

Job Satisfaction among Secondary School Library Personnel of Kendriya Vidyalaya and Navodaya Vidyalaya in Delhi and NCR: An Analytical Approach

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Abstract

Present study has examined the job satisfaction of the school library personnel in Kendriya Vidyalaya (KV) and Navodaya Vidyalaya (NV) schools of Delhi and the National Capital Region (NCR). It is very essential for the school administration to create a positive learning atmosphere for the working personnel, encouraging literacy, and helping students with their academic endeavours. Enhancing their morale, productivity, and general well-being requires an understanding of their job satisfaction. Through in-depth interviews with school library personnel from both schools, this study investigates a range of aspects that impact their job satisfaction, such as internal relationships, future growth chances, work atmosphere, remuneration, promotion, and training resources. The results offer valuable perspectives on the distinct obstacles and prospects encountered by school library personnel in KV and NV. These insights can have implications for boosting job satisfaction and, eventually, the efficiency of school libraries.

***Keywords** - Job Satisfaction, School library personnel, Kendriya Vidyalaya, Navodaya Vidyalaya, Delhi NCR, Secondary Education*

Introduction

In any organization, job satisfaction refers to employees' feelings toward their work and various aspects of the nature of their jobs. The range at which an individual finds the nature of the work to be agreeable or disagreeable is what matters. Being rewarded fairly for one's efforts, performing well at one's job, and enjoying one's work are all necessary for job satisfaction. **Error! Reference source not found.**

As essential parts of educational establishments, school libraries offer materials, services, and areas to facilitate research, teaching, and learning. The degree of job satisfaction among library

personnel who oversee and run school libraries is a major determinant of their efficacy. The level of fulfilment or contentment that comes from one's work function and surroundings is known as job satisfaction, and it has a big influence on employee performance, motivation, and retention.

The work satisfaction of school library personnel is particularly relevant in the context of the Kendriya Vidyalaya (KV) and Navodaya Vidyalaya (NV) systems, which are recognized for their dedication to high-quality education. Nevertheless, not much study has systematically looked at the variables affecting these people a job satisfaction in the Delhi NCR area, Emergence of ICT has drastically effected the working of employees [6]. In order to close this gap, this study will conduct qualitative interviews with school library staff members from KV and NV to learn more about their perspectives, experiences, and difficulties with regard to job satisfaction.

Literature Review

Job satisfaction is enhanced by a supervisory environment that permits librarians to use initiative and professional judgment. This runs counter to the findings of Plate and Stone's two-factor theory of job happiness, which found that librarians cannot feel satisfied with aspects of their work mastery unless there is a positive supervisory environment. According to the study, a positive supervisory environment is not only fulfilling in and of itself, but it is also a prerequisite for librarians to feel content with the aspects of their work. [4] In Tamilnadu's engineering institutions, the study [2] sought to gauge the level of job satisfaction among librarians. The physical surroundings, corporate culture, opportunities for personal development, pay, advancement, and type of work are some of the variables that affect job happiness. According to the findings, there were a number of significant barriers to library workers' work satisfaction, including low pay, limited career advancement opportunities, denial of benefits, and unstable employment. In order to inspire and encourage library personnel, the study suggested evaluating promotion and salary requirements as well as providing better compensation packages and additional rewards. In order to ensure ongoing progress, management should measure job satisfaction every year as it plays a critical role in the quality of services rendered by librarians. Additionally, the study recommended that in order to enhance professional development, libraries should permit their staff members to visit other libraries and attend conferences efficiency and service value. The study, [8] looks into the level of job satisfaction among librarians working in Madurai, Tamil Nadu, colleges. Work satisfaction, which is

influenced by social, cultural, and economic factors, is an essential quality for creating a positive work environment. The job satisfaction was assessed by a questionnaire survey, to which 58 replies were obtained. According to the survey, 63% of library professionals agreed that higher authorities' involvement would improve their job satisfaction. In contrast to the IT era, some respondents feel their standing is unsatisfactory, and others believe their expertise is insufficient. With 46% having earned a MLISc, library assistants make up the bulk of respondents. The bulk of responders have fewer than ten years of professional experience and are between the ages of 36 and 45. The study comes to the conclusion that a person's expectations of various occupations and perception of their level of achievement are related to their level of job satisfaction. A person's age, education, experience, and occupation can all be linked to higher goals, which can either lead to happiness or dissatisfaction. Prior to the COVID-19 pandemic, this study [7] sought to investigate gender disparities in job satisfaction in Europe. The empirical analysis included data from the Sixth European Working Conditions Survey. According to the study, women were more satisfied with their jobs than men were, especially when it came to the middle range of the job satisfaction spectrum. All models yield consistent results, indicating that women are more satisfied with their jobs than males are. A noteworthy conclusion from a gender viewpoint is that, from the 25th to the 75th quintile of job satisfaction, women are more satisfied than men. This study's primary strength is the Oaxaca-Blinder decomposition with a principle component analysis (PCA) aggregated variable, which made it possible to examine the gender disparity in job satisfaction for the first time in the literature. To examine variations amongst groupings of nations with comparable rates of female labour market involvement, more study is required. In a survey, [3] 86 cataloguers from 29 university libraries in Nigeria said they were happy with their current positions, accounting for 86% of the sample. They expressed dissatisfaction with a number of things, including professional development, workplace culture, incentives, positions, and duties. They were content with opportunities, management, oversight, and performance reviews, nevertheless. Of the cataloguers, about half reported being fairly satisfied, and over half reported being very satisfied. Since job satisfaction lowers the risk of job loss and mental or physical health problems, it is essential for productivity in academic libraries. There is a backlog of work in the cataloguing department as a result of cataloguers' general discontent with the laborious, time-consuming, and stressful nature of their jobs. Among the elements influencing job happiness are stress at work, connections with co-workers, balancing

work with personal commitment, and the physical environment. In a study, [5] look at motivation and job satisfaction through the lenses of Maslow's hierarchy of needs and Herzberg's motivation-hygiene theory. It was discovered that elements influencing motivation and job satisfaction are different from those generating discontent. Additionally, the study discovered that librarians are highly motivated by things like accomplishment, acknowledgment, and genuinely fulfilling employment. But a lot of employment in libraries are impersonal and don't allow for much room for personal growth. Lack of motivation can result from deficiencies in motivational variables, which can be remedied by stimulating work and organizational development.

Research Methodology

In order to investigate the job satisfaction of school library personnel in KV and NV of the Delhi NCR region, this study uses a semi structured interview method. A visit to the school revealed that there is no supporting staff in the school library, thus semi-structured interviews were done with a purposeful sample of 18 school librarians. The purpose of the interviews was to extract complete details on their job responsibilities, experiences, and opinions regarding job satisfaction.

The interview questions were created to encompass a range of facets associated with job satisfaction, including:

- 1 Working Environment and other facilities
- 2 Promotion
- 3 Salary and Fringe benefits
- 4 Job Security
- 5 Routine work
- 6 Recognition and Appreciation
- 7 Opportunities for future growth
- 8 Internal Relationship with superior and colleagues
- 9 Training facilities
- 10 Transfer Policy
- 11 Other challenges encountered in their job as school library personnel

Findings and Discussion

The results of the interviews provided important information about the work satisfaction of school library personnel of KV and NV in the Delhi NCR regions. Although the deep analysis is still in progress, preliminary findings point to both systemic differences and similarities in terms of job satisfaction are as under:-

Kendriya Vidyalaya and Navodaya Vidyalaya

- ✓ School library personnel in KV and NV expressed satisfaction with their working conditions and other facilities.
- ✓ They stated dissatisfaction with Kendriya Vidyalaya's and Navodaya Vidyalaya's promotion policy for school library personnel because there is no opportunity for them to advance in their careers.
- ✓ They appreciated the pay and job security that the organization offered.
- ✓ While they noted satisfaction with the routine job, they expressed worries about the lack of support staff or library attendants in the school library, where they are required to handle all tasks themselves, including circulation, acquisition, technical work, automation, and maintenance etc.
- ✓ No recognition and appreciation is provided to school library personnel, very few school librarians of KV and NV are recognized all over India in KV and NV.
- ✓ Fringe benefits are inadequate as compared to those offered by comparable organizations.
- ✓ They valued the training and opportunities for future growth prospects that KV and NV administration offered.
- ✓ School library personnel in KV and NV reported a mediocre internal relationship with their superior and colleagues.
- ✓ Because employees are relocated throughout India and both organizations are managed by the central government of India, the transfer policy is not as satisfying as it may be.
- ✓ The Navodaya Vidyalaya school library personnel works around the clock, but at KV, their work timing is satisfactory although sometimes the online system affects them also.
- ✓ Nevertheless, issues were brought up about the requirement for more funding to improve library infrastructure and services, which periodically lowers their level of job satisfaction.
- ✓ School librarians are not free to make decisions regarding the budget of the library.

Conclusions and Recommendations

In conclusion, the study offers insightful information about the level of job satisfaction among school library personnel in KV and NV of the Delhi NCR area. While there are advantages and disadvantages to both systems, improving the job satisfaction of staff in libraries is essential to maximizing the usefulness of school libraries.

The findings lead to the following recommendations being put forth:

- 1 It is recommended that KV and NV authorities give precedence to workload management measures and provide adequate resources to enable school library personnel to effectively carry out their duties.
- 2 To empower school library personnel and improve their job satisfaction, more opportunities for professional growth and training should be made available.
- 3 To improve school library personnel morale and motivation, both systems should promote a culture of acknowledgment and gratitude for their work.
- 4 The work of KV and NV school library personnel must be appreciated and recognised, they must be given ample opportunities for promotion and their dignity must be maintained and not be treated as substitutes for non-professional works like exam duties, class teachership, house masters, escort duties etc.
- 5 Qualified library supporting staff may be provided in school libraries to overcome the work load of librarians and to implementation of innovative ideas in school libraries.
- 6 Authorities should understand the meaning of school librarian and their work profile.

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