questionnaires. It is evident that the bulk of librarians 42 (86%) are junior librarians, followed by 3 (6%) are Gr. II librarians, 2 (4%) are senior librarians, and one librarian each from Gr. I librarian and Gr. III librarian 1(2%).

4.2 Level of Satisfaction on Job

Table 4.2.1 Job at par with your qualification.

Level of satisfaction	Respondent's
Yes	30 (61%)
No	11 (23%)
Maybe	8 (16%)
Total	49 (100%)

figure 4.2.1 Job at par with your qualification.

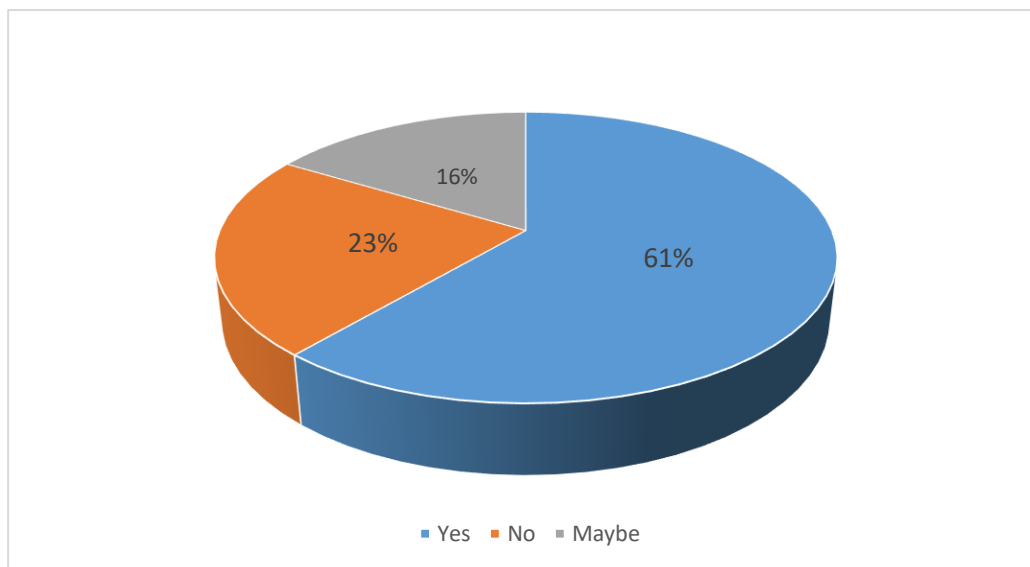


Table 4.2.1 shows that librarians have got jobs at par with their qualification as majority of them (61%) 30 mentioned that they have got job according to their qualification, while (23%) 11 said no, and the remaining (16%) 8 dint have a clear idea of their position and opted for may be option.

Table 4.2.2 Job at par with your qualification. (Gender wise)

	Gender	Total
--	--------	-------

Level of satisfaction	Male	Female	
Yes	6 (12%)	24 (49%)	30(61%)
No	2 (5%)	9 (18%)	11(23%)
Maybe	0	8 (16%)	8(16%)
Total	8 (17%)	41 (83%)	49(100%)

Figure 4.2.2 Job at par with your qualification. (Gender wise)

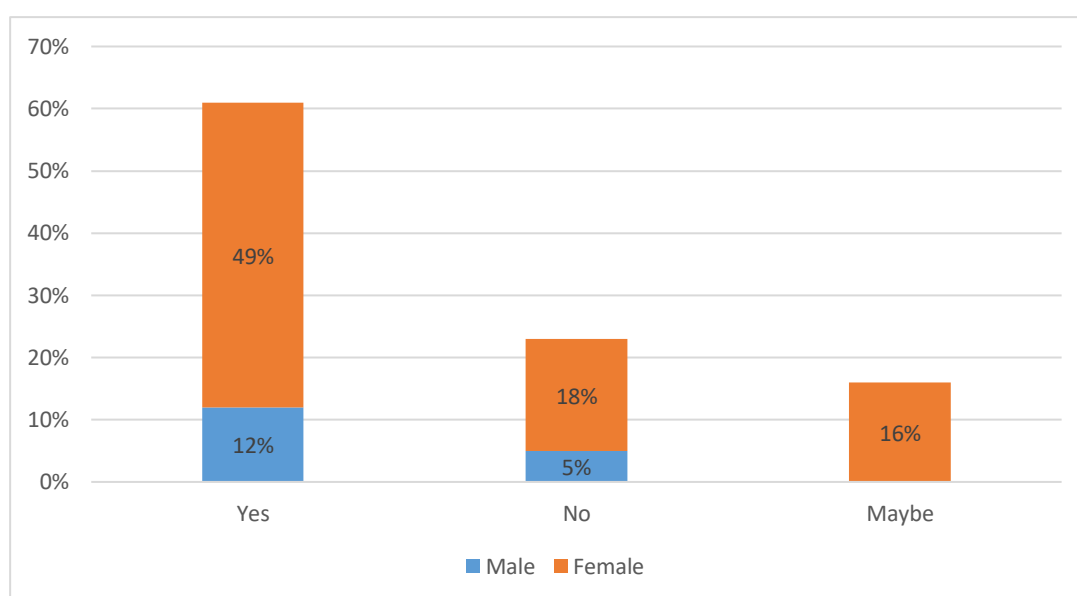


Table 4.2.2 indicates how many people got jobs at par with their qualification (12%) 6 males and 49% 24 females said yes, therefore 5% (2) males and 18% (9) females said no, lastly remaining 16% (8) female respondents said maybe. Therefore, it is evident that the majority of female respondents obtained employment on par with their qualifications.

Table 4.2.3 Job at par with your qualification. (Age wise)

Level of satisfaction	Age				Total
	23 - 30	31 - 40	41 - 50	51 - 60	
Yes	8 (17%)	10 (20%)	9 (18%)	3 (6%)	30 (62%)
No	2 (4%)	5 (10%)	4 (8%)	0	11 (22%)
Maybe	1 (2%)	5 (10%)	2 (4%)	0	8 (16%)
Total	11 (24%)	20 (40%)	15 (30%)	3 (6%)	49 (100%)

Figure 4.2.3 Job at par with your qualification. (Age wise)

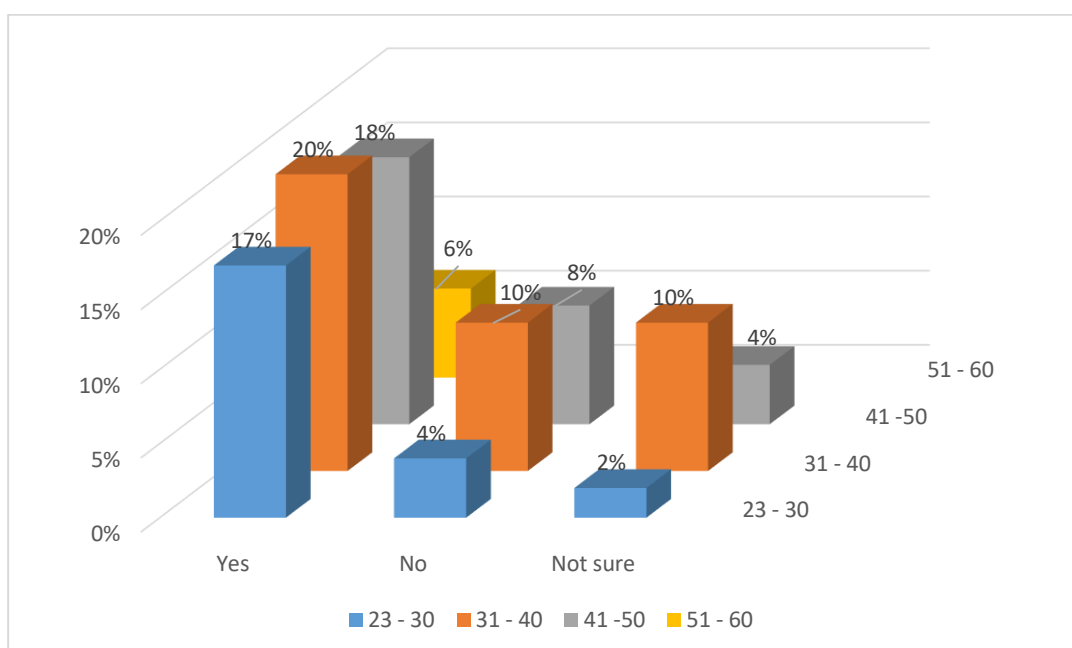


Table 4.2.3 indicates the age group 23 - 30, 17% (8) respondents are satisfied, 4% (2) are not satisfied, 2% (1) said maybe because they are confused that they got the right job. 31 - 40 age group, 20% (10) respondents are satisfied, 10% (5) are not satisfied and not sure. 41 - 50 age group, 18% (9) respondents are satisfied, 8% (4) are not satisfied and 4% (2) said maybe because they are confused. Lastly from 51 - 60 age groups only 6% (3) are fully satisfied. Therefore, it is clear that the majority of people in the 31 to 40 age range get a job at par with your qualification.

Table 4.2.4 satisfied with working hours

Level of satisfaction	Respondent's
Yes	42 (86%)
No	7 (14%)
Total	49 (100%)

Figure 4.2.4 satisfied with working hours

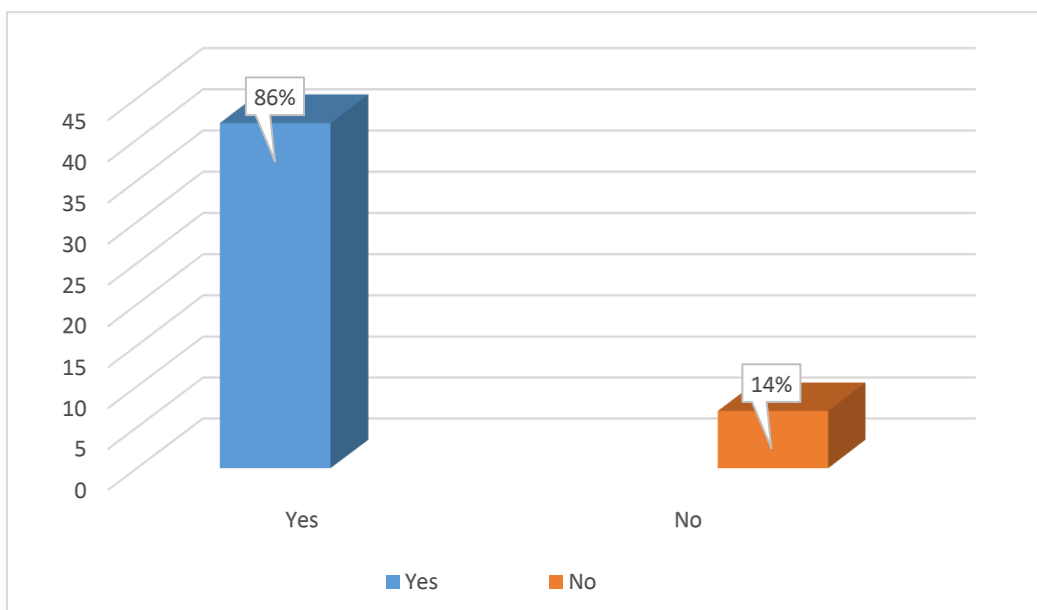


Table 4.2.4 Nearly shows that 86% (42) of the respondents are clearly satisfied with their working hours, while only 14% (7) of them are not. This is clearly demonstrated in Figure 2 The majority of respondents don't seem to have any issues with the working hours, nearly everyone is happy.

Table 4.2.5 Satisfied with working hours. (Gender wise)

Level of satisfaction	Gender		Total
	Male	Female	
Yes	8 (16%)	34 (69%)	42 (86%)
No	0	7 (14%)	7 (14%)
Total	8 (16%)	41 (84%)	49 (100%)

Figure 4.2.5 Satisfied with working hours. (Gender wise)

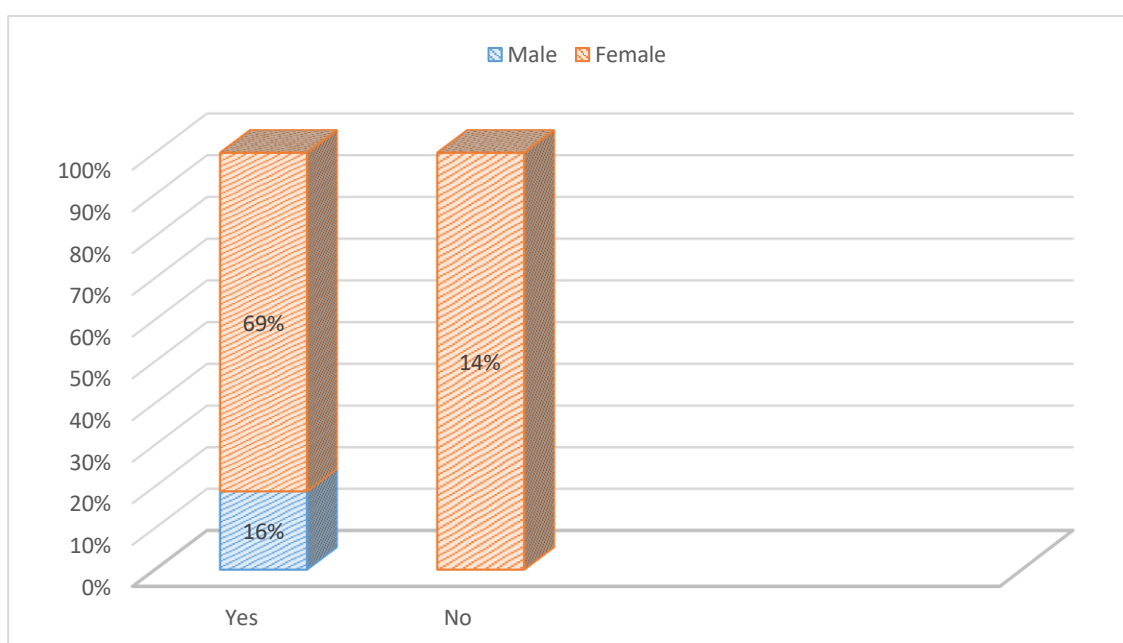


Table 4.2.5 shows that 16% (8) male's and 69% (34) females responded yes that they are satisfied, whereas only 14% (7) females responded no that they are not satisfied. So, it's obvious that female respondents are satisfied with their working hours.

Table 4.2.6 Satisfied with working hours. (Age wise)

Level of satisfaction	Age				Total
	23 - 30	31 - 40	41 - 50	51 - 60	
Yes	9(19%)	16(32%)	14(28%)	3(6%)	42(86%)
No	2(4%)	4(8%)	1(2%)	0	7(14%)
Total	11(23%)	20(40%)	15(30%)	3(6%)	49(100%)

Figure 4.2.6 Satisfied with working hours. (Age wise)

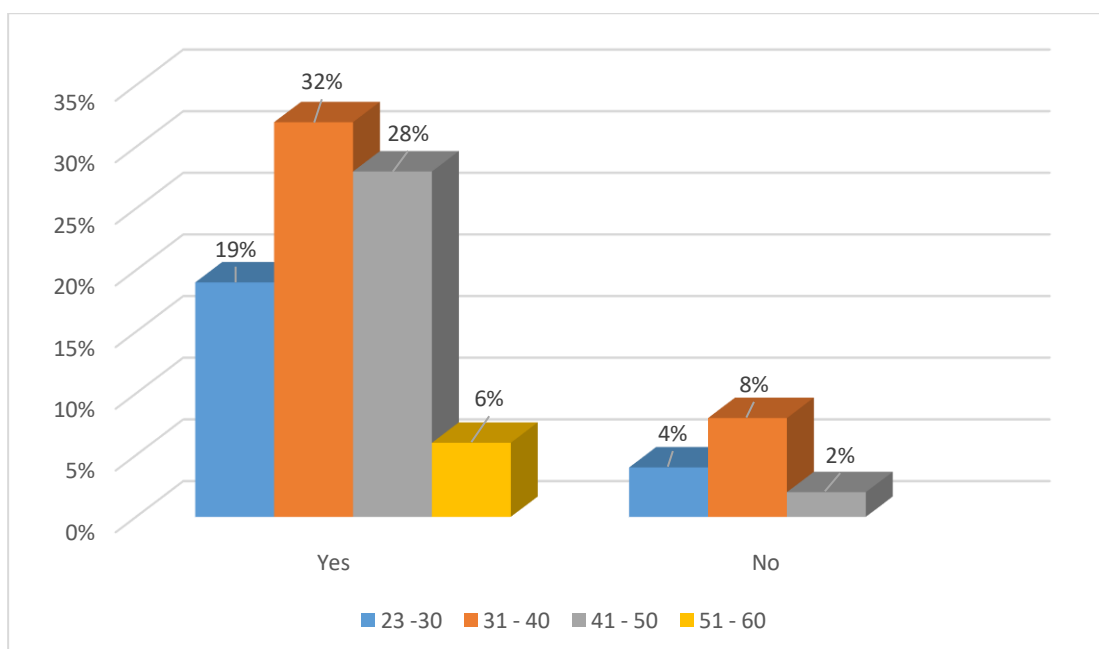


Table 4.2.6 indicates the age group 23 - 30 age group, 19% (9) respondents are satisfied, 4% (2) are not satisfied with their working hours. 31 - 40 age group, 32% (16) respondents are satisfied, 8% (4) are not satisfied. 41 - 50 age group, 28% (14) respondents are satisfied, 2% (1) are not satisfied. Lastly from 51 - 60 age groups all 6% (3) are fully satisfied. It is therefore evident that respondents in the age range of 31 - 40 are content with their working hours.

Table 4.2.7 Salary given reasonable to the obligations and duties of the position

Level of satisfaction	Respondent's
Yes	11 (22%)
No	12 (25%)
Not sure	26 (53%)
Total	49 (100%)

Figure 4.2.7 salary given reasonable to the obligations and duties of the position

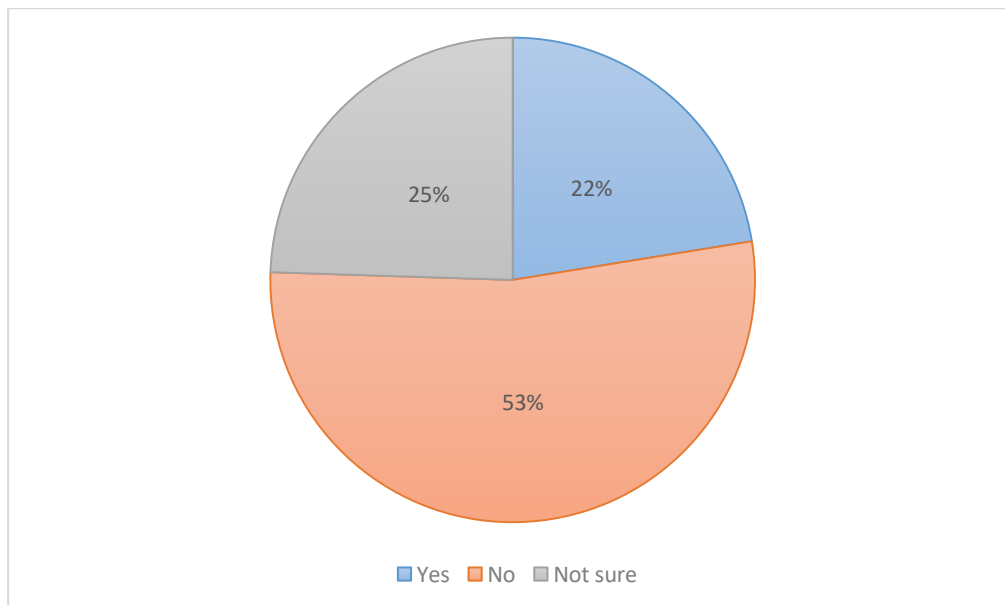


Table 4.2.7 reveals about is the salary reasonably given to the obligations and duties of the position where very less 22% (11) said yes that they are satisfied, 25% (12) said no, and majority 53% (26) said that they are not sure that they are getting reasonable salary according their duties and positions.

**Table 4.2.8 Salary given reasonable to the obligations and duties of the position.
(Gender wise)**

Level of satisfaction	Gender		Total
	Male	Female	
Yes	3 (6%)	8 (16%)	11 (22%)
No	2 (4%)	23 (47%)	25 (51%)
Not sure	3 (6%)	10 (21%)	13 (27%)
Total	8 (16%)	41 (84%)	49 (100%)

**Figure 4.2.8 Salary given reasonable to the obligations and duties of the position.
(Gender wise)**

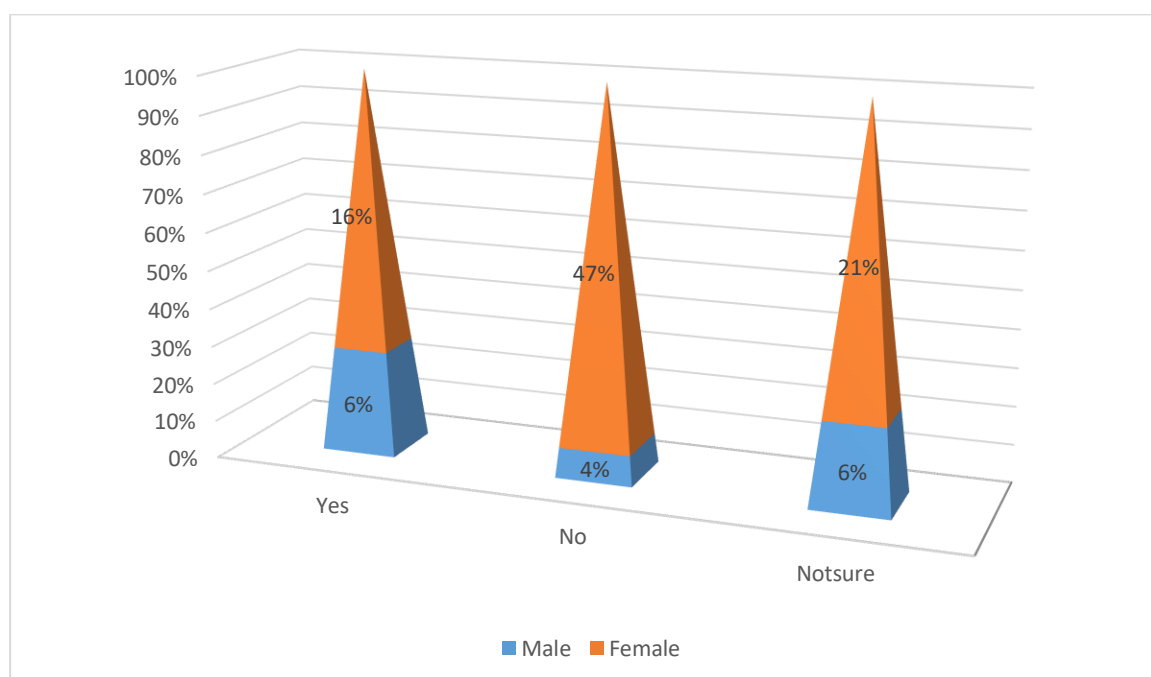


Table 4.2.8 shows that 6% (3) males and 16% (8) females said yes that their salary is according to their duties and positions, 4% (2) males and 47% (23) females said no that they are not satisfied, lastly 6% (3) males and 21% (10) females are not sure. The majority of female responders are therefore dissatisfied with the pay they are getting for their positions.

**Table 4.2.9 salary given reasonable to the obligations and duties of the position.
(Age wise)**

Level of satisfaction	Age				Total
	23 - 30	31 - 40	41 - 50	51 - 60	
Yes	6(12%)	1(2%)	3(6%)	1(2%)	11(21%)
No	4(8%)	10(20%)	11(22%)	1(2%)	25(55%)
Not sure	1(2%)	9(18%)	1(2%)	1(2%)	12(24%)
Total	11(22%)	20(40%)	15(30%)	3(6%)	49(100%)

**Figure 4.2.9 salary given reasonable to the obligations and duties of the position.
(Age wise)**

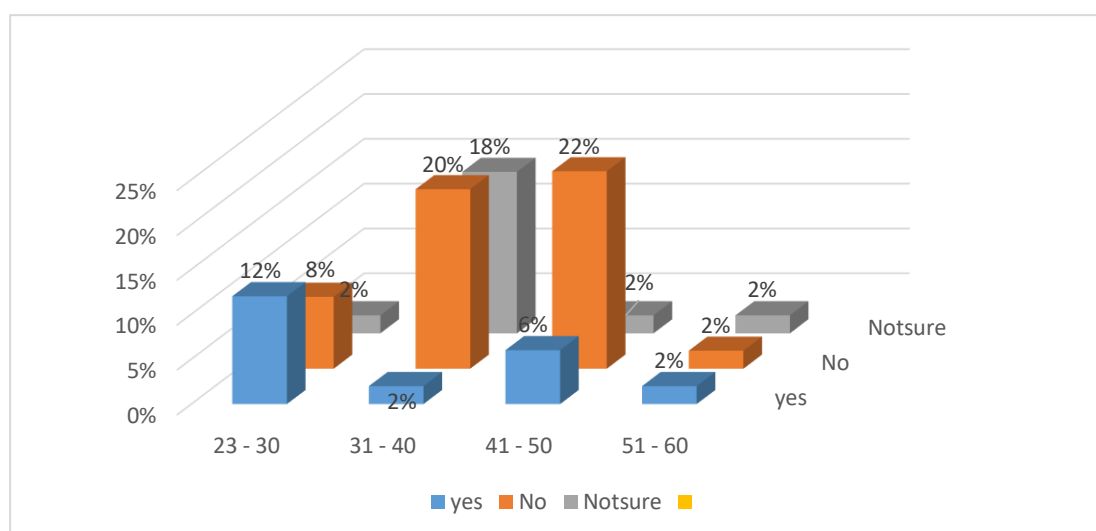


Table 4.2.9 indicates that the age group 23 - 30, 12% (6) respondents are satisfied with the salary reasonable given to the obligations and duties of the position, 8% (4) are not satisfied, 2% (1) said not sure. 31 - 40 age group, 2% (1) respondents are satisfied, 20% (10) are not satisfied, 18% (9) are not sure. 41 - 50 age group, 6% (3) respondents are satisfied, 22% (11) are not satisfied and 2% (1) said maybe because they are confused. Lastly from 51 - 60 age groups only 2% (1) are satisfied, dissatisfied and not sure of the response of notification. Therefore, it is evident that the majority of those between the ages of 41 and 50 are dissatisfied with the salary that is commensurate with the positions.

Table 4.2.10 Your job is secure.

Level of satisfaction	Respondent's
Yes	14 (29%)
No	25 (51%)
Not sure	10 (20%)
Total	49 (100%)

Figure 4.2.10 Your job is secure.

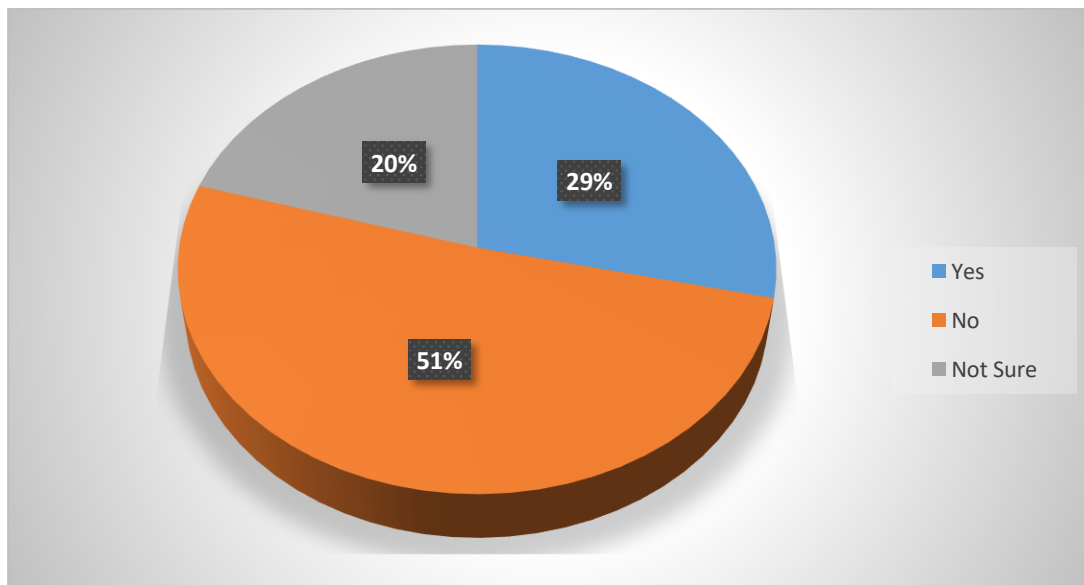


Table 4.2.10 clearly shows that 51% (25) majority of the respondents jobs are not secure, 29% (14) respondents jobs are secure, lastly 20% (10) respondents said not sure that their jobs are secure.

Table 4.2.11 Your job is secure. (Gender wise)

Level of satisfaction	Gender		Total
	Male	Female	
Yes	2 (4%)	11 (22%)	13 (26%)
No	2 (4%)	23 (47%)	25 (51%)
Not sure	4 (8%)	7 (15%)	11 (23%)
Total	8 (16%)	41 (84%)	49 (100%)

Figure 4.2.11 Your job is secure. (Gender wise)

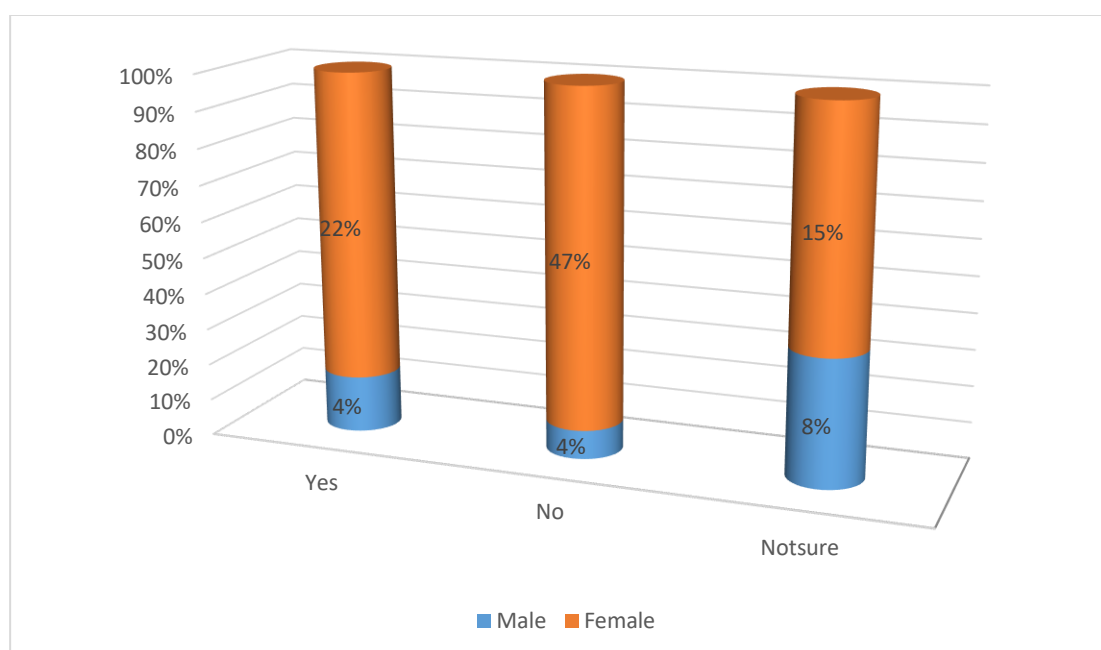


Table 4.2.11 shows that 4% (2) males and 22% (11) females said yes that their job is secure, 4% (2) males and 47% (23) females said no, lastly 8% (4) males and 15% (7) females are not sure. The majority of female responders are therefore dissatisfied that their job is not secure.

Table 4.2.12 Your job is secure. (Age wise)

Level of satisfaction	Age				Total
	23 - 30	31 - 40	41 - 50	51 - 60	
Yes	4(8%)	5(10%)	3(6%)	2(4%)	14(27%)
No	4(8%)	11(22%)	10(20%)	0	25(55%)
Not sure	3(6%)	4(8%)	2(4%)	1(2%)	10(20%)
Total	11(22%)	20(40%)	15(30%)	3(6%)	49(100%)

Figure 4.2.12 Your job is secure. (Age wise)

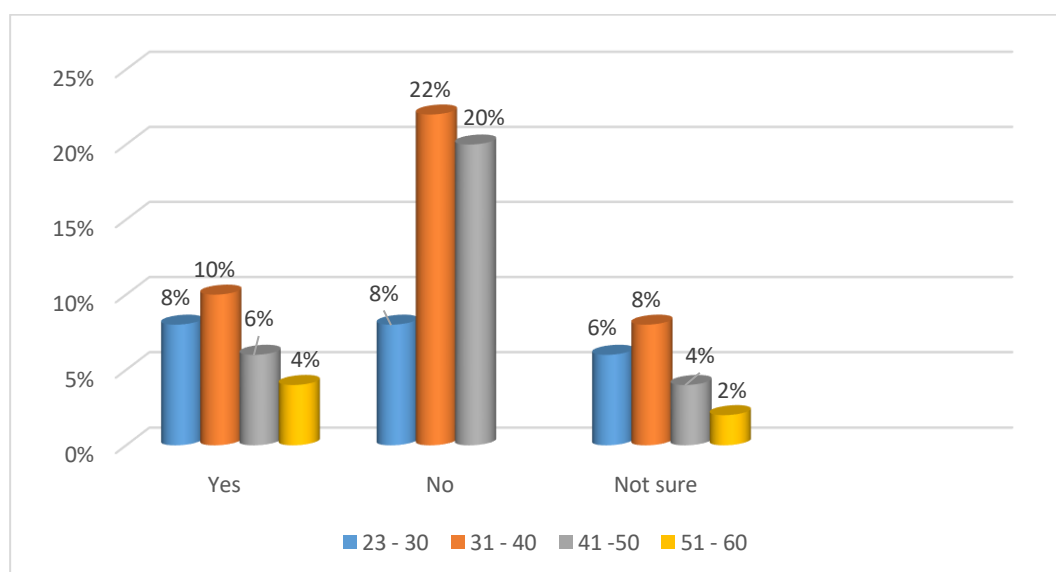


Table 4.2.12 indicates that their job is secure amongst age group 23 - 30, 8% (4) respondents are satisfied, 8% (4) are not satisfied, 6% (3) said not sure. 31 - 40 age group, 10% (5) respondents are satisfied, 22% (11) are not satisfied, 8% (4) are not sure. 41 - 50 age group, 6% (3) respondents are satisfied, 20% (10) are not satisfied and 4% (2) said maybe because they are confused. Lastly from 51 - 60 age group 4% (2) are satisfied and 2% (1) not sure that they feel that their job is secure. The majority of respondents in the age range of 31 - 40 therefore said no that their job is secure.

Table 4.2.13 security measures existing at work place.

Level of satisfaction	Respondent's
None	22
Emergency exit	4
Fire safety alarm	0
Security personal	3
Security cameras	25
Total	54

Figure 4.2.13 security measures existing at work place.

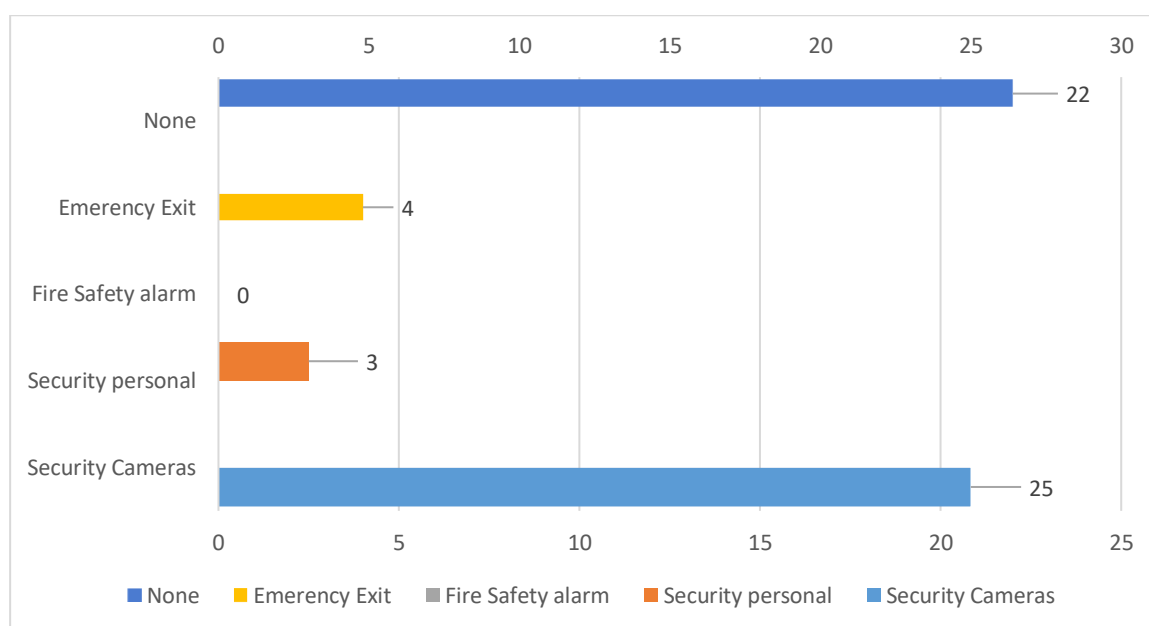


Table 4.2.13 clearly shows that majority of the libraries are having security cameras, where 20 respondents said none and only 3 of respondents said security personal hence majority is having security cameras at their work place.

Table 4.2.14 Security measures existing at work place. (Gender wise)

Level of satisfaction	Gender		Total
	Male	Female	
None	2	20	22
Emergency exit	3	1	4
Fire safety alarm	0	0	0
security personal	2	1	3
security cameras	5	20	25
Total	12	42	54

Figure 4.2.14 Security measures existing at work place. (Gender wise)

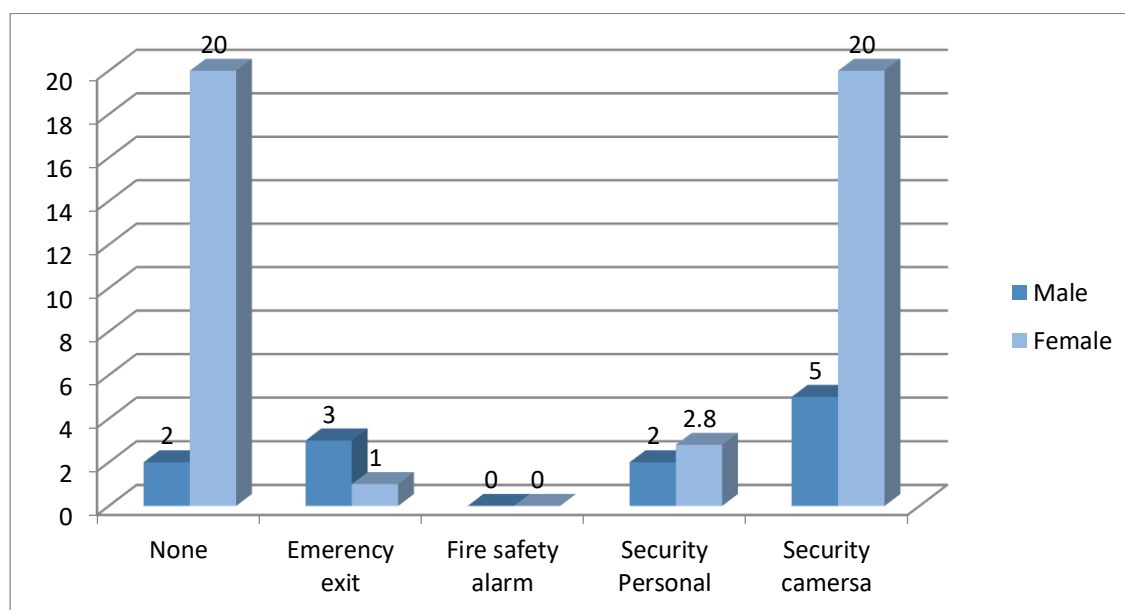


Table 4.2.14 shows the security measure at their work place where equal majority of the females 20 said there are security cameras and there is no security also, her as only 5 of male said security cameras and 2 of them said security personal, hence the majority amongst the females said there is security cameras and no security also, where as there is no fire safety alarm system in libraries.

Table 4.2.15 Security measures existing at work place. (Age wise)

Level of satisfaction	Age				Total
	23 – 30	31 - 40	41 – 50	51 - 60	
None	4	7	9	2	22
Emergency exit	2	1	1	0	4
Fire safety alarm	0	0	0	0	0
Security personal	1	1	1	0	3
Security cameras	5	13	6	1	25
Total	12	22	17	3	54

Figure 4.2.15 Security measures existing at work place. (Age wise)

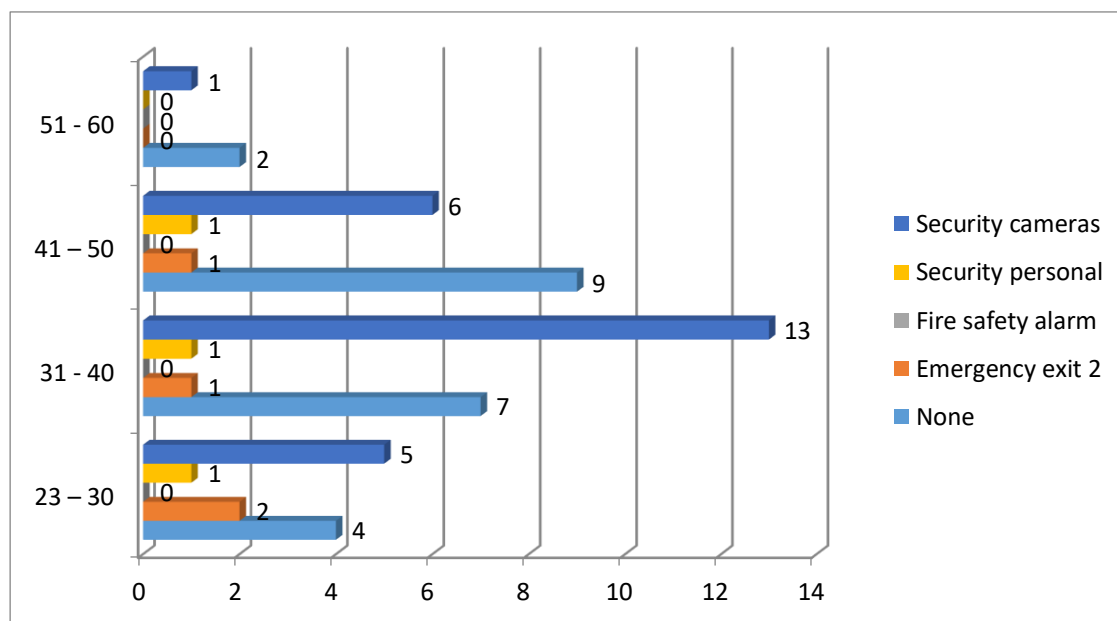


Table 4.2.15 indicates that security measure at their work place where age 31-40 said security cameras that is 13 respondents and in 41-50 said only security cameras is only 1 respondent where as in age between 41-50, 9 of respondent said None, hence the majority said that they are having security cameras at their work place, where as there is no fire safety alarm system in libraries

Table 4.2.16 Respect from subordinates and higher authorities.

Level of satisfaction	Respondent's
Yes	38 (78%)
No	6 (12%)
Not sure	5 (10%)
Total	49 (100%)

Figure 4.2.16 respect from subordinates and higher authorities

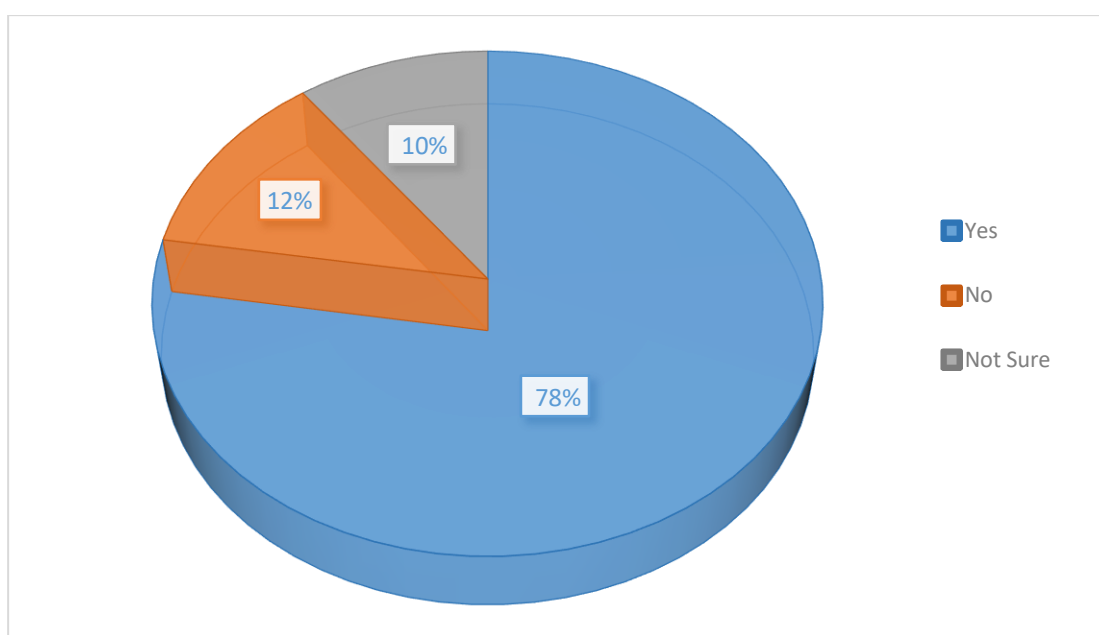


Table 4.2.16 indicates that they receive respect from subordinates and higher authorities where larger of the majority 78% (38) said yes that they receive respect, 12% (6) said no that they don't receive respect at all, 10% (5) not sure that they get respect or no.

Table 4.2.17 Respect from subordinates and higher authorities. (Gender wise)

Level of satisfaction	Gender		Total
	Male	Female	
Yes	7 (15%)	31 (65%)	38 (78%)
No	1 (2%)	5 (10%)	6 (12%)
Not sure	0	5 (10%)	5 (10%)
Total	8 (17%)	41 (84%)	49 (100%)

Figure 4.2.17 Respect from subordinates and higher authorities. (Gender wise)

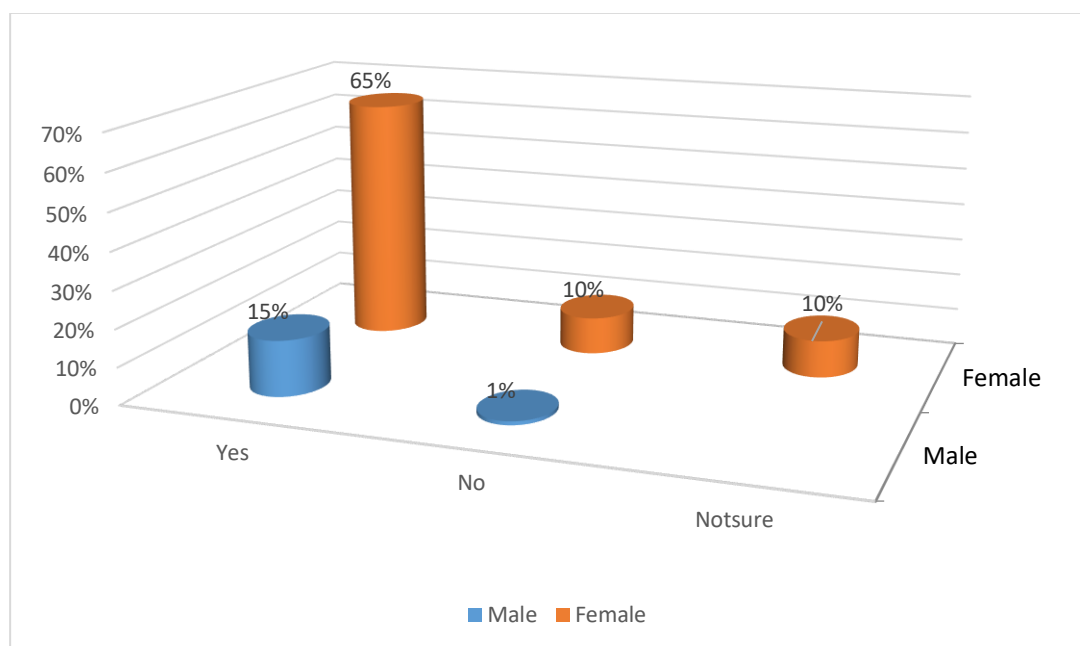


Table 4.2.17 shows that 15% (7) males and 65% (31) females said yes that they get respect from subordinates and higher authorities, 2% (1) males and 10% (5) females said no that they don't get respect, only 10% (5) females said not sure that they are getting respect. The majority of female responders are treated with respect by their superiors and lower-level colleagues.

Table 4.2.18 Respect from subordinates and higher authorities. (Age wise)

Level of satisfaction	Age				Total
	23 - 30	31 - 40	41 - 50	51 - 60	
Yes	8(16%)	14(28%)	13(26%)	3(6%)	38(76%)
No	1(2%)	3(6%)	2(4%)	0	6(12%)
Not sure	2(4%)	3(6%)	0	0	5(10%)
Total	11(22%)	20(41%)	15(30%)	3(6%)	49(100%)

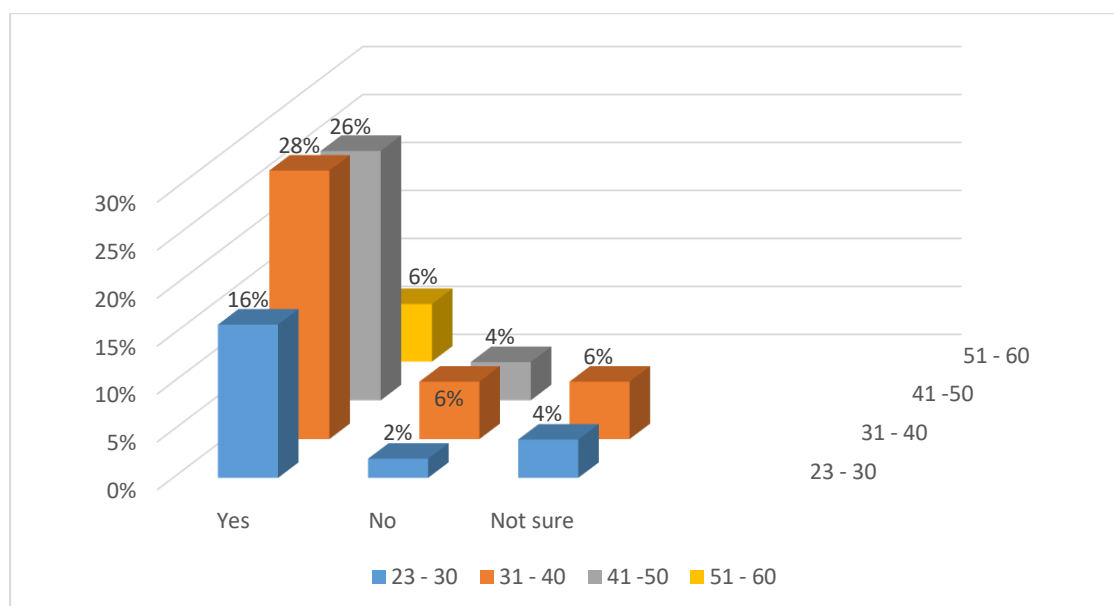
Figure 4.2.18 Respect from subordinates and higher authorities. (Age wise)

Table 4.2.18 indicates that they get respect from subordinates and higher authorities, amongst age group 23 - 30, 16% (8) respondents are satisfied, 2% (1) are not satisfied, 4% (2) said not sure. 31 - 40 age group, 28% (14) respondents are satisfied, 6% (3) are not satisfied and not sure that they get respect. 41 - 50 age group, 26% (13) respondents are satisfied, 4% (2) are not satisfied. Lastly from 51 - 60 age group all 6% (3) are satisfied. Therefore, most of the respondents in the age range of 31 - 40 respondents are respected by both their higher- and lower-level coworkers.

Table 4.2.19 Availing your leaves whenever desire

Level of satisfaction	Respondent's
Yes	31 (63%)
No	18 (37%)
Total	49 (100%)

Figure 4.2.19 availing your leaves whenever desire

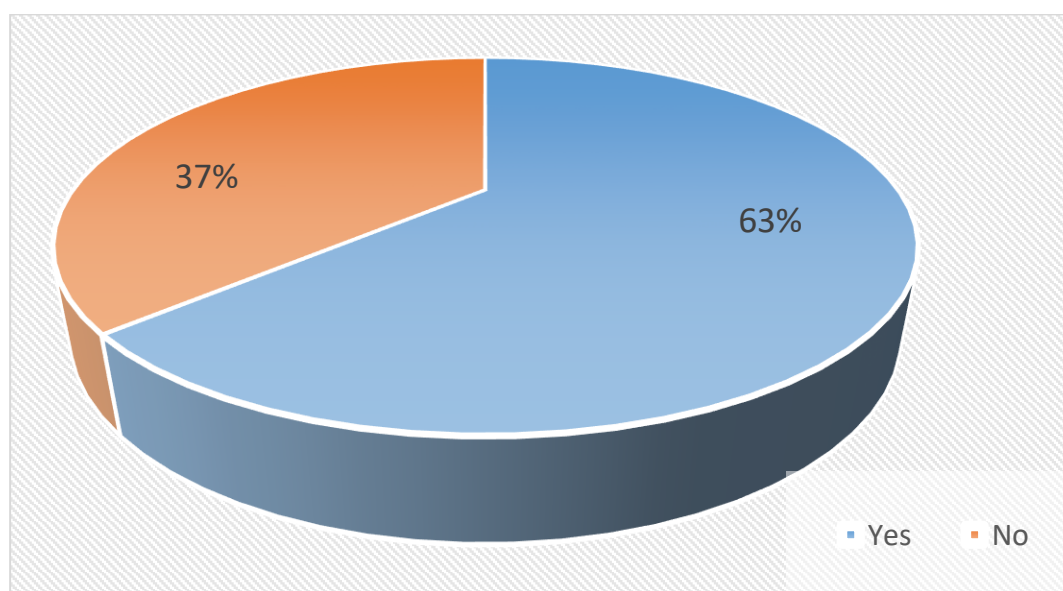


Table 4.2.19 clearly shows that 63% (31) respondents can avail their leave any time whenever they desire, 37% (18) respondents cannot avail their leave any time whenever they desire.

Table 4.2.20 Availing your leaves whenever desired. (Gender wise)

Level of satisfaction	Gender		Total
	Male	Female	
Yes	8 (17%)	23 (46%)	31 (63%)
No	0	18 (37%)	18 (37%)
Total	8 (17%)	41 (83%)	49 (100%)

Figure 4.2.20 Availing your leaves whenever desired. (Gender wise)

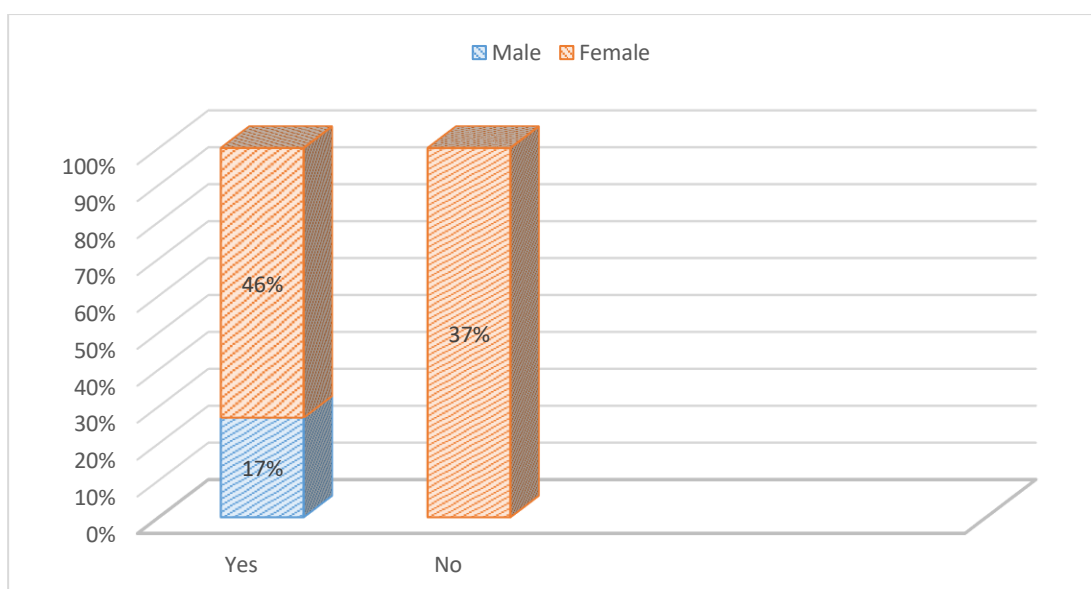


Table 4.2.20 shows that 17% (8) male's and 46% (23) females responded yes that they can avail as per their needs, whereas only 37% (18) females responded that they cannot avail leave as per their needs. It is clear from this that female respondents are happy with their ability to take leave as necessary.

Table 4.2.21 Availing your leaves whenever desire. (Age wise)

Level of satisfaction	Age				Total
	23 - 30	31 - 40	41 - 50	51 - 60	
Yes	8(16%)	11(22%)	9(18%)	3(6%)	31(63%)
No	3(6%)	9(18%)	6(12%)	0	18(36%)
Total	11(22%)	20(40%)	15(30%)	3(6%)	49(100%)

Figure 4.2.21 Availing your leaves whenever desire. (Age wise)

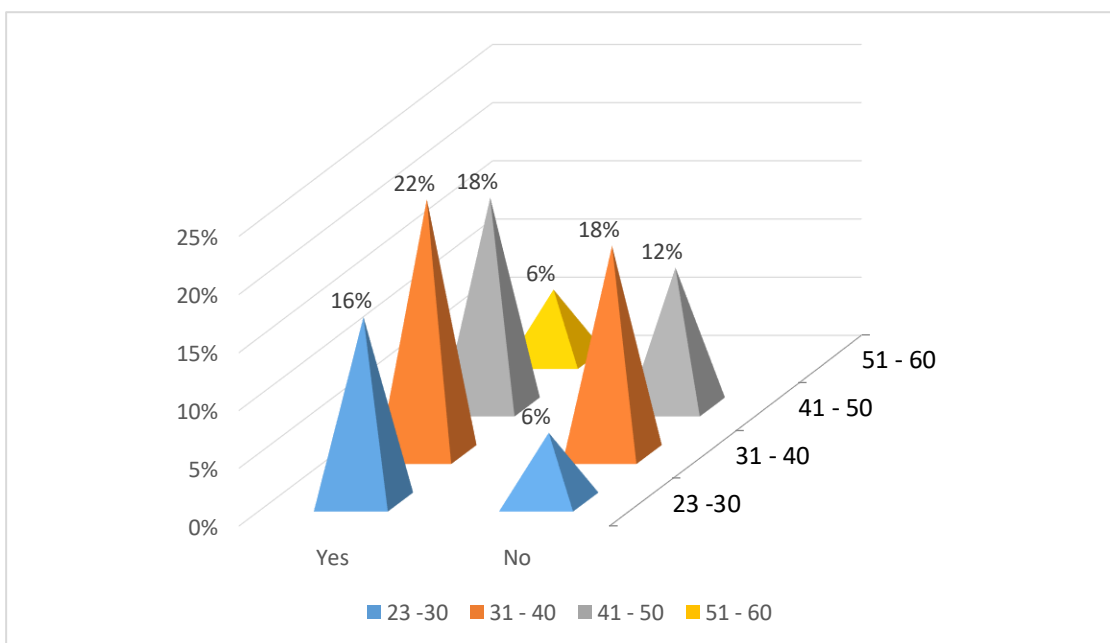


Table 4.2.21 indicates that when desired they may take time off amongst age group 23 - 30, 16% (8) respondents are satisfied, 6% (3) are not satisfied, 31 - 40 age group 11% (22) respondents are satisfied, 18% (9) are not satisfied, 41 - 50 age group 18% (9) respondents are satisfied, 12% (6) are not satisfied, lastly from 51 - 60 age group all 6% (3) are satisfied. While the majority of respondents in the age range of 31 - 40 are satisfied with their ability to take leave whenever necessary.

Table 4.2.22 Your work is challenging.

Level of satisfaction	Respondent's
Yes	36 (73%)
No	13 (27%)
Total	49 (100%)

Figure 4.2.22 your work is challenging.

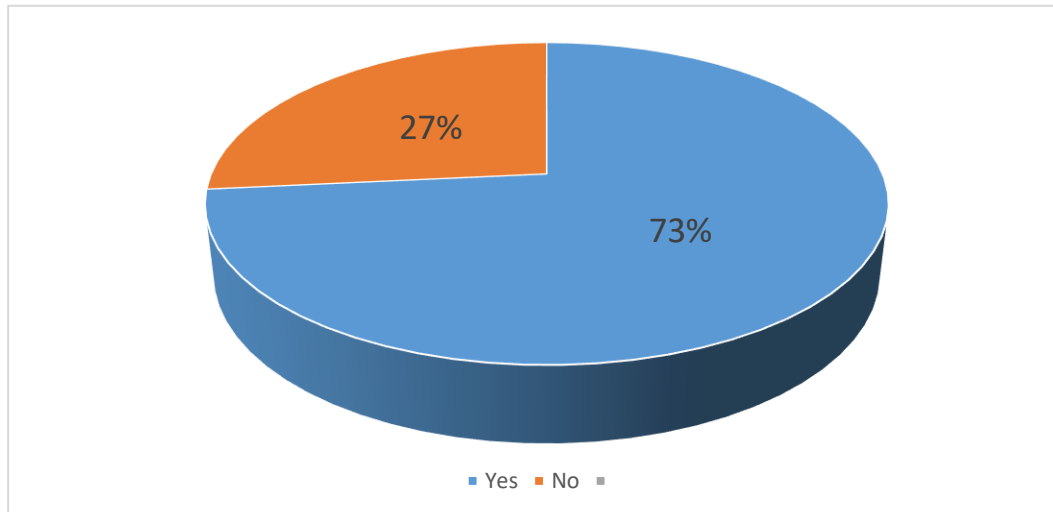


Table 4.2.22 clearly shows that the majority 73% (36) respondents said yes that their work is challenging, and 27% (13) respondents think that their work is not challenging.

Table 4.2.23 Your work is challenging. (Gender wise)

Level of satisfaction	Gender		Total
	Male	Female	
Yes	7 (14%)	29 (59%)	36 (73%)
No	1 (2%)	12 (25%)	13 (27%)
Total	8 (16%)	41 (84%)	49 (100%)

Figure 4.2.23 Your work is challenging. (Gender wise)

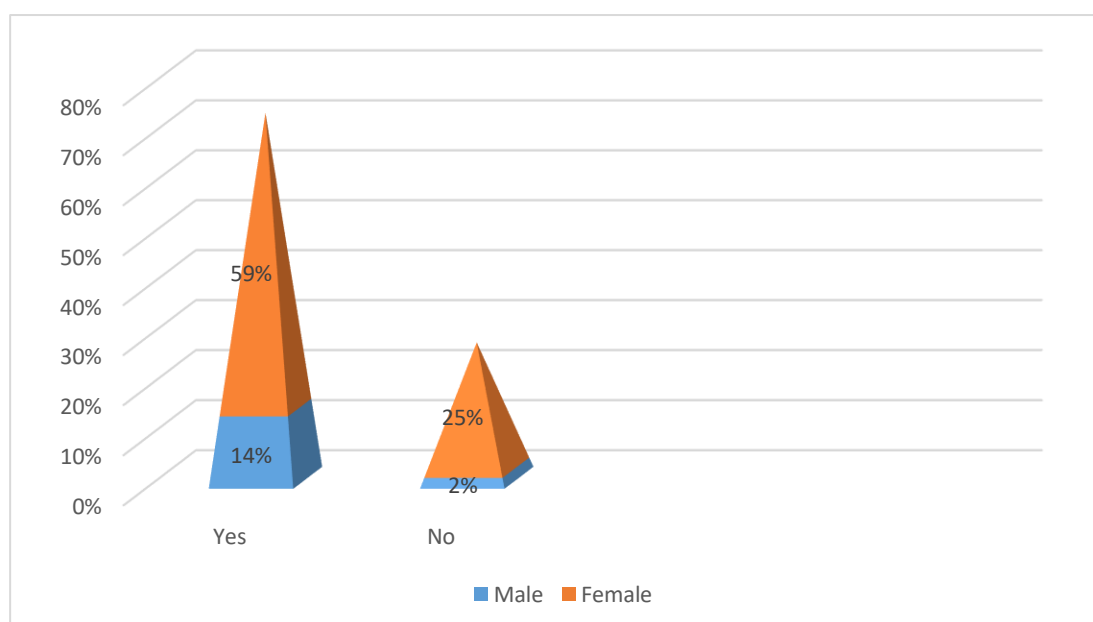


Table 4.2.23 shows that 14% (7) males and 29% (59) females said yes that their job is secure, 2% (1) males and 25% (12) females said no. In light of this, the vast majority of female respondents felt that their jobs are challenging.

Table 4.2.24 Your work is challenging. (Age wise)

Level of satisfaction	Age				Total
	23 - 30	31 - 40	41 - 50	51 - 60	
Yes	7(14%)	15(30%)	11(22%)	3(6%)	36(73%)
No	4(8%)	5(10%)	4(8%)	0	13(26%)
Total	11(22%)	20(40%)	15(30%)	3(6%)	49(100%)

Figure 4.2.24 Your work is challenging. (Age wise)

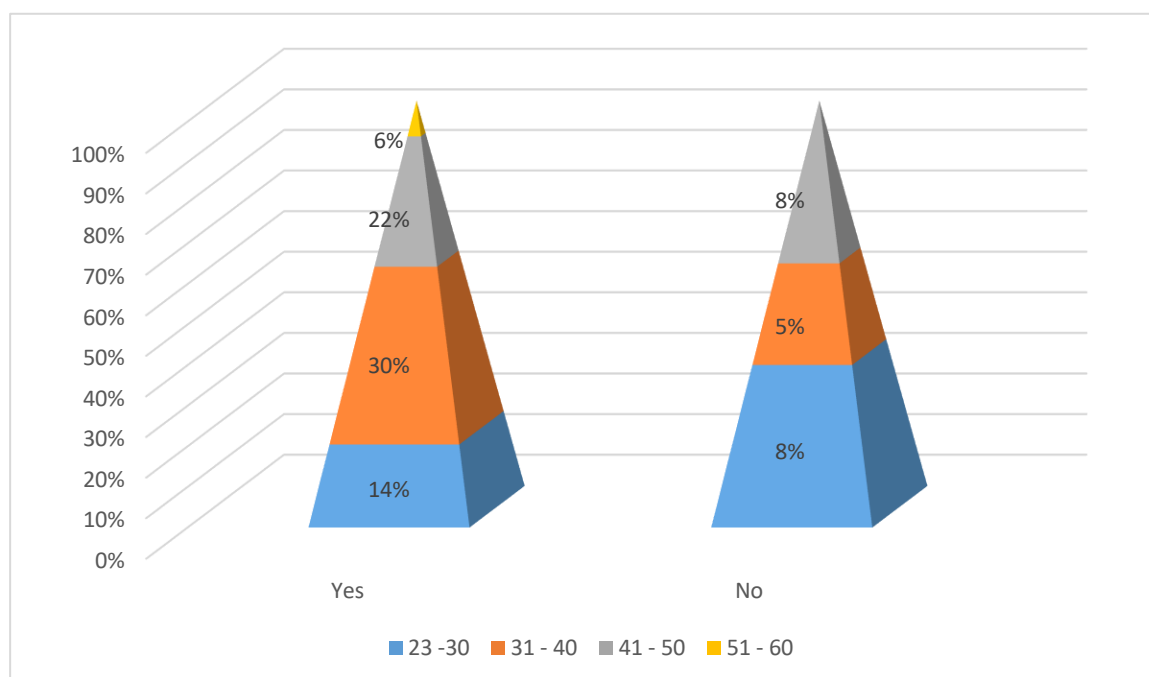


Table 4.2.24 indicates that their work is challenging amongst age group 23 - 30, 14% (7) respondents are satisfied, 8% (4) are not satisfied, 31 - 40 age group 30% (15) respondents are satisfied, 10% (5) are not satisfied, 41 - 50 age group 22% (11) respondents are satisfied, 8% (4) are not satisfied, lastly from 51 - 60 age group all 6% (3) are satisfied. While the majority of respondents in the age range of 31 - 40 said yes that their work is challenging.

Table 4.2.25 Employees can fully use their talent at work.

Level of satisfaction	Respondent's
Strongly disagree	2 (4%)
Disagree	7 (14%)
Neutral	5 (18%)
Agree	23 (48%)
Strongly Agree	8 (16%)
Total	49 (100%)

Figure 4.2.25 employees can fully use their talent at work

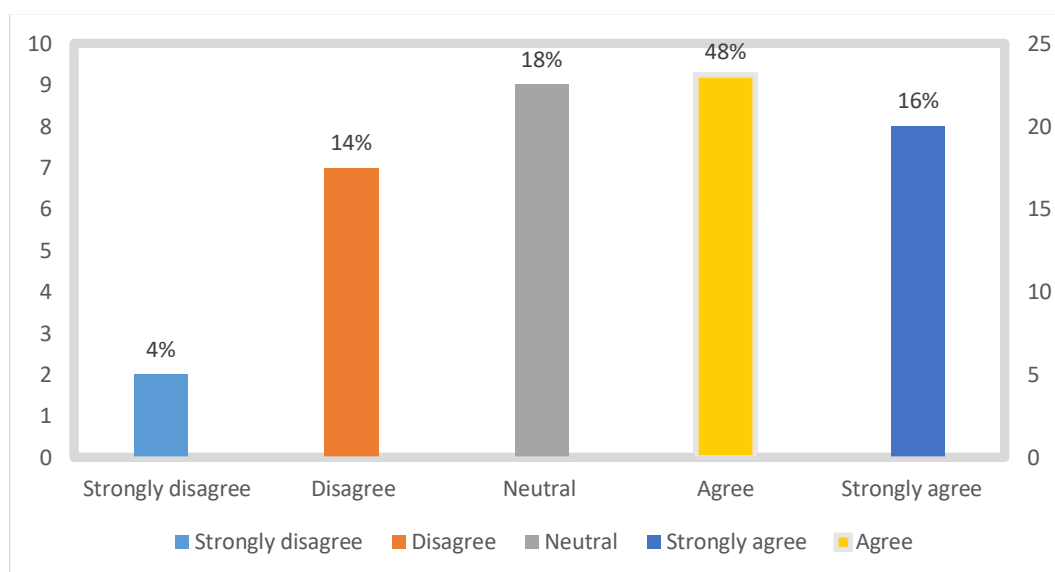


Table 4.2.25 makes it very evident that employees who can fully use their talents at work, 4% (2) said strongly disagree that whatever they have learned that cannot be put into productivity, 14% (7) respondents said disagree, 18% (9) respondents are neutral, 16 (8) respondents have said strongly agree, 48% (23) majority of respondents are satisfied that whatever they have learned that can be put into productivity.

Table 4.2.26 Employees can fully use their talent at work. (Gender wise)

Level of satisfaction	Gender		Total
	Male	Female	
Strongly disagree	0	2 (4%)	2 (4%)
Disagree	1 (2%)	6 (12%)	7 (14%)
Neutral	2 (4%)	7 (14%)	9 (18%)
Agree	3 (7%)	20 (41%)	23 (48%)
Strongly Agree	2 (4%)	6 (12%)	8 (16%)
Total	8 (17%)	41 (83%)	49 (100%)

Figure 4.2.26 Employees can fully use their talent at work. (Gender wise)

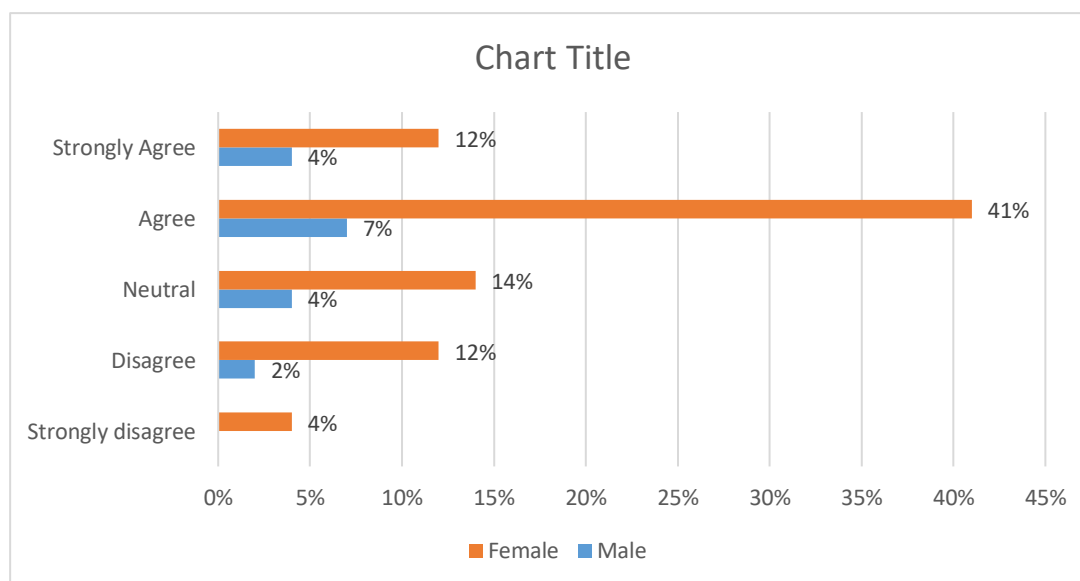


Table 4.2.26 indicates that only 4% (2) females strongly disagree, 2% (1) male's and 12% (6) of the females disagreed that they can't use their talents at work, 4% (2) of the male's and 14% (7) of the females are neutral, 7% (3) male's and 41% (20) females agree, finally 2% (4) male's and 12% (6) females strongly agree. In light of this, it is said that females are able to use their talents at work and provide the greatest services to users.

Table 4.2.27 Employees can fully use their talent at work. (Age wise)

Level of satisfaction	Age				Total
	23 - 30	31 - 40	41 - 50	51 - 60	
Strongly disagree	1(2%)	1(2%)	0	0	2(4%)
Disagree	1(2%)	3(6%)	2(4%)	1(2%)	7(14%)
Neutral	4(8%)	5(10%)	0	0	9(18%)
Agree	3(6%)	6(12%)	12(24%)	2(4%)	23(46%)
Strongly Agree	2(4%)	5(10%)	1(2%)	0	8(16%)
Total	11(22%)	20(40%)	15(30%)	3(6%)	49(100%)

Figure 4.2.27 Employees can fully use their talent at work. (Age wise)

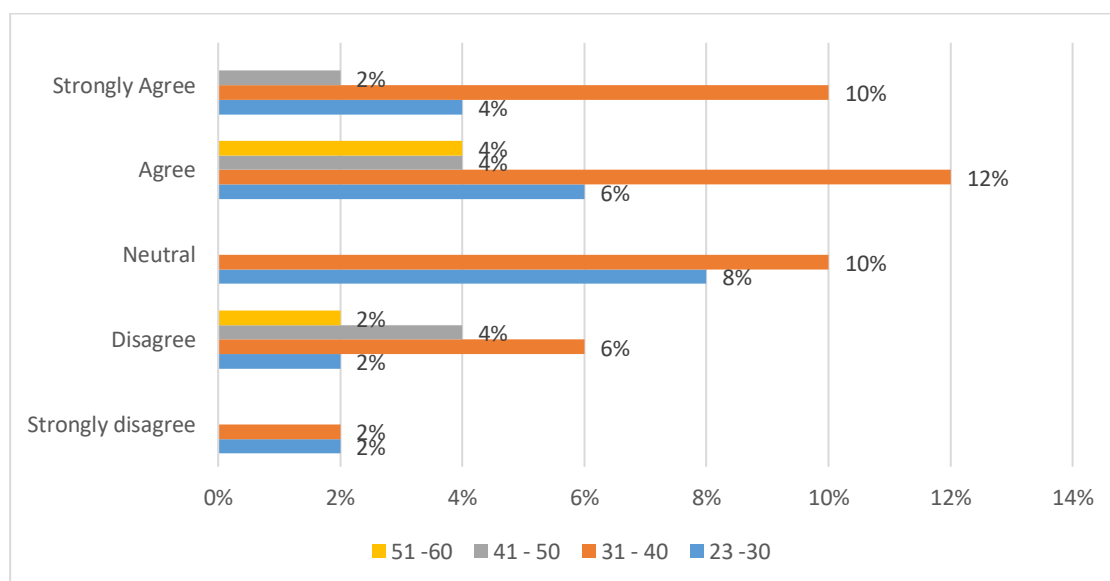


Table 4.2.27 indicates that they can use their talent at work, amongst age group 23 - 30, 2% (1) respondents strongly dissatisfied and dissatisfied, 8% (4) are neutral, 6% (3) said they agree, 4% (2) said strongly agree that they can use their talent at work. 31 - 40 age group 2% (1) respondents strongly dissatisfied, 6% (3) are dissatisfied, 10% (5) are neutral, 12% (6) said they agree, 10% (5) said strongly agree. 41 - 50 age group 4% (2) are dissatisfied, 24% (12) said they agree, 2% (1) said strongly agree.

Table 4.2.28 Library has a collaborative and corporate atmosphere.

Level of satisfaction	Respondent's
Strongly disagree	2 (4%)
Disagree	6 (12%)
Neutral	5 (10%)
Agree	32 (66%)
Strongly Agree	4 (8%)
Total	49 (100%)

Figure 4.2.28 library has a collaborative and corporate atmosphere.

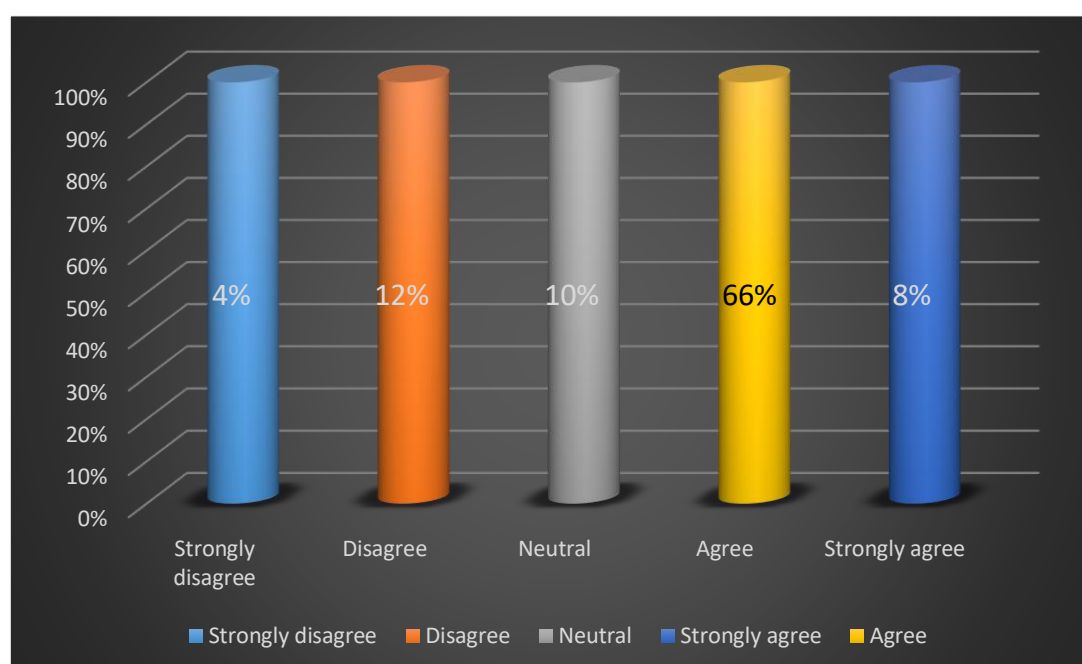


Table 4.2.28 shows how many respondents were satisfied with the library's collaborative and corporate atmosphere. The majority 66% (32) respondents agree that their library has a collaborative and corporate atmosphere, about 4% (2) respondents were not having a collaborative and corporate atmosphere to work upon, i.e. 12% (6) disagreed with it, 10% (5) respondents are neutral in this regards, 8% (4) strongly agree that their working conditions are favourable.

Table 4.2.29 Library has a collaborative and corporate atmosphere. (Gender wise)

Level of satisfaction	Gender		Total
	Male	Female	
Strongly disagree	0	2 (4%)	2 (4%)
Disagree	0	6 (12%)	6 (12%)
Neutral	0	5 (10%)	5 (10%)
Agree	6 (12%)	26 (54%)	32 (66%)
Strongly Agree	2 (4%)	2 (4%)	4 (8%)
Total	8 (16%)	41 (84%)	49 (100%)

Figure 4.2.29 Library has a collaborative and corporate atmosphere. (Gender wise)

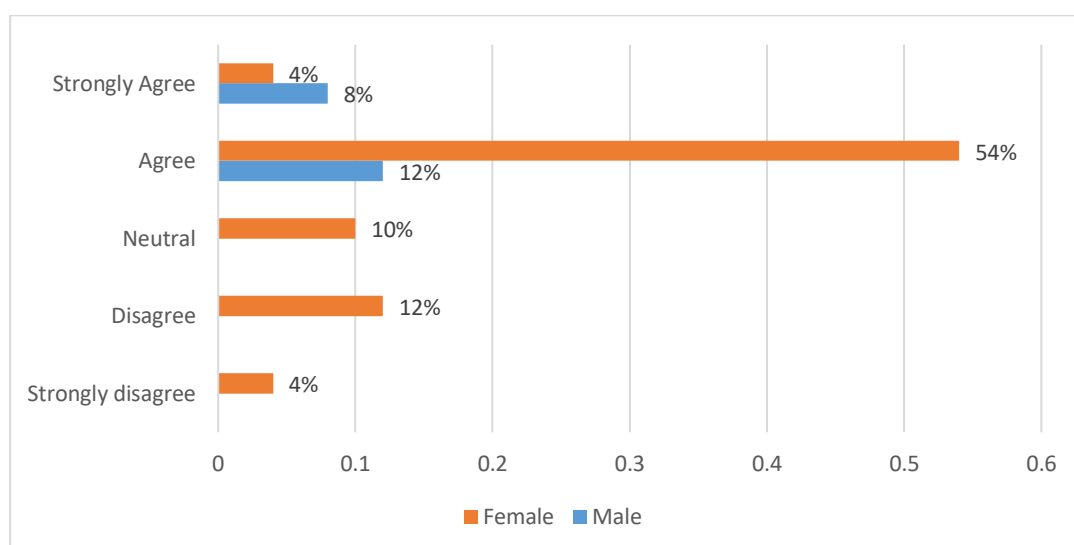


Table 4.2.29 indicates that only 4% (2) females strongly disagree, 12% (6) of the females disagreed that they are not having favourable working conditions, 14% (7) of the females are neutral, 12% (6) male's and 54% (26) females agree, finally 4% (2) male's and 4% (2) females strongly agree. As a result, women claim that they agree that the library where they work has a collaborative and comparative atmosphere.

Figure 4.2.30 Library has a collaborative and corporate atmosphere. (Age wise)

Level of satisfaction	Age				Total
	23 - 30	31 - 40	41 – 50	51 - 60	
Strongly disagree	1(2%)	0	1(2%)	0	2(4%)
Disagree	2(4%)	3(6%)	1(2%)	0	6(12%)
Neutral	2(4%)	3(6%)	0	0	5(10%)
Agree	5(10%)	13(26%)	11(22%)	3(6%)	32(65%)
Strongly Agree	1(2%)	1(2%)	2(4%)	0	4(8%)
Total	11(22%)	20(40%)	15(%)	3(6%)	49(100%)

Table 4.2.30 Library has a collaborative and corporate atmosphere. (Age wise)

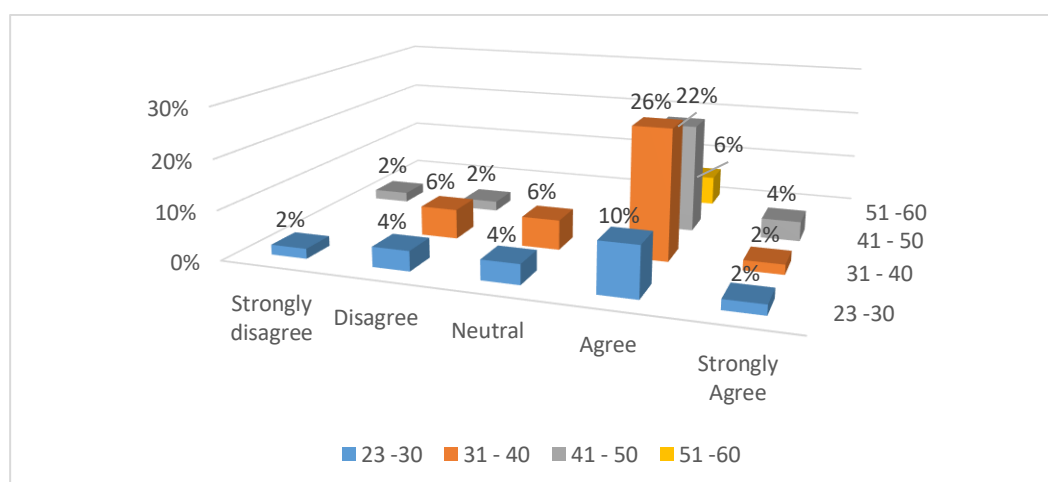


Figure 4.2.30 indicates that they can use their talent at work, amongst age group 23 - 30, 2% (1) respondents strongly dissatisfied, 4% (2) dissatisfied and neutral, 10% (5) said they agree, 2% (1) said strongly agree that the library has a collaborative and complete atmosphere. 31 - 40 age group 6% (3) are dissatisfied and neutral, 26% (13) said they agree, 2% (1) said strongly agree. 41 - 50 age group 2% (1) strongly disagreed and dissatisfied, 22% (11) said they agree, 4% (2) said strongly agree. Lastly from 51 - 60 age group 6% (3) all respondents said they agree that their library has collaborative and corporate atmosphere. Therefore, majority amongst the 41 - 50 age group interviewees, there is a corporate and collaborative atmosphere in their library.

Table 4.2.31 Your job is enjoyable.

Level of satisfaction	Respondent's
Yes	37 (76%)
No	7 (14%)
Not sure	5 (10%)
Total	49 (100%)

Figure 4.2.31 Your job is enjoyable.

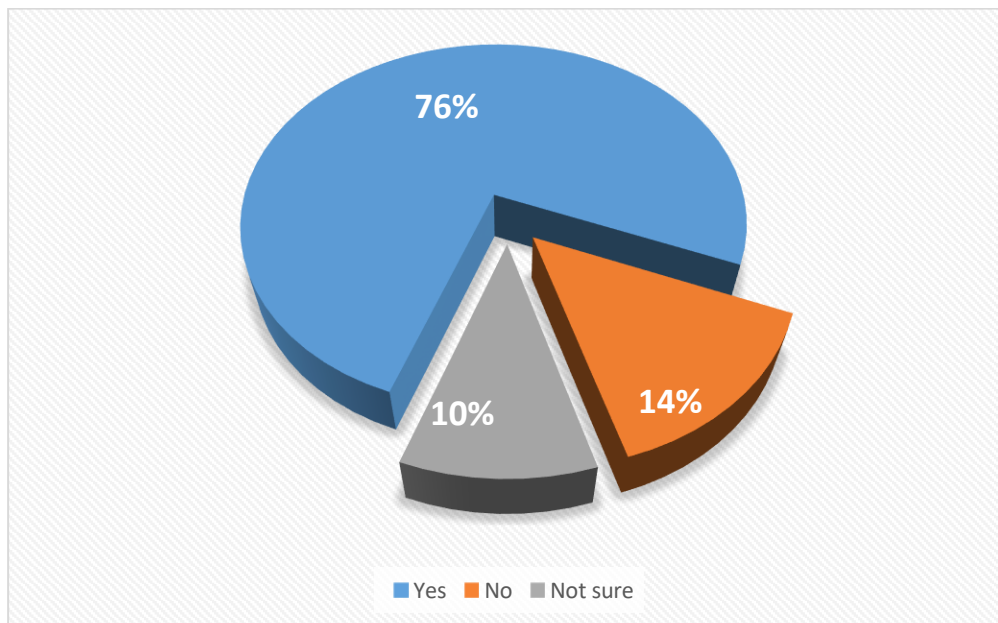


Table 4.2.31 clearly shows that 76% (37) respondents said yes that they enjoy doing their job, 14% (7) respondents said no they don't enjoy doing their job, about 10% (5) are not sure i.e. the job they are doing is enjoyable or not.

Table 4.2.32 Job is enjoyable. (Gender wise)

Level of satisfaction	Gender		Total
	Male	Female	
Yes	7 (14%)	30 (61%)	37 (75%)
No	0	7 (14%)	7 (14%)
Not sure	1 (2%)	4 (9%)	5 (11%)
Total	8 (16%)	41 (84%)	49 (100%)

Figure 4.2.32 Job is enjoyable. (Gender wise)

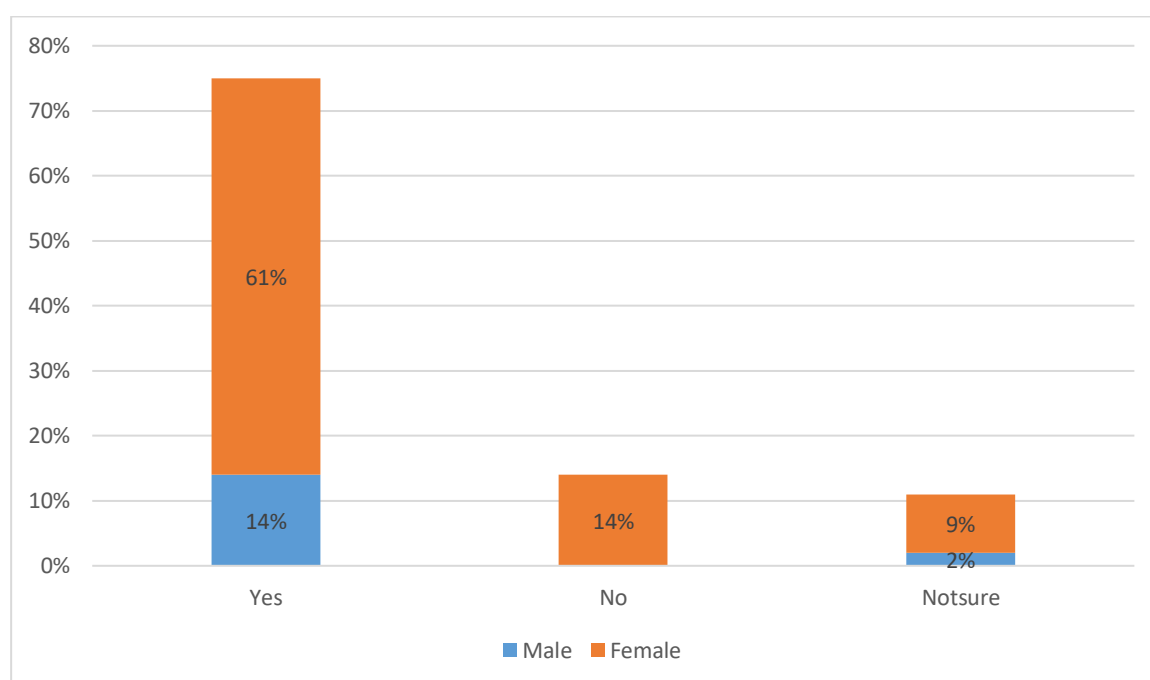


Table 4.2.32 shows that 14% (7) males and 61% (30) females said yes that their job is secure, only 14% (7) females said no, lastly 2% (1) males and 9% (4) females are not sure. Consequently, the majority of female respondent's state that their job in libraries is joyful.

Table 4.2.33 Job is enjoyable. (Age wise)

Level of satisfaction	Age				Total
	23 - 30	31 - 40	41 - 50	51 - 60	
Yes	7(14%)	15(30%)	13(26%)	2(4%)	37(75%)
No	2(4%)	3(6%)	1(2%)	1(2%)	7(14%)
Not sure	2(4%)	2(4%)	1(2%)	0	5(10%)
Total	11(22%)	20(40%)	15(30%)	3(6%)	49(100%)

Figure 4.2.33 Job is enjoyable. (Age wise)

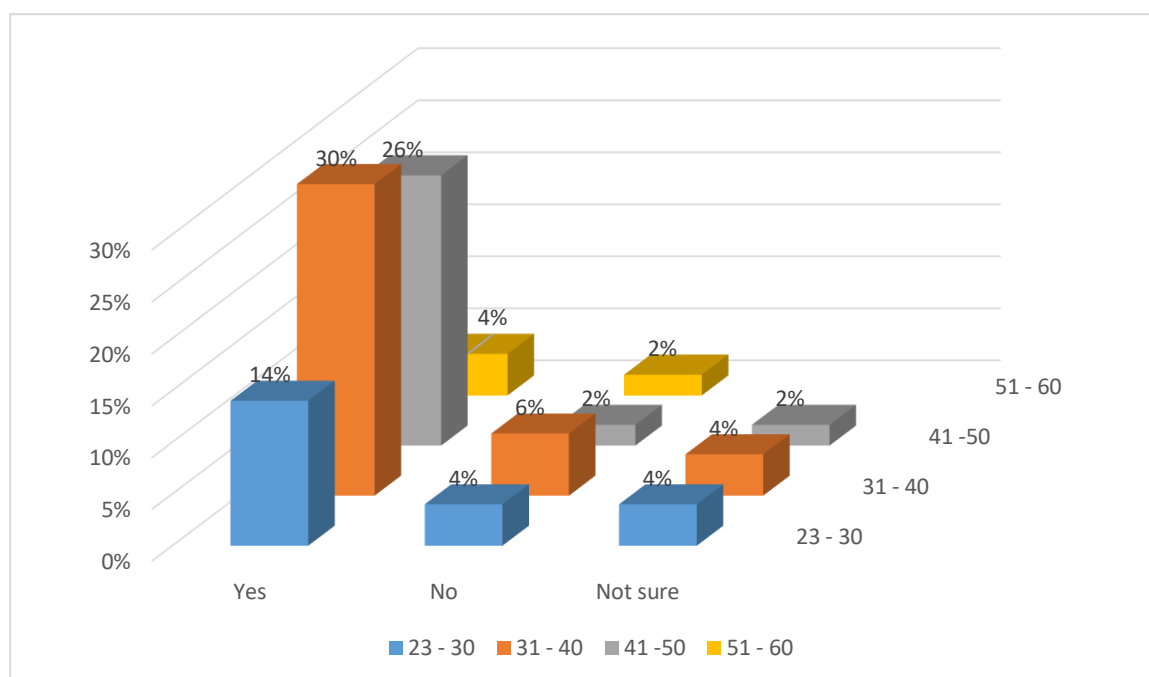


Table 4.2.33 indicates that your job is enjoyable, amongst the age group 23 - 30, 14% (8) respondents are satisfied, 4% (2) are not satisfied, 4% (2) said not sure. 31 - 40 age group, 30% (15) respondents are satisfied, 6% (3) are not satisfied, 4% (2) are not sure that their job is enjoyable. 41 - 50 age group, 26% (13) respondents are satisfied, 2% (1) are not satisfied and not sure also. Lastly from 51 - 60 age group 4% (2) are satisfied and 2% (1) said no that their job is not enjoyable. Therefore, most of the respondents in the age range of 31 - 40 respondents are enjoying their job.

Table 4.2.34 I believe that what I do is valued.

Level of satisfaction	Respondent's
Strongly disagree	0
Disagree	7 (15%)
Neutral	5 (11%)
Agree	32 (68%)
Strongly Agree	3 (6%)
Total	49 (100%)

Figure 4.2.34 I believe that what I do is valued.

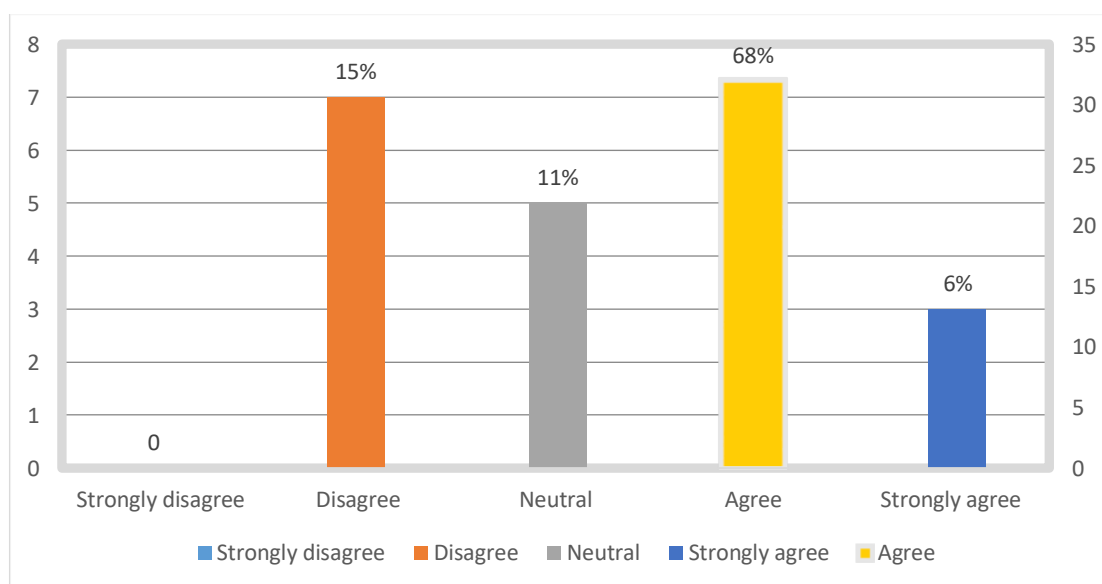


Table 4.2.34 indicates that work which librarians do is valued where 6% (3) respondents strongly agree as work which they are doing is not valued and 15% (7) are disagree, 11% (5) are neutral, 68% (32) majority of the respondents agree that work which they are doing is valued.

Table 4.2.35 I believe that what I do is valued. (Gender wise)

Level of satisfaction	Gender		Total
	Male	Female	
Strongly disagree	0	0	0
Disagree	1 (2%)	2 (5%)	3 (7%)
Neutral	1 (2%)	4 (8%)	5 (10%)
Agree	5 (10%)	27 (55%)	32 (65%)
Strongly Agree	1 (2%)	8 (16%)	9 (18%)
Total	8 (16%)	41 (84%)	49 (%)

Figure 4.2.35 I believe that what I do is valued. (Gender wise)

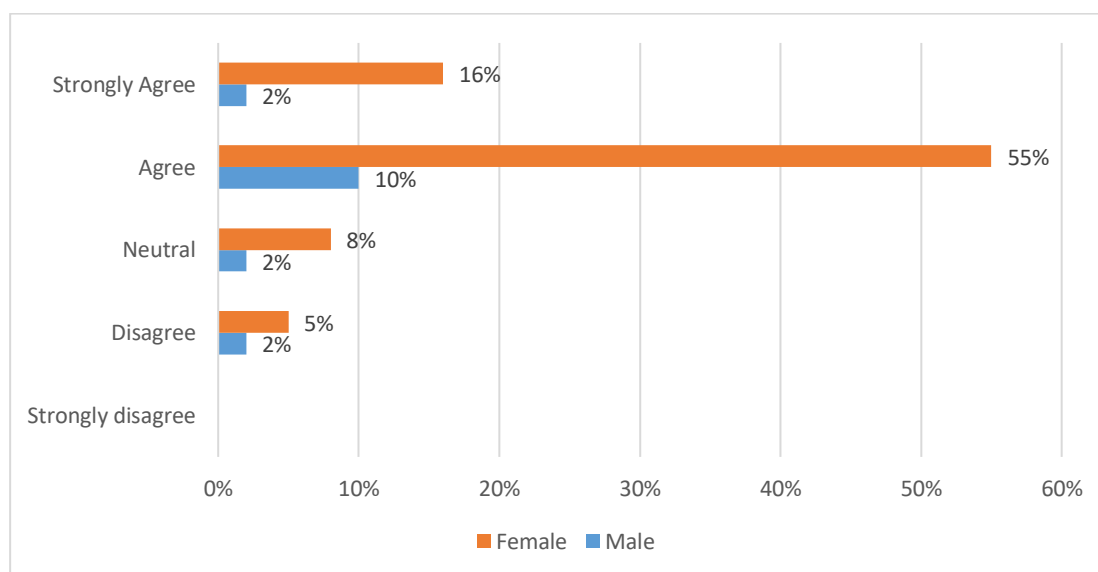


Table 4.2.35 indicates that 2% (1) of the males, whereas 8% (4) of the females disagreed with the work they do, 2% of the male's and 8% of the females are neutral with the response forward to the work they do in the library, 10% (5) male's and 55% (27) females agree, finally 2% (1) male's and 16% (8) females strongly agree. Therefore, it is clearly stated that the majority of the females are satisfied with the work they perform at the library.

Table 4.2.36 I believe that what I do is valued. (Age wise)

Level of satisfaction	Age				Total
	23 - 30	31 - 40	41 - 50	51 - 60	
Strongly disagree	0	0	0	0	(%)
Disagree	0	2(4%)	1(2%)	0	3(6%)
Neutral	3(6%)	2(4%)	0	0	5(10%)
Agree	5(10%)	12(24%)	12(24%)	3(6%)	32(65%)
Strongly Agree	3(6%)	4(8%)	2(4%)	0	9(18%)
Total	11(22%)	20(40%)	15(30%)	3(6%)	49(100%)

Figure 4.2.36 I believe that what I do is valued. (Age wise)

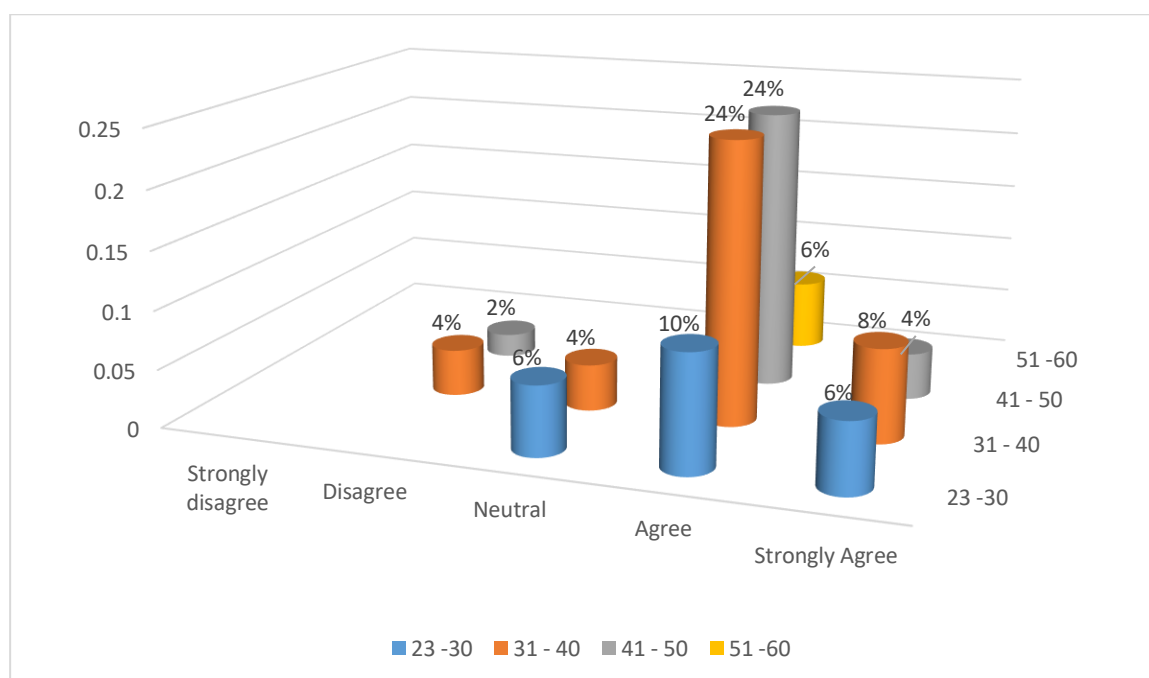


Table 4.2.36 indicates amongst the age group 23 - 30, 6% (3) respondents are neutral, 10% (5) agree, 6% (3) said strongly agree. The 31 - 40 age group 4% (2) are dissatisfied and neutral, 24% (12) said they agree, 8% (4) said strongly agree. The 41 - 50 age group 2% (1) disagreed, 24% (12) said they agree, 4% (2) said strongly agree. Lastly from 51 - 60 age group 6% (3) all respondents said they agree that their library has a collaborative and corporate atmosphere. Therefore, amongst the 41 - 50 age group interviewees, I believe that what I do is valued.

Table 4.2.37 Performing your responsibilities in the library with access to ventilation, furniture, and other hygiene facilities.

Level of satisfaction	Respondent's
Yes	46 (94%)
No	3 (6%)
Total	49 (100%)

Figure 4.2.37 performing your responsibilities in the library with access to ventilation, furniture, and other hygiene facilities.

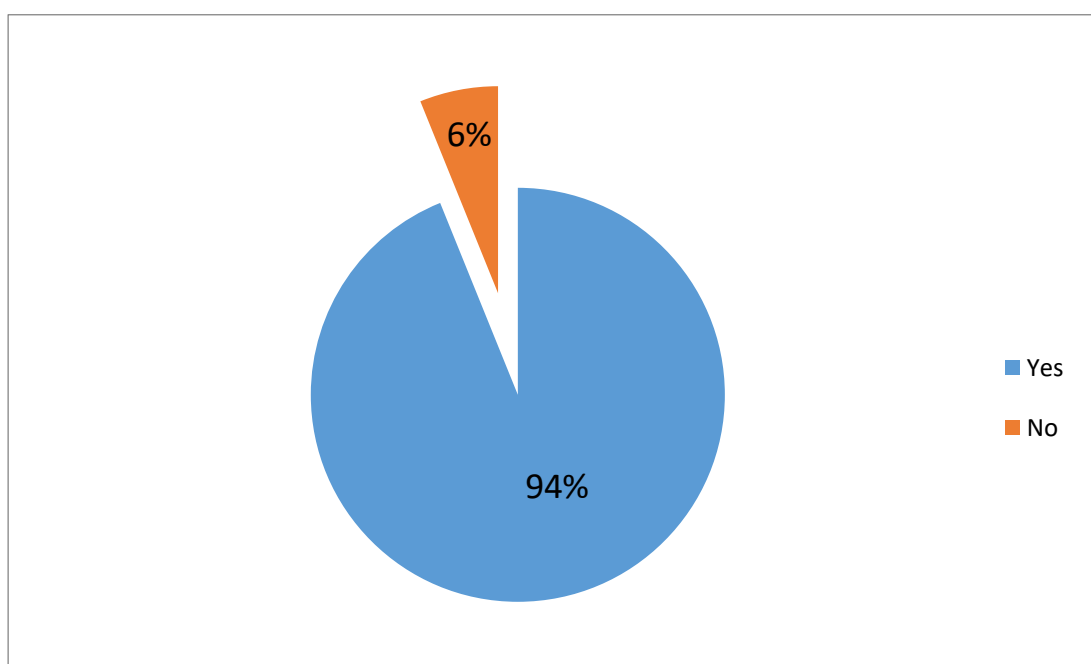


Table 4.2.37 reveals about librarians who can perform responsibilities in the library with access to ventilation, furniture, and other hygiene facilities i.e., 94% (46) majority of the respondents said yes that they can have access to all the facilities, 6% (3) said no that they cannot have access to facilities of library.

Table 4.2.38 Performing your responsibilities in the library with access to ventilation, furniture, and other hygiene facilities. (Gender wise)

Level of satisfaction	Gender		Total
	Male	Female	
Yes	8 (16%)	38 (78%)	46 (94%)
No	0	3 (6%)	3 (6%)
Total	8 (16%)	41 (84%)	49 (100%)

Figure 4.2.38 Performing your responsibilities in the library with access to ventilation, furniture, and other hygiene facilities. (Gender wise)

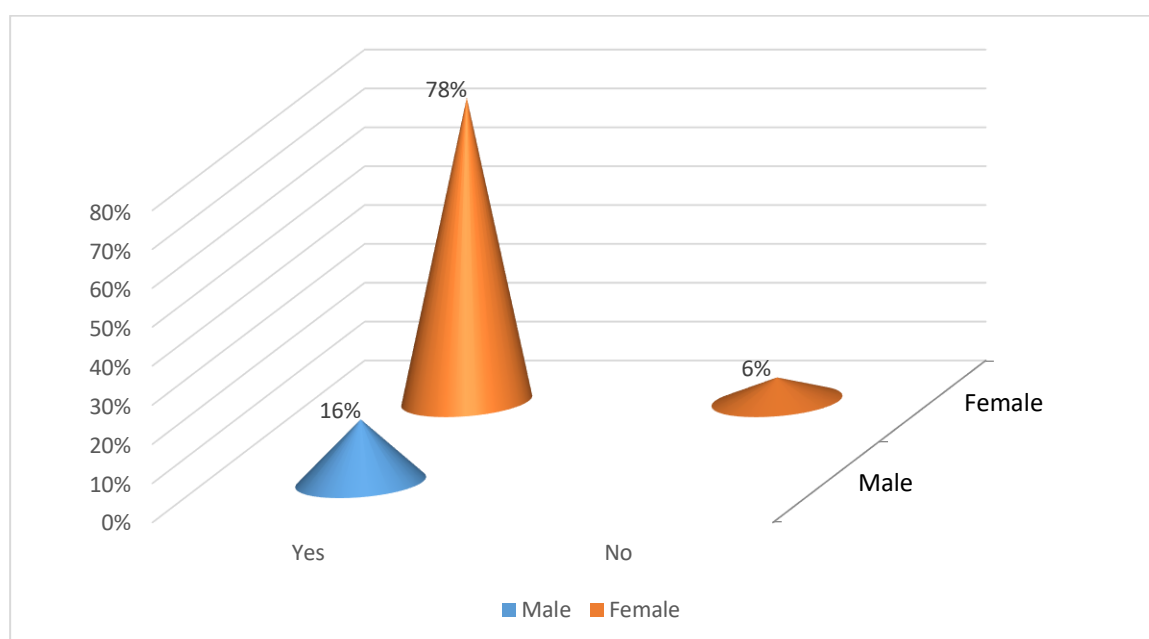


Table 4.2.38 shows that 16% (8) males and 78% (38) females said yes that they can work in a library with access to ventilation, furniture, and other hygiene facilities, only 6% (3) females said no. The vast majority of female respondents stated that they can work in a library with access to ventilation, furniture, and other hygiene amenities in light of this.

Table 4.2.39 Performing your responsibilities in the library with access to ventilation, furniture, and other hygiene facilities. (Age wise)

Level of satisfaction	Age				Total
	23 - 30	31 - 40	41 - 50	51 - 60	
Yes	11(22%)	20(40%)	13(26%)	2(4%)	46(93%)
No	0	0	2(4%)	1(2%)	3(6%)
Total	11(22%)	20(40%)	15(30%)	3(6%)	49(100%)

Figure 4.2.39 Performing your responsibilities in the library with access to ventilation, furniture, and other hygiene facilities. (Age wise)

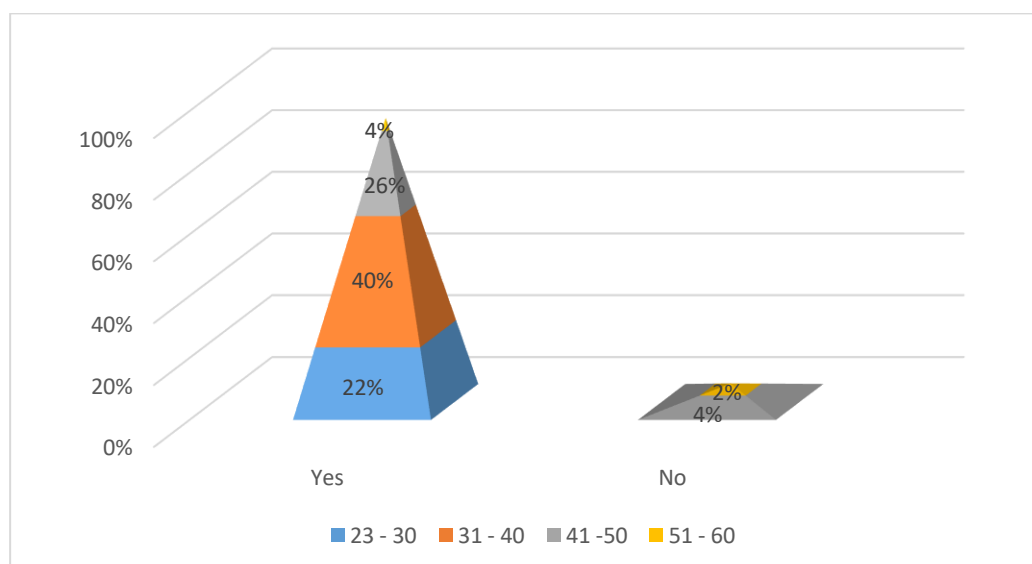


Table 14 indicates amongst the age group 23 - 30, 22% (11) respondents are satisfied, 31 - 40 age group 40% (20) respondents are satisfied, 41 - 50 age group 26% (13) respondents are satisfied, 4% (2) are not satisfied, lastly from 51 - 60 age group 4% (2) are satisfied, 2% (1) is not satisfied. While the majority of respondents in the age range of 31 - 40 said yes that they can work in a library that has access to ventilation, furniture, and other hygienic amenities.

Table 4.2.40 library should provide the education or training I need to advance in my career.

Level of satisfaction	Respondent's
Strongly disagree	0
Disagree	2 (4%)
Neutral	10 (20%)
Agree	26 (53%)
Strongly Agree	11 (22%)
Total	49 (100%)

Figure 4.2.40 library should provide the education or training I need to advance in my career.

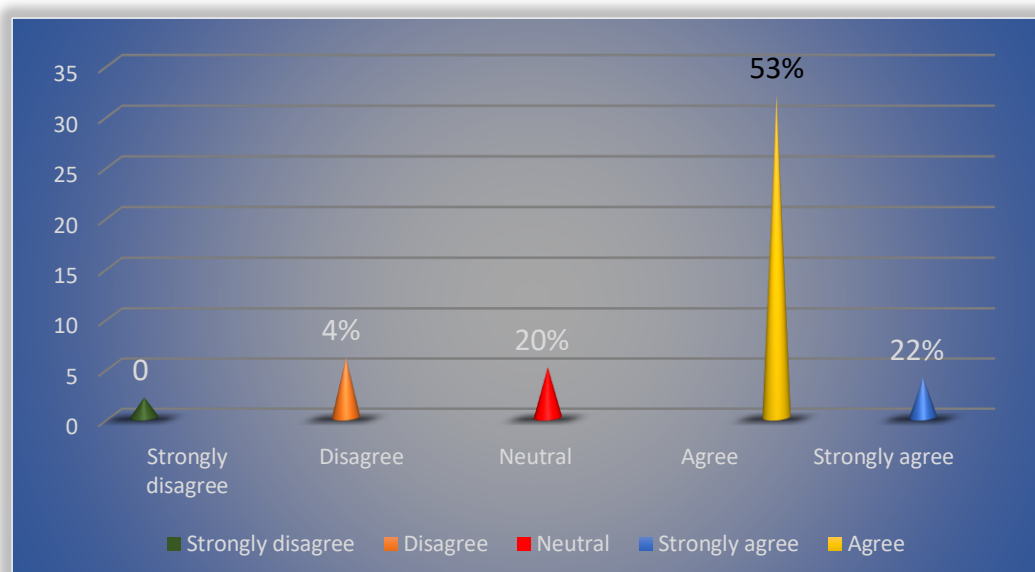


Table 4.2.40 depicts that libraries should provide education or training where librarians can advance in the career i.e., 4% (2) respondents disagreed that libraries are not providing career advancement programs, 20% (10) are neutral, 53% (26) majority agree that libraries are providing education or training advancement programs, lastly 22% (11) respondents said strongly agree.

Table 4.2.41 Library should provide education or training I need to advance in my career. (Gender wise)

Level of satisfaction	Gender		Total
	Male	Female	
Strongly disagree	0	0	0
Disagree	0	2 (5%)	2 (5%)
Neutral	0	10 (20%)	10 (20%)
Agree	6 (12%)	20 (40%)	26 (52%)
Strongly Agree	2 (4%)	9 (19%)	11 (23%)
Total	8 (16%)	41 (84%)	49 (100%)

Figure 4.2.41 Library should provide education or training I need to advance in my career. (Gender wise)

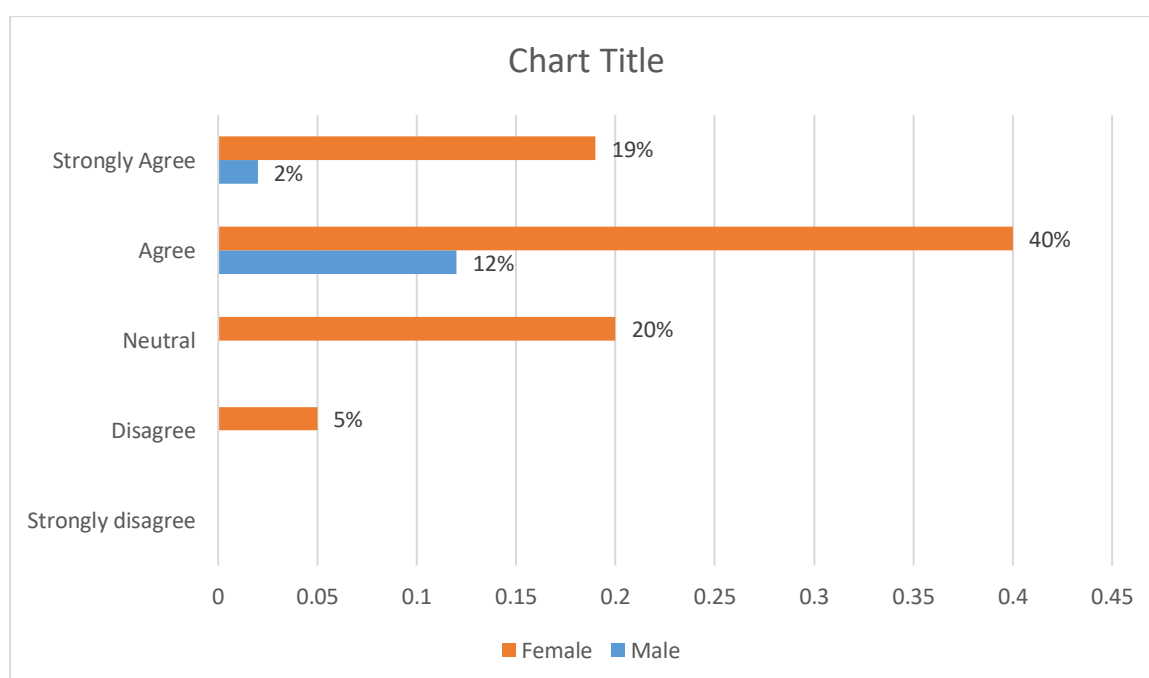


Table 4.2.41 indicates that only 5% (2) of the females disagreed that they should not provide training or education facilities, 20% (10) of the females are neutral, 12% (6) male's and 40% (20) females agree, finally 4% (2) male's and 19% (9) females strongly agree. The majority of the female respondents believe that training or professional advancement programmers are necessary for a bright future as a result.

Table 4.2.42 Library should provide the education or training I need to advance in my career. (Age wise)

Level of satisfaction	Age				Total
	23 - 30	31 - 40	41 – 50	51 - 60	
Strongly disagree	0	0	0	0	0
Disagree	0	2(4%)	0	0	2(4%)
Neutral	4(8%)	4(8%)	1(2%)	1(2%)	10(20%)
Agree	6(12%)	8(16%)	10(20%)	2(4%)	26(53%)
Strongly Agree	1(2%)	6(12%)	4(8%)	0	11(22%)
Total	11(22%)	20(40%)	15(30%)	3(6%)	49(100%)

Table 4.2.42 Library should provide the education or training I need to advance in my career. (Age wise)

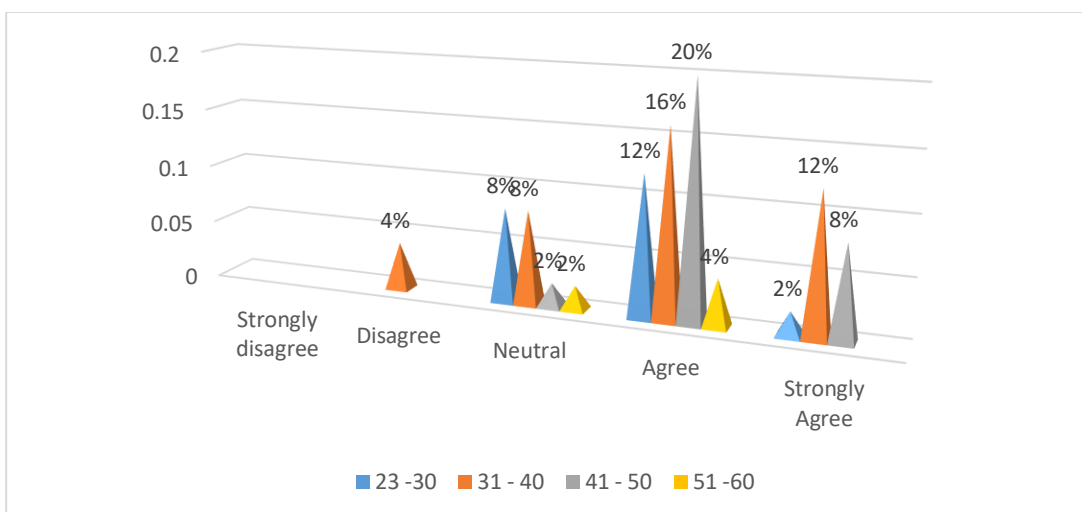


Table 15 indicates amongst the age group 23 - 30 therefore, 8% (6) respondents are neutral, 12% (6) agree, 2% (1) said strongly agree. The 31 - 40 age group 4% (2) are disagree, 8% (4) neutral, 16% (8) said they agree, 12% (6) said strongly agree. The 41 - 50 age group 2% (1) neutral, 20% (10) said they agree, 8% (4) said strongly agree. Lastly from 51 - 60 age group 2% (1) respondents said they are neutral, 4% (2) agree that libraries should provide them training and education facilities. Therefore, amongst the 41 - 50 age group respondents agreed that the library should provide education or training facilities for the betterment of my future.

Table 4.2.43 work related stress.

Level of satisfaction	Respondent's
Yes	35 (71%)
No	14 (29%)
Total	49 (100%)

Figure 4.2.43 work related stress.

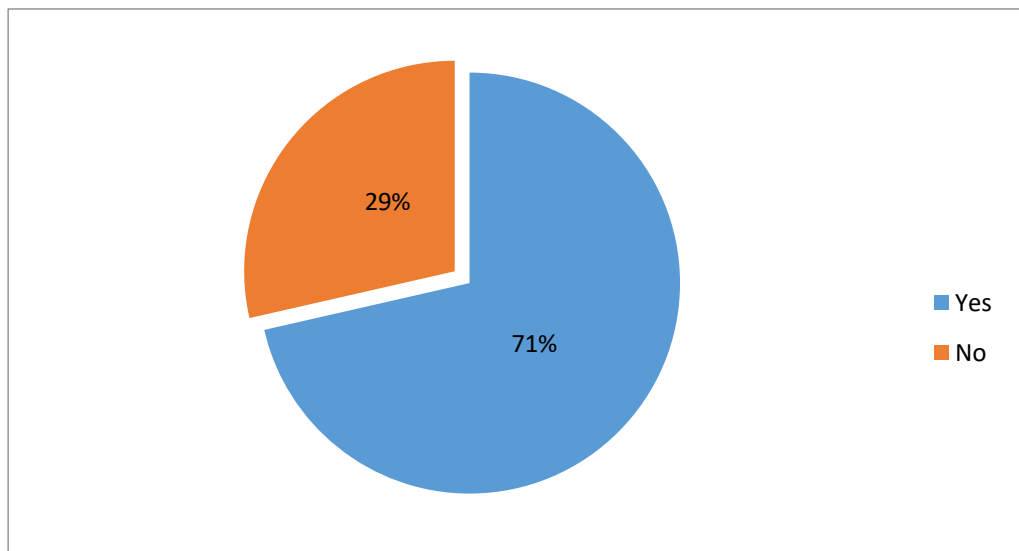


Table 4.2.43 clearly states work-related stress 71% (35) majority of the respondents said yes i.e. they are having stress at work, and 29% (14) very fewer respondents said no that the work they are doing is not at all stress full.

Table 4.2.44 Work related stress. (Gender wise)

Level of satisfaction	Gender		Total
	Male	Female	
Yes	2 (4%)	13 (26%)	15 (30%)
No	6 (12%)	28 (58%)	34 (70%)
Total	8 (16%)	41 (84%)	49 (100%)

Figure 4.2.44 Work related stress. (Gender wise)

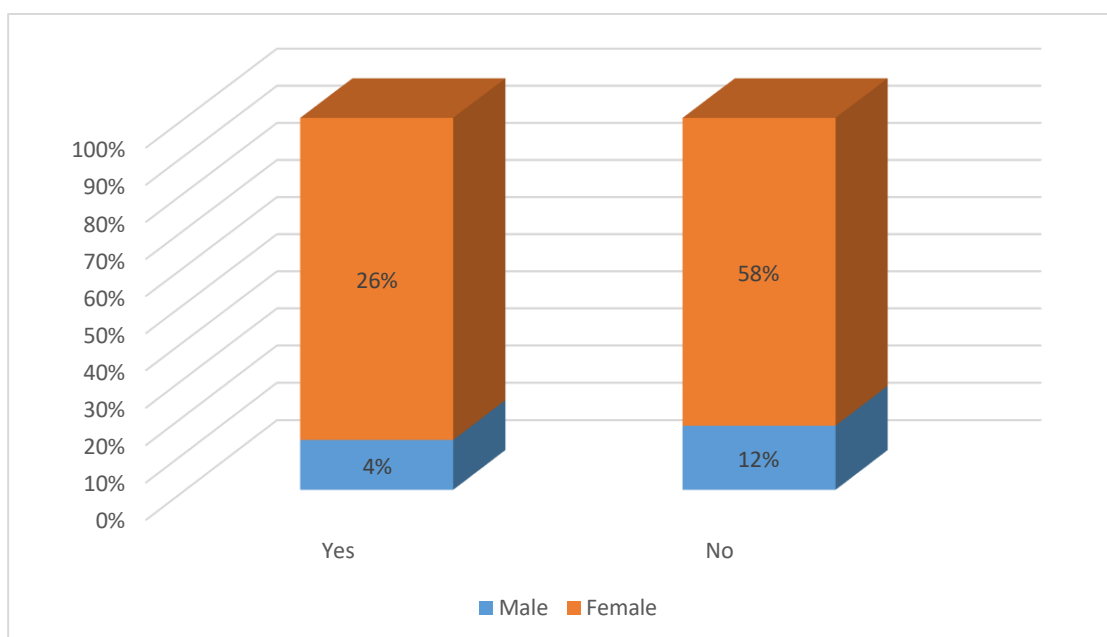


Table 4.2.44 shows that 4% (2) males and 26% (13) females said yes that they have work related stress, 12% (6) males and 58% (28) females said no about work related stress. The vast majority of female respondents concurred that they don't experience stress at work.

Table 4.2.45 Work related stress. (Age wise)

Level of satisfaction	Age				Total
	23 - 30	31 - 40	41 - 50	51 - 60	
Yes	4(8%)	7(14%)	2(4%)	1(2%)	14(28%)
No	7(14%)	13(26%)	13(26%)	2(4%)	35(71%)
Total	11(%)	20(40%)	15(30%)	3(6%)	49(100%)

Figure 4.2.45 Work related stress. (Age wise)

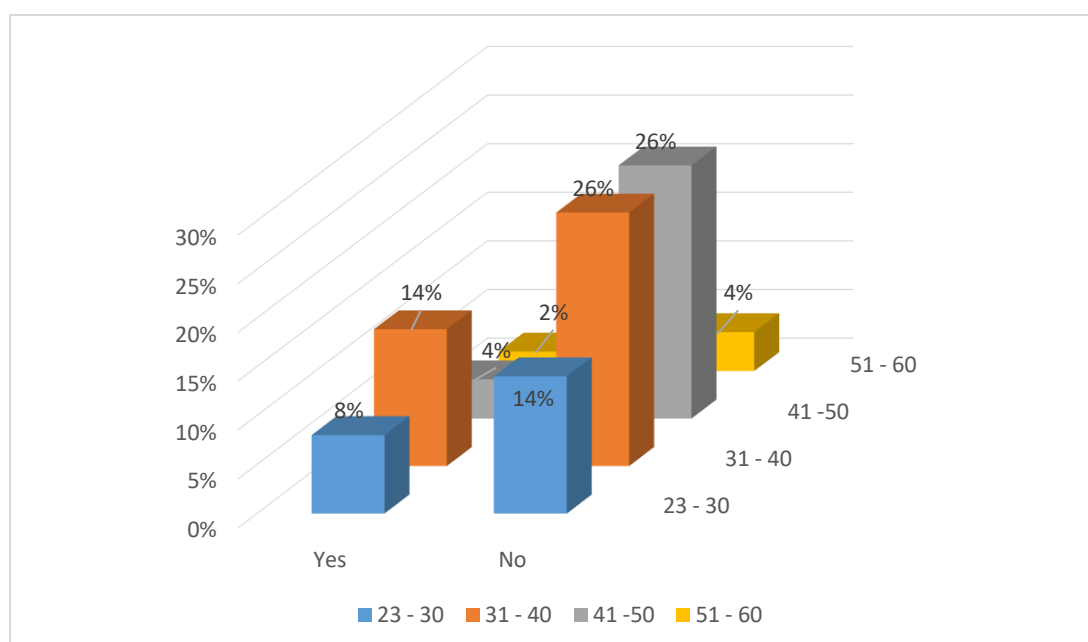


Table 4.2.45 indicates work related stress, amongst the age group 23 - 30, 8% (4) respondents are satisfied, 4% (7) are not satisfied, 31 - 40 age group 17% (14) respondents are satisfied, 26% (13) are not satisfied, 41 - 50 age group 4% (2) respondents are satisfied, 26% (13) are not satisfied, lastly from 51 - 60 age group 2% (1) are satisfied, 4% (2) is not satisfied. While the majority of respondents in the age range of 31 - 40 and 41 - 50 said no that they are not having work related stress.

Table 4.2.46 Employees can balance their family, career, and personal life.

Level of satisfaction	Respondent's
Yes	8 (16%)
No	41 (84%)
Total	49 (100%)

Figure 4.2.46 employees can balance their family, career, and personal life.

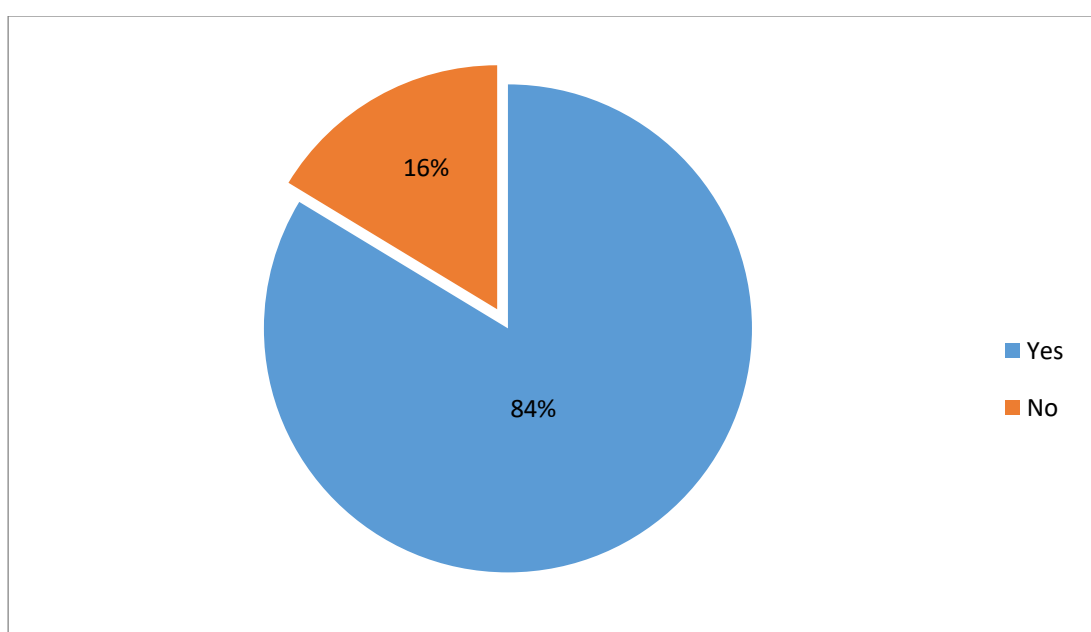


Table 4.2.46 makes it extremely clear that 84% (41) of respondents stated yes that they could balance their family, career, and personal life apart from their work life, and 16% (8) said no that they cannot manage their family, career, and personal life.

**Table 4.2.47 Employees can balance their family, career, and personal life.
(Gender wise)**

Level of satisfaction	Gender		Total
	Male	Female	
Yes	6 (12%)	35 (72%)	41 (84%)
No	2 (4%)	6 (12%)	8 (16%)
Total	8 (16%)	41 (84%)	49 (100%)

**Figure 4.2.47 Employees can balance their family, career, and personal life.
(Gender wise)**

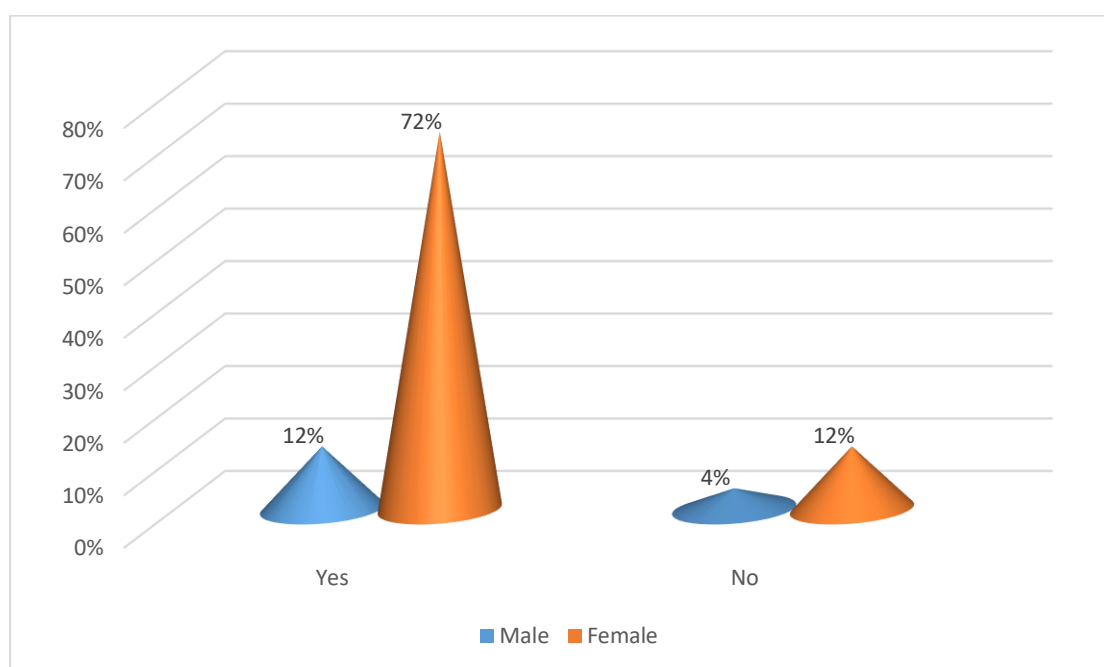


Table 4.2.47 shows that 12% (6) males and 72% (35) females said yes that they are satisfied that they can manage their work and family life, 4% (2) males and 12% (6) females said no that they cannot manage their work and personal life. As a result, the vast majority of female respondents can juggle their personal and professional life.

Table 4.2.48 Employees can balance their family, career, and personal life.
(Age wise)

Level of satisfaction	Age				Total
	23 - 30	31 - 40	41 - 50	51 - 60	
Yes	6(12%)	18(36%)	14(28%)	3(6%)	41(83%)
No	5(10%)	2(4%)	1(2%)	0	8(16%)
Total	11(22%)	20(40%)	15(30%)	3(6%)	49(100%)

Figure 4.2.48 Employees can balance their family, career, and personal life.
(Age wise)

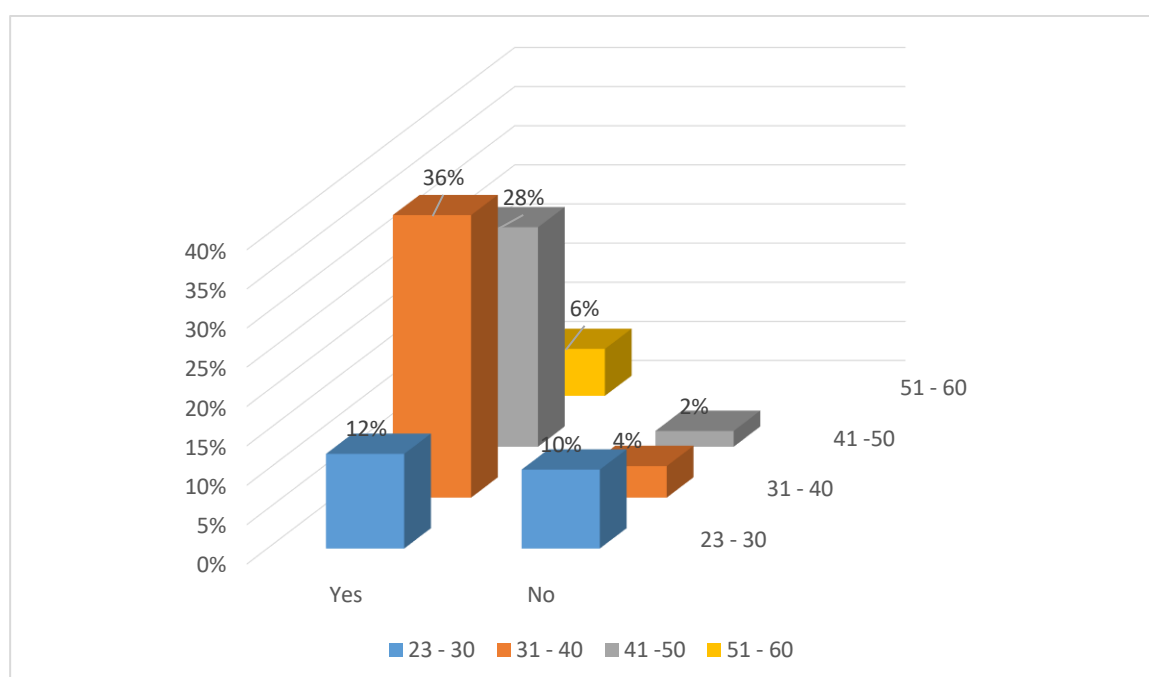


Table 4.2.48 indicates the age group 23 - 30 age group, 12% (5) respondents are satisfied, 10% (5) are not satisfied with their working hours. 31 - 40 age group, 36% (18) respondents are satisfied, 4% (2) are not satisfied. 41 - 50 age group, 28% (14) respondents are satisfied, 2% (1) are not satisfied. Lastly from 51 - 60 age groups all 6% (3) are fully satisfied. It is therefore evident that respondents in the age range of 31 - 40 are able to balance your family, career, and personal life.

Table 4.2.49 Employees gossiping and complaining at work place.

Level of satisfaction	Respondent's
Yes	8 (16%)
No	29 (59%)
I don't know	12 (25%)
Total	49 (100%)

Figure 4.2.49 employees gossiping and complaining at work place.

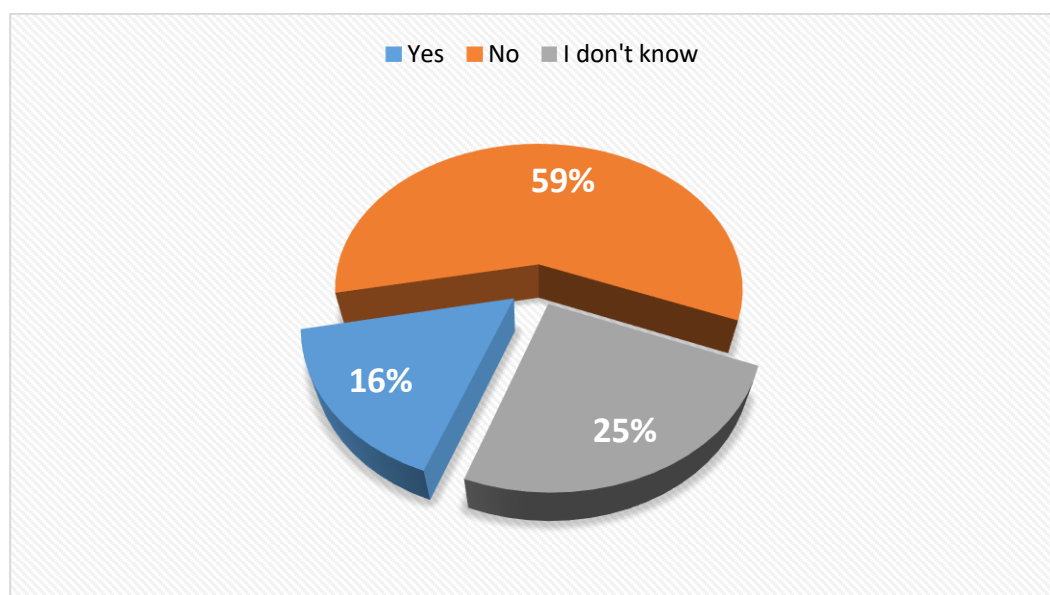


Table 4.2.49 shows gossiping and complaining at the workplace 16% (8) said yes that there are gossiping and complaining at the workplace, 25% (12) respondents said I don't know, lastly 59% (29) majority of them said that there is no gossiping and complaining at the workplace.

Table 4.2.50 employees gossiping and complaining at work place. (Gender wise)

Level of satisfaction	Gender		Total
	Male	Female	
Yes	0	8 (16%)	8 (16%)
No	5 (10%)	23 (47%)	28 (57%)
I don't know	3 (6%)	10 (21%)	13 (27%)
Total	8 (16%)	41 (84%)	49 (100%)

Figure 4.2.50 employees gossiping and complaining at work place. (Gender wise)

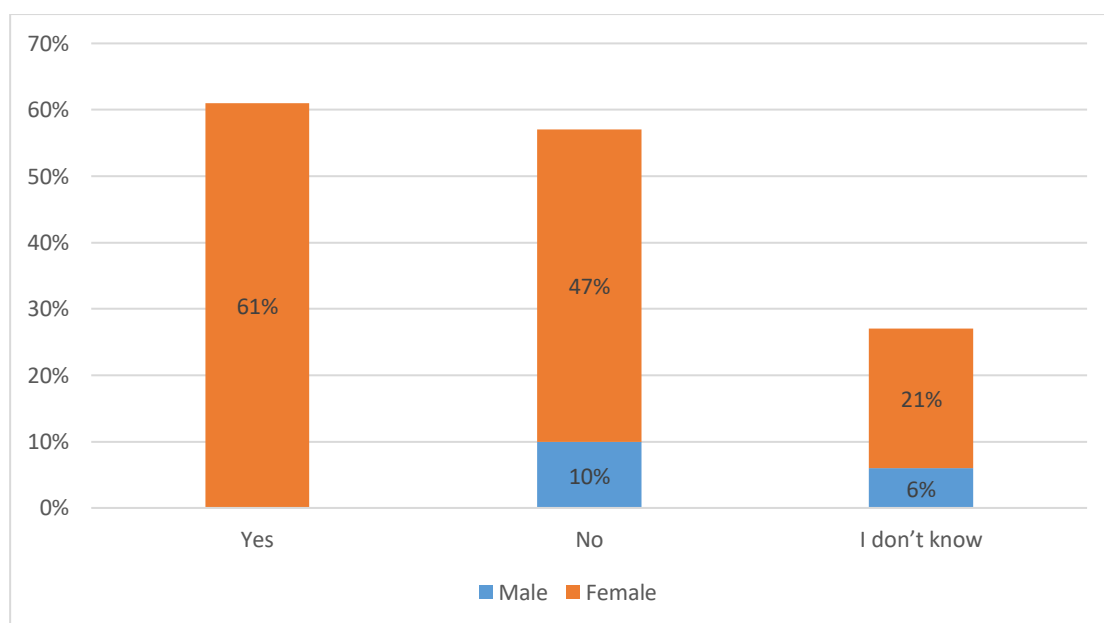


Table 4.2.50 shows that only 16% (8) females said that there is too much gossiping and complains at work place, 10% (5) males and 47% (23) females said no, lastly 6% (3) males and 21% (10) females said I don't know since they don't want to fall in trouble. Most of the female respondents claimed that there is no complaining or chit-chatting at work.

Table 4.2.51 employees gossiping and complaining at work place. (Age wise)

Level of satisfaction	Age				Total
	23 - 30	31 - 40	41 – 50	51 - 60	
Yes	3(6%)	3(6%)	2(4%)	0	8(16%)
No	6(12%)	11(22%)	10(20%)	2(4%)	29(59%)
I don't know	2(4%)	6(12%)	3(6%)	1(2%)	12(24%)
Total	11(22%)	20(40%)	15(30%)	3(6%)	49(100%)

Figure 4.2.51 employees gossiping and complaining at work place. (Age wise)

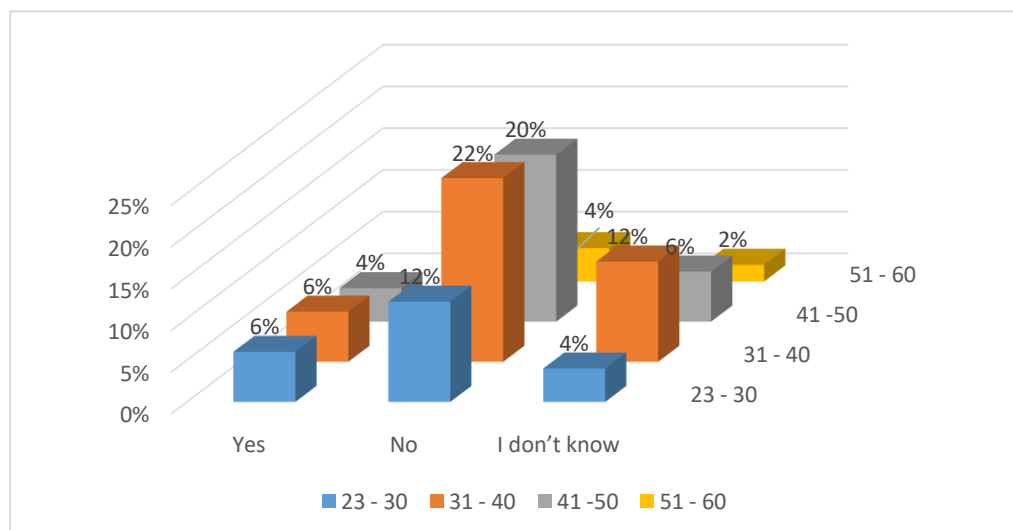


Table 4.2.51 indicates that there is too much gossiping and complaints at work place, amongst the 23 - 30 age group 6% (3) respondents are satisfied, 12% (6) are not satisfied, 4% (2) said I don't know. 31 - 40 age group, 6% (3) respondents are satisfied, 22% (11) are not satisfied, 12% (6) said I don't know that there is complaining or gossiping at work. 41 - 50 age group, 4% (2) respondents are satisfied, 20% (10) are not satisfied, 3% (6) said I don't know. Lastly from 51 - 60 age group 4% (2) are not satisfied and 2% (1) said I don't know. Therefore, most of the respondents in the age range of 31 - 40 claimed that there is no complaining or gossiping at work.

Table 4.2.52 Employees get promotion from time to time.

Level of satisfaction	Respondent's
Yes	8 (16%)
No	33 (68%)
I don't know	8 (16%)
Total	49 (100%)

Figure 4.2.52 Employees get promotion from time to time.

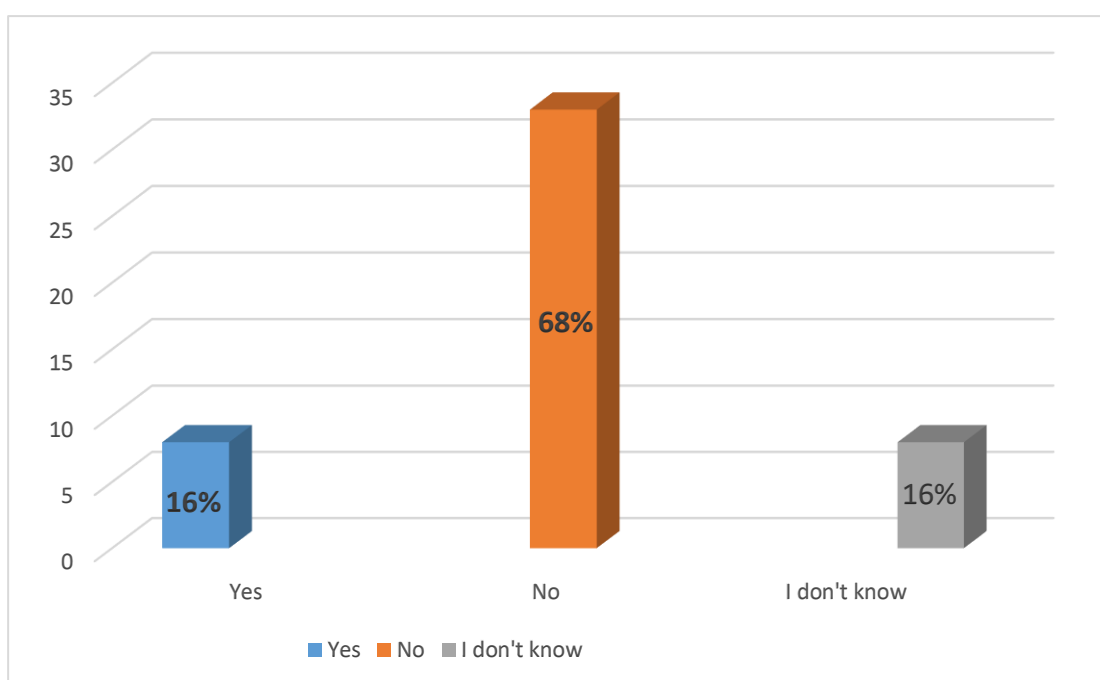


Table 4.2.52 reveals 16% (8) of respondents said yes that they are getting promotions on timely bases, and the majority amongst them 68% (33) said no that they are not getting promotions on timely bases. Hence, this hampers their personal life, 16% (8) respondents said I don't know.

Table 4.2.53 Employees get promotion from time to time. (Gender wise)

Level of satisfaction	Gender		Total
	Male	Female	
Yes	2 (4%)	7 (14%)	9 (18%)
No	3 (6%)	30 (62%)	33 (68%)
I don't know	3 (6%)	4 (8%)	7 (14%)
Total	8 (16%)	41 (84%)	49 (100%)

Figure 4.2.53 Gender wise employees get promotion from time to time.

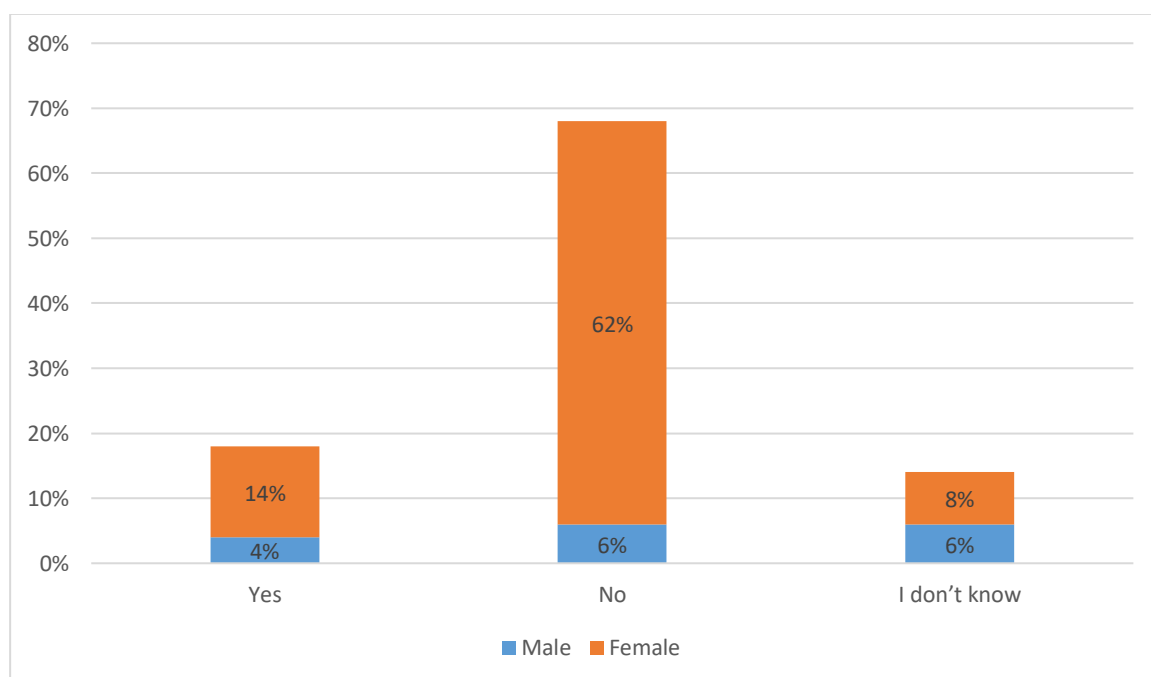


Table 4.2.53 shows that 4% (2) males and 14% (7) females said that they get promotion from time to time, 6% (3) males and 62% (30) females said no, lastly 6% (3) males and 8% (4) females said I don't know. The female respondents claimed that they were not receiving timely promotions

Table 4.2.54 Employees get promotion from time to time. (Age wise)

Level of satisfaction	Age				Total
	23 - 30	31 - 40	41 - 50	51 - 60	
Yes	0	4(8%)	2(4%)	2(4%)	8(16%)
No	7(14%)	14(28%)	11(22%)	1(2%)	33(67%)
I don't know	4(8%)	2(4%)	2(4%)	0	8(16%)
Total	11(22%)	20(40%)	15(30%)	3(6%)	49(100%)

Figure 4.2.54 Employees get promotion from time to time. (Age wise)

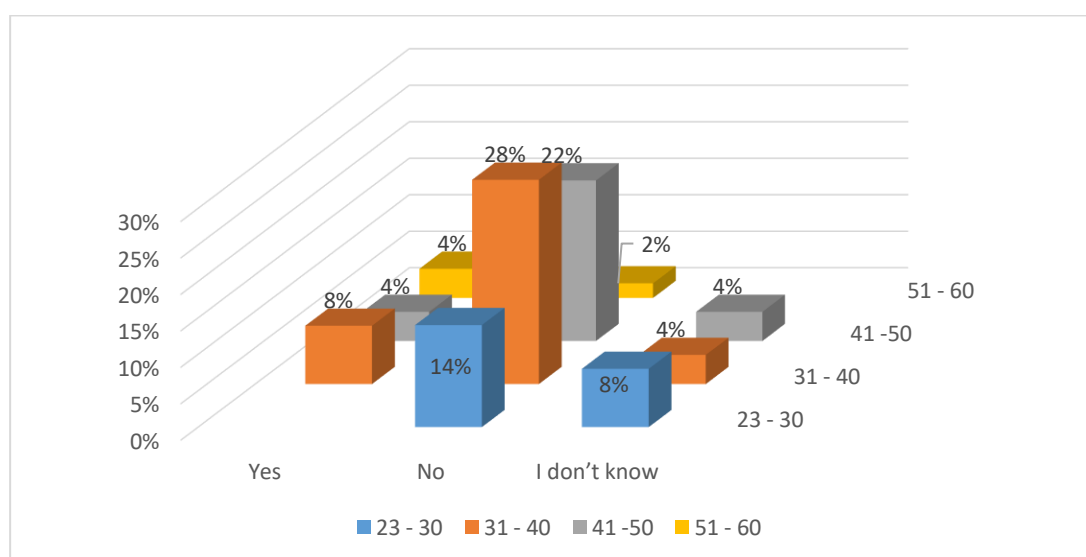


Table 4.2.54 indicates that they get promotion from time to time, amongst the 23 - 30 age group 14% (7) respondents are not satisfied, 8% (4) said I don't know. 31 - 40 age group, 8% (4) respondents are satisfied, 28% (14) are not satisfied, 4% (2) said I don't know that they get promotion from time to time. 41 - 50 age group, 4% (2) respondents are satisfied, 22% (11) are not satisfied, 4% (2) said I don't know. Lastly from 51 - 60 age group 4% (2) respondents are satisfied and 2% (1) respondents are not satisfied. Therefore, most of the respondents in the age range of 31 - 40 claimed that they don't get promotion on timely bases.

Table 4.2.55 Organization having resources, equipment, or tools to do library work.

Level of satisfaction	Respondent's
Yes	39 (80%)
No	10 (20%)
Total	49 (100%)

Figure 4.2.55 Organization having resources, equipment, or tools to do library work.

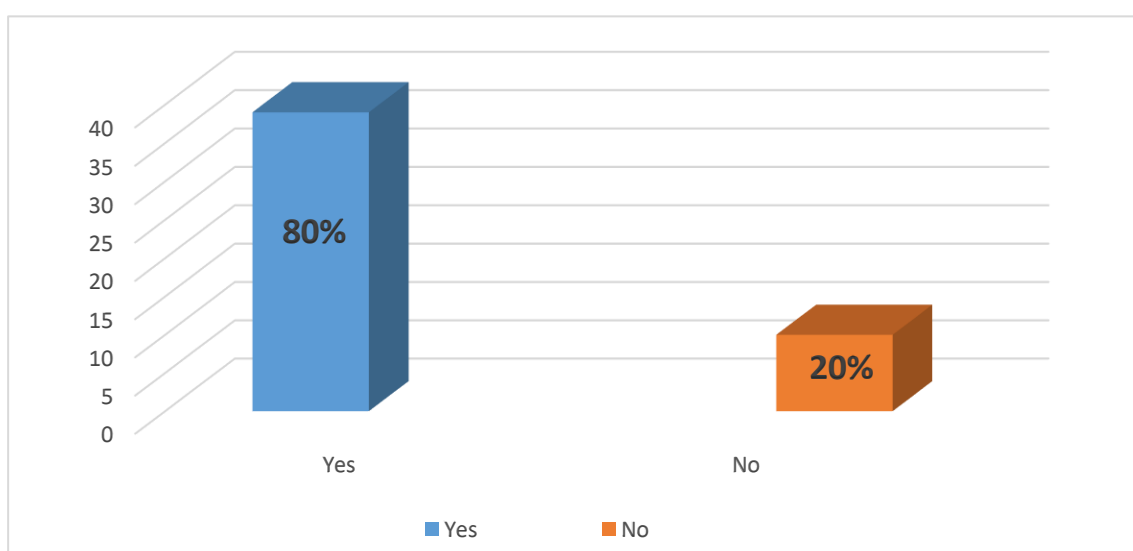


Figure 4.2.55 indicates 80% (39) respondents said yes that their library has resources, equipment, or tools to do library work, where only 20% (10) respondents said No that their library doesn't have resources, equipment, or tools to do library work.

Table 4.2.56 Organization having resources, equipment, or tools to do library work. (Gender wise)

Level of satisfaction	Gender		Total
	Male	Female	
Yes	7 (14%)	32 (65%)	38 (79%)
No	1 (2%)	9 (19%)	10 (21%)
Total	8 (16%)	41 (84%)	49 (100%)

Figure 4.2.56 Organization having resources, equipment, or tools to do library work. (Gender wise)

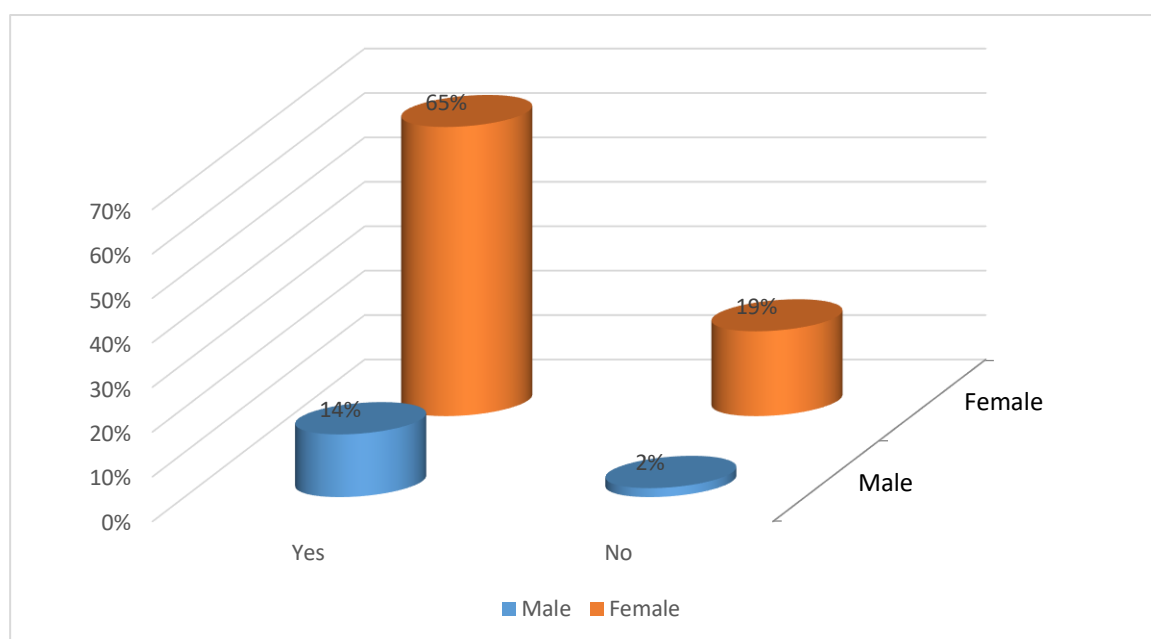


Figure 4.2.56 shows that 14% (7) males and 65% (32) females said yes that their salary is according to their duties and positions, 2% (1) males and 19% (9) females said no that they are not satisfied. Most of the female respondents were pleased with their library's availability of materials, tools, or equipment for library work.

Table 4.2.57 Organization having resources, equipment, or tools to do library work. (Age wise)

Level of satisfaction	Age				Total
	23 - 30	31 - 40	41 - 50	51 - 60	
Yes	9(18%)	17(34%)	11(22%)	2(4%)	39(79%)
No	2(4%)	3(6%)	4(8%)	1(2%)	10(20%)
Total	11(22%)	20(40%)	15(30%)	3(6%)	49(100%)

Figure 4.2.57 Organization having resources, equipment, or tools to do library work. (Age wise)

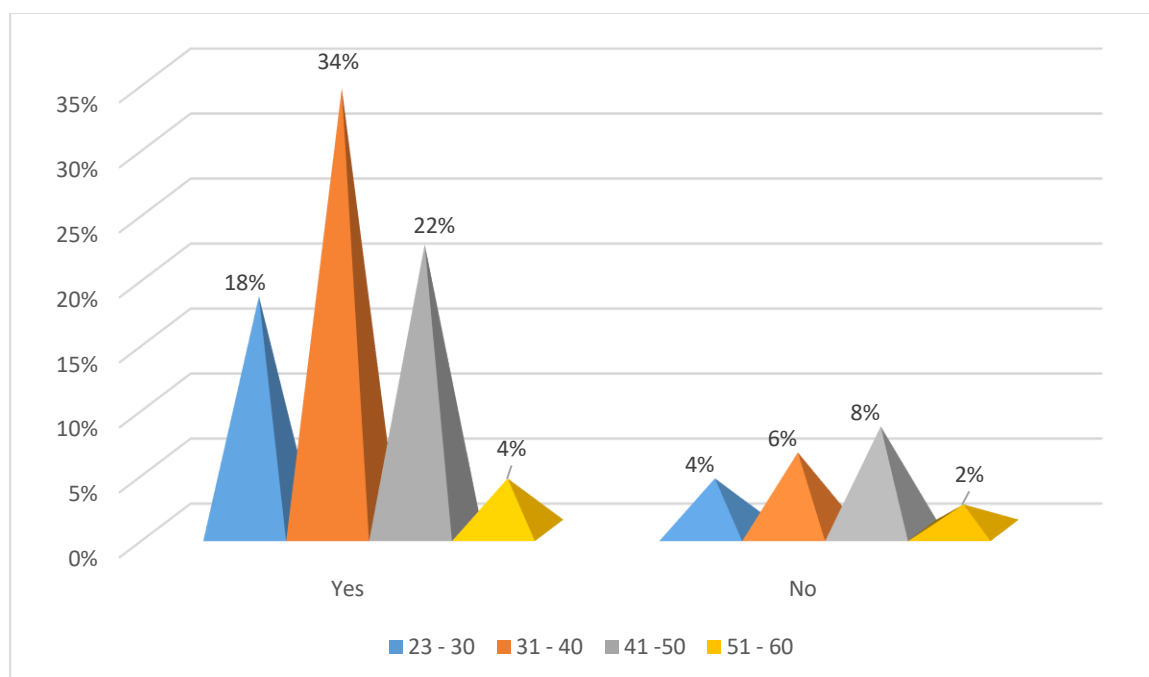


Figure 4.2.57 indicates the organization in which the librarian is working has required equipment to do library work, amongst age group 23 - 30, 18% (9) respondents are satisfied, 4% (2) are not satisfied, 31 - 40 age group 34% (17) respondents are satisfied, 6% (3) are not satisfied, 41 - 50 age group 22% (11) respondents are satisfied, 8% (4) are not satisfied, lastly from 51 - 60 age group 4% (2) are satisfied, 2% (1) is not satisfied. While the majority of respondents in the age range of 31 - 40 said yes that their organization is having resources, equipment, or tools to do better library work.

Table 4.2.58 Encouragement by my higher authorities for better work.

Level of satisfaction	Respondent's
Yes	41 (84%)
No	8 (16%)
Total	49 (100%)

Figure 4.2.58 Encouragement by my higher authorities for better work.

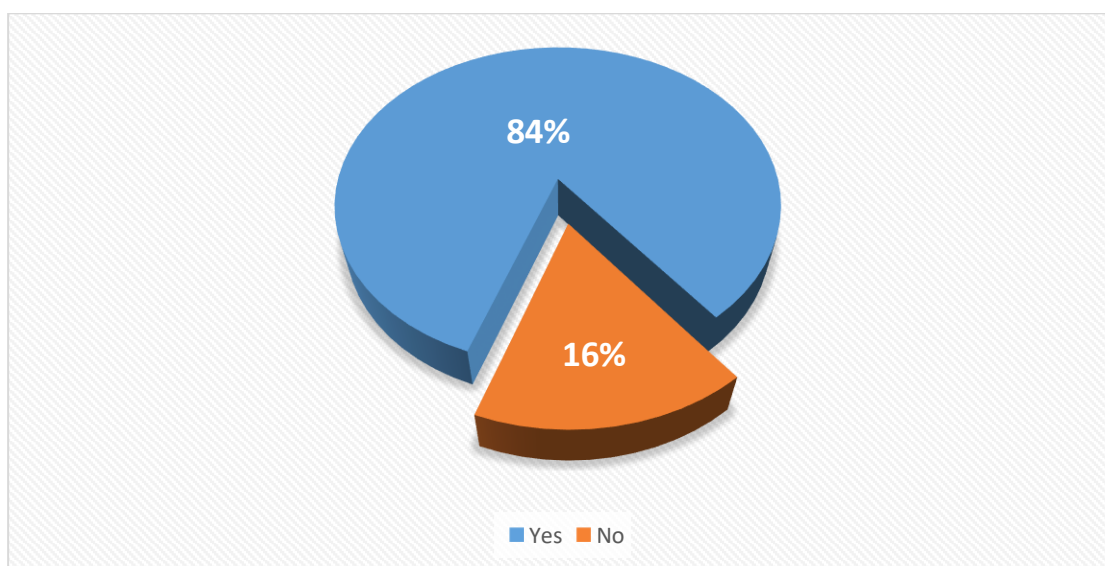


Table 4.2.58 illustrates that the majority 84% (41) of respondents said yes that they are encouraged by their superiors to do better work, the rest 16% (8) said no i.e. they are not encouraged to do better work.

Table 4.2.59 Encouragement by my higher authorities for better work. (Gender wise)

Level of satisfaction	Gender		Total
	Male	Female	
Yes	8 (16%)	33 (68%)	41 (84%)
No	0	8 (16%)	8 (16%)
Total	8 (16%)	41 (84%)	49 (100%)

Figure 4.2.59 Encouragement by my higher authorities for better work. (Gender wise)

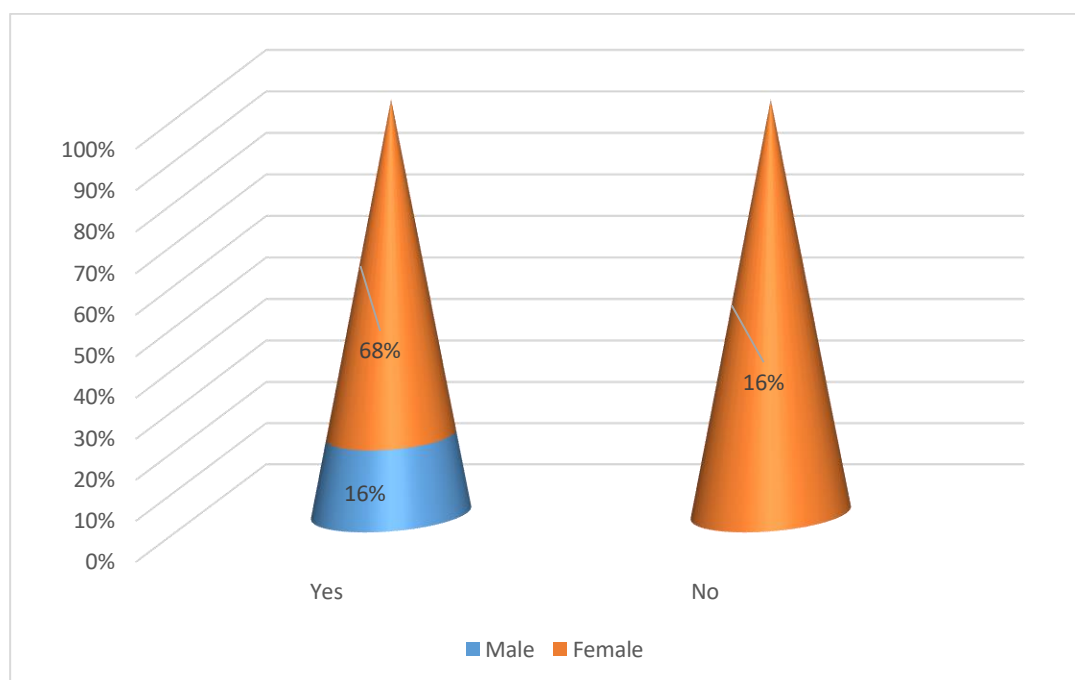


Table 4.2.59 shows that 16% (8) males and 68% (33) females said yes that management encourages to do better work, only 16% (8) females said no. The majority of females so agreed that their management motivates them to do better work.

Table 4.2.60 Encouragement by my higher authorities for better work. (Age wise)

Level of satisfaction	Age				Total
	23 - 30	31 - 40	41 - 50	51 - 60	
Yes	11(22%)	14(28%)	14(28%)	2(4%)	41(83%)
No	0	6(12%)	1(2%)	1(2%)	8(16%)
Total	11(22%)	20(40%)	15(30%)	3(6%)	49(100%)

Figure 4.2.5.60 Encouragement by my higher authorities for better work. (Age wise)

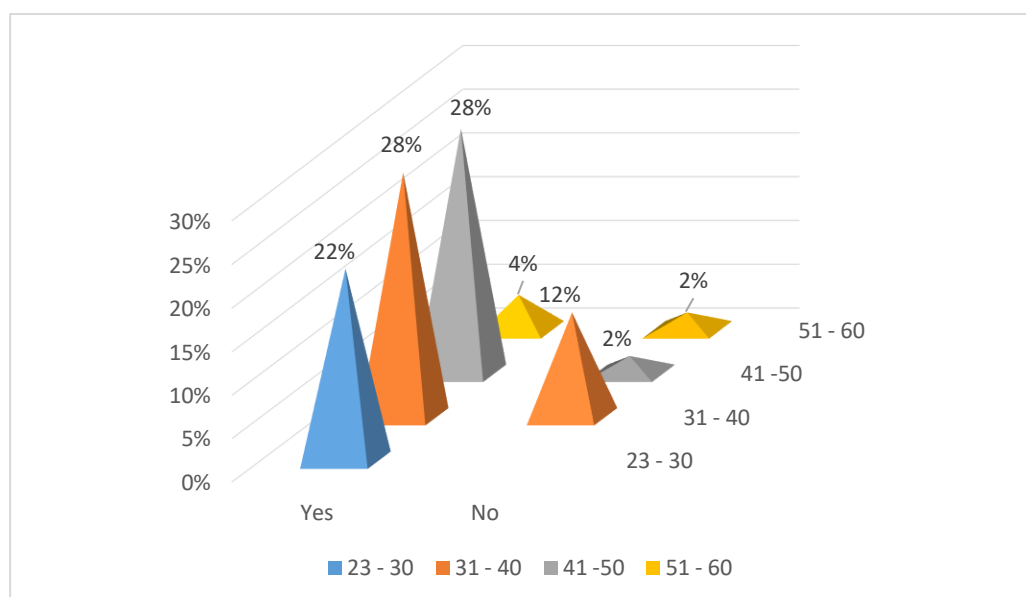


Table 4.2.60 indicates encouragement by my higher authorities for better work, amongst the 23 - 30 age group, all 22% (11) respondents are satisfied. 31 - 40 age group 14% (28) respondents are satisfied, 12% (6) are not satisfied, 41 - 50 age group 28% (14) respondents are satisfied, 2% (1) are not satisfied, lastly from 51 - 60 age group 4% (2) are satisfied, 2% (1) are not satisfied. However, the majority of respondents in the age bracket of 31 - 40 claimed that their superiors do urge them to do better work.

CHAPTER-5

Findings, Conclusion & Recommendations

5.1 Findings

The results of the comparisons are summarized as follows:

This study, it is hoped, will have a special significance in the present competitive world as lack of satisfaction hampers the efficiency of the organization and people therein. Hence such a study is very important for every organization and the university library is not an exception.

The findings of the study reveals upon the satisfaction or dissatisfaction about the public library professionals job. The data was analysed on the basis of 49 responses, and in two categories age and gender categories. This will provide clear data analysis on both the categories. Most of the library professionals in public libraries of Goa are females. Majority of the female public library professionals were satisfied with their working hours, respect from subordinates, better working atmosphere, no work related stress and etc. whereas female as well as males are dissatisfied about their less remuneration from past so many years so this lead to the major dissatisfaction at their work life, also they face low low job security at the workplace. Both male and females receive respect from their subordinates so this leads to better working environment with no personal grudges. So the library has better facilities like needed things the librarians can fully use their talent at work so his will bring advancement in library. Among the age criteria 31 - 40 age group most of the respondents are satisfied with element of categories at workplace. Therefore, working conditions of librarians should also be improved by management of libraries in order to create a favourable work environment that will support good health and psychological wellbeing. whereas it cannot be said that all females/males are satisfied or particular age response are fully satisfied/ dissatisfied because all of the response are satisfied or dissatisfied in some or the other criteria. So individual question will justify it better and more clear way.

5.2 Recommendations

Based on the study's findings, the researcher tried to make the following recommendations for public library workers in Goa who were happy with their jobs. In order to increase the job satisfaction of Goa's public librarians: -

- The management committee needs to recognize and appreciate librarians for their hard work and contributions to the library. This can be done during employee recognition programs, awards, or simply acknowledging their efforts during staff meetings.
- The Goa state central library should often conduct conferences, workshops, and training programs for librarians to keep them updated with the latest trends and skills in the field. This not only helps librarians grow professionally but also makes them feel valued by their employer.
- The government/Goa state central library should look upon increasing the salary of Jr librarians because their salary does not increase from the past so many years.
- They should be provided the chance to advance their professional qualification.
- Fix the employees instead of giving grants give them permanent salary.

5.3 Conclusion

Research on librarians' job satisfaction is comparatively limited in our state. However, as far as I can tell, no research has been done regarding the degree of job satisfaction of Goan public library professionals.

It is stated that this study would have a unique impact in the current competitive environment because low levels of satisfaction reduce organizational effectiveness and other things. Consequently, any firm should value such a study.

Therefore, most of the public librarians are not satisfied with their remuneration they receive it will further hamper the personal life and work life, it is believed that the more attractive their salary and fringe benefits are, the more satisfied and committed they will be in their services., and will providing better services to the users, so concerned authorities like the government and management should look upon increasing their salary.

Lastly central libraries should conduct/ organise some training activities for town libraries, Village libraries, NGO libraries and etc. So this will help the librarians learn new advancement Technology's. which will make the workload less and provide fast and better service to the users. so required steps/majors should be taken in order to improve job satisfaction of public libraries in Goa, like if they are satisfied with their job librarians will be happier, energetic to cater best services to users.

5.3 Future scope of the study

The study has been conducted to evaluate satisfaction and dissatisfaction of librarians working in the public library of Goa.

This study only included the responses from Public librarians and analyzed on the basis of age and gender categories, whereas future study can be done by taking the same topic but analysis can be made upon institutional, designation and qualification wise. Therefore, further research may include new questions or by taking new areas for further study, like Job satisfaction of academic librarians in Goa also by taking into consideration library attendants.

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APPENDIX

QUESTIONNAIRE

Library overdue in academic libraries of goa

Respected Sir/Madam,

I would like to bring to your notice that I am conducting a research on “**Job satisfaction of Library Profession in Public Libraries in Goa**” under the guidance of Mr. Milind C. Mhamal.

With a view to collect data this questionnaire has been designed with appropriate boxes or adequate space to mark a tick or record the information. Your kind co-operation in filling up these questionnaires will be highly appreciated. The information provided by you will be kept highly confidential and it will be used only for any research work.

I solicit your cooperation and suggestions in this regard.

Mr. Chandrakant Umesh Tirodkar

Department of library and information science

Goa University

Job Satisfaction Among Library Professionals Of Public Libraries In Goa.

Respected Sir/Madam

I am Chandrakant Tirodkar, a student at Goa University pursuing a degree in Masters of Library and Information Science.

As a part of my studies, I have undertaken minor research for my dissertation entitled 'Job Satisfaction Among Library Professionals Of Public Libraries In Goa' under the guidance of Mr. Milind Mhamal, Assistant Professor, Library and Information and Science Programme.

Please provide your valuable response to support my research study.

I assure you that your response will be treated with secrecy and be used for academic purposes only.

* Indicates required question

1. Name *

2. Gender *

3. Age *

4. Qualifications *

5. Institution (The place where you are working) *

6. Designation *

Untitled Section

7. 1.) Did you get a job at par with your qualification? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Maybe

8. 2.) Are you satisfied with your working hours? *

Mark only one oval.

- ☐ Yes
- ☐ No

9. 3.) Is your salary reasonable given to the obligations and duties of the position? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Not sure

10. 4.) Do you feel your job is secure? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Not sure

11. 5.) What are the security measures existing at your work place? *

Check all that apply.

- ☐ Security camera
- ☐ Security Personal
- ☐ Fire safety alarms
- ☐ Emergency exit
- ☐ None

12. 6.) Do you get respect from your subordinates and higher authorities? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Not sure

13. 7.) Can you avail your leaves at any time whenever you desire? *

Mark only one oval.

- ☐ Yes
- ☐ No

14. 8.) Do you think your work is challenging? *

Mark only one oval.

☐ Yes

☐ No

15. 9.) I feel that I can fully use my talent at work? *

Mark only one oval.

☐ Strongly disagree

☐ Disagree

☐ Neutral

☐ Agree

☐ Strongly agree

16. 10.) Is your organization having resources, equipment, or tools to do library work? *

Mark only one oval.

☐ Yes

☐ No

17. 11.) The library usually has a collaborative and corporate atmosphere. *

Mark only one oval.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

18. 12.) Do you think your Job is enjoyable? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Not sure

19. 13.) I believe that what I do is valued. *

Mark only one oval.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

20. 14.) Can you perform your responsibilities in the library with access to ventilation, furniture, and other hygiene facilities? *

Mark only one oval.

- ☐ Yes
- ☐ No

21. 15.) Library should provide the education or training I need to advance in my career. *

Mark only one oval.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

22. 16.) Do you have any work related stress? *

Mark only one oval.

- ☐ Yes
- ☐ No

23. 17.) Are you able to balance your family, career, and personal life? *

Mark only one oval.

- ☐ Yes
- ☐ No

24. 18.) There is far too much gossiping and complaining at work place? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ I don't know

25. 19.) Do you get promotion from time to time? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ I don't know

26. 20.) There is always encouragement by my higher authorities for better work.

Mark only one oval.

- ☐ Yes
- ☐ No

Your views

27. _____
28. _____
29. _____
30. _____
31. _____
32. _____

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