



DOI: [doiglobal.org/doi/10.2025/68107dcc6e49d](https://doi.global.org/doi/10.2025/68107dcc6e49d)

JOB SATISFACTION OF LIBRARY ASSISTANTS IN ANURADHAPURA DISTRICT PUBLIC LIBRARIES

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ABSTRACT

The purpose of this research is to identify the job satisfaction of library assistants in Anuradhapura district public libraries. This study used descriptive survey method with quantitative approach. Three (03) parameters were considered to measure the level of job satisfaction. They are salary, promotion and co-workers. A total convenience sampling method was used. The instrument used for data collection was a structures questionnaire. The population was made up thirty four (34) respondents who were library assistants at the public library in Anuradhapura. The semi-structured questionnaire with five-point Likert scale was used to collect the data for the study. A total number of thirty four (34) questionnaires were distributed. All the questionnaires were retrieved and were found useful giving a return rate of 100% used for this study. This research can shows Library Assistants are highly dissatisfied with the salary from their job than promotions. However, all measurement factors of co-workers construct can be considered as the slightly satisfied toward of the Library Assistants' level of job satisfaction. The findings of the research will helpful for the local government authorities and library professional for the development of the success library profession.

KEYWORDS: Job satisfaction, Library Assistants, Public libraries, Anuradhapura

INTRODUCTION

The concept of job satisfaction is considered to be a key factor in the success of any organization as well as employee productivity and professional development. It is a key component for enhancing the productivity of the organization and as well as the career development and success of the employees (Kaba, 2017). Many researchers define job satisfaction in different ways, Memon and Jena (2017) job satisfaction is one of the widely and frequently research concepts in organizational behavior and proved that much-satisfied employees with their work is much productive, stable, loyal, supportive, and always committed to work (Put the page number).Simply it can

be said that job satisfaction is so important because its absence often leads to lethargy and reduce organizational commitment(Moser & Schuler,1997).

Public libraries are important institutions in the library sectors in any country. The public library has to play different roles for different communities and different sectors. It is must provide services for lifelong learning to the community, irrespective of age , status, education level, religion ethnicity of a person. Furthermore, it is also a community information center.

The IFLA/UNESCO public library Manifesto, has defines the public library as,

“The public library, the local gateway to knowledge provides a basic condition for lifelong learning, independent decision making and cultural development of the individual and social group”

According to the above definition, these libraries must be appeared to provide the overall information requirements.Public libraries are different from other libraries because of these unique purposes.Considered an essential part of future, these libraries play a vital role in society.

The staff of libraries that perform many of these important functions is unique for those libraries.In general, the designations of the public library are divided according to the tasks assigned to them.Although their attitudes are similar, functions are different.A typical public library consists of a librarian, library assistants, and library attendants.Among those library professions, the specific group for this study is the Library Assistants. Library assistants play main role in the public library. Library assistant’s aid librarians in the management and operations of libray.Their primary duties include helping customers locate books, checking books, in and out at the front desk and shelving books according to their categorization.Therefore, library assistant should have prominent place in public library.

I am order to provide an effective service to the reader; the staff must be satisfied with the service. Therefore job satisfaction is an essential factor. Therefore, in order to get an effective service from the library assistants who do a great job in public libraries, it is timely to measure the satisfaction of their service.

There are different kinds of libraries in Sri Lanka. Among those libraries, public library is to play important role in the world. In Sri Lankan public libraries, There are some kind of categories of staff are found in public libraries. There are librarians, Library assistants and Library attendants and supportive staff. Kawshshik , (2016) job satisfaction is an emotional response to a job situation which cannot be seen, it is only be inferred and simply how the people feel about their job and different aspect of it. It is there are satisfied with their job, it directly affects the organization because no organizational can successfully achieve its goals and mission unless and until those who constitute the organization is satisfied with their jobs (Marasinghe& Wijethunga,2018). So this study has been conducted to examine job satisfaction of the public libraries. Furthermore, this study have been desired based on the findings whole be useful to develop a productive workforce for organization success by enhancing the job satisfaction of the library assistant of the public library in Anuradhapura.

RESEARCH OBJECTIVES

The objectives on which the study is based will be presented under two sub-headings as main objectives and specific objectives.

Main objectives

1. To investigate the level of job satisfaction of library assistants in Anuradhapura District public libraries
2. To identify the suggestions to overcome dissatisfaction of library assistants in Anuradhapura District public libraries

Specific objectives

1. To identify the level of job satisfaction with regard to salary of library assistants in Anuradhapura District public libraries.
2. To identify the level of job satisfaction with regard to promotions of library assistants in Anuradhapura District public libraries.
3. To identify the level of job satisfaction with regard to co-workers of library assistants in Anuradhapura District public libraries.
4. To identify the most influence factor to increase the job satisfaction of library assistants in Anuradhapura District public libraries.
5. To identify the suggestions to overcome the dissatisfaction of library assistants in Anuradhapura District Public Libraries.

LITERATURE REVIEW

Job satisfaction is a critical aspect of an individual's work life, significantly impacting their motivation, productivity, and overall well-being. It is especially important in the context of public libraries, where library assistants play a vital role in facilitating access to information and knowledge. This literature review delves into the various factors influencing the job satisfaction of library assistants in Anuradhapura District Public Libraries, a specific and important context within Sri Lanka. Drawing on a wide range of studies from different regions and contexts, this review aims to provide a comprehensive understanding of the subject, identifying common themes, trends, and variables that impact job satisfaction.

Many researchers have attempted to identify the various components of job satisfaction, measure the relative importance of each component of job satisfaction and examine what effects these components have on workers productively.

Job satisfaction plays an important role in achieving organizational goals. Further, Line and Kinnell (1993) define job satisfaction as a “pleasurable emotional state resulting from the appraisal of one’s job”(p.318) According to Ivancevich and Mattesson (2002); Spector (1997), Job satisfaction is a widely researched and complex phenomenon, it follows that there are numerous definitions of the concept. Job satisfaction can be defined as an individual’s total feeling about their job and the attitudes they have towards various aspects or facets of their job, as well as an attitude and perception that could consequently influence the degree of fit between the individual and the organization.

The public library is an organization established, supported, and funded by the community; either through local regional or national government or through some other form of community organization. It provides access to knowledge, information through various sources and services. The public library, the local gateway to knowledge

provides a basic condition for lifelong learning, independent decision making, and cultural development of the individual and social groups. IFLA/UNESCO public library Manifesto (1994).

To successfully operate, companies need satisfied employees because employee satisfaction can lead to the commitment, conscientiousness, and honesty of an employee, which in turn relate to their job performance (Gruban 2010, 4). In another word, Job satisfaction refers to the extent that the working environment meets the needs and values of employees and the individual's response to that environment. (Lambert, 2004; Tewksbury & Higgins, 2006).

The success of any organization is pivoted on human capital. Job satisfaction depends on several different factors such as satisfaction with pay, promotion opportunities, fringe benefits, job security, relationship with co-workers and supervisors, etc. This study focuses on library assistant's job satisfaction regarding their salaries, promotion, and dealing with coworkers. Salary is an important incentive that attracts and retains the employees in any organization. Punyawardhana (1994), was conducted research Influence of Salary and Other Benefits on Job Satisfaction Among University Library Assistants in Sri Lanka. Promotion can be defined as an upward movement organization. It normally entails higher pay, status, authority, and responsibility. (Essakkimuthu, 2015). According to Martins and Coetzee (2007), employee motivation and organizational culture are affected by how an employee's needs and objectives are integrated with the needs and objectives of the organization, work-life balance practices, and physical work environment. Friendly and supportive co-workers lead to increased job satisfaction (Robbins, 1993).

METHODOLOGY

The main purpose of this research is to study the job satisfaction of library assistants' who working in public libraries. Studying the service requirements of the staff working in public libraries for the future will contribute to the development of the library sector. Accordingly, based on the Anuradhapura District, the satisfaction of the staff of the Library Assistants working in all the public libraries in the district is identified.

This research was used the survey methodology with the quantitative approach. A survey method was used and data were collected through a semi-structured questionnaire. Whole population was used as sample for this research. Confirmed the reliability of the data collection device from the pilot study. The questionnaire was sent by post to the respondents. Finally the data analysis was done with MS Excel version 2010, IBMSPSS 25 software and analyzed the data presented with tables and figures.

RESULT AND DISCUSSION

The study reveals that under the independent variables, study was found they are highly dissatisfied with their salary and their existing educational qualifications and experiences. And also shows high dissatisfaction level among them for their promotional matters. In this study, that all measurement factors of co-workers construct can be considered as the positive toward of the Library Assistants' level of job satisfaction. Then the final results most influential construct of the Library Assistants' job satisfaction was salary.

Therefore, the overall satisfaction of the study was the respondents are highly dissatisfied with the salary from their job than promotions. They are slightly satisfied with their co-workers.

FINDINGS

It concludes the research findings by analyzing the data. The aim of this study was to identify the job satisfaction of Library Assistants in Anuradhapura district public libraries.

Majority of library Assistants are highly dissatisfied with their salary and their existing educational qualifications and experiences. And also Minority of library assistants are dissatisfied with their salaries and their annual increments.

In this case, most of libraries Assistants are dissatisfaction level among them for their promotional matters and most influential measurement was promotional chances in their organization.

In this study, all measurement factors of co-workers construct can be considered as the positive toward of the library Assistants' level of job satisfaction.

Among finding of the study has been most influential construct of the Library Assistants' job satisfaction was salary and the second highest influential construct was promotion's-workers were as 3rd highest influential construct for this study.

CONCLUSIONS

Employee job satisfaction is the key to long-term sustainable development for service orientation institutions. Public Libraries are considered as community based service providing organizations which organizes information, stores them and distributes among their users who demand information from kids level up to elder level. Library Assistants are the middle level work force of those libraries and most of the time they not only do their duties but also do the Librarians' duties as well. Therefore, this employee category can be highlighted as the most prominent safe guarders of the Public Libraries.

Throughout this study, it was scoped to investigate the job satisfaction by the Library Assistants who work in the Public Libraries in Anuradhapura district due to lack of research outcome regarding this aspect. Therefore the main objective of the study was to identify the job satisfaction of the Library Assistants' work in Public Libraries in Anuradhapura District. Major research question of the study was what are the factors affecting to job satisfaction of the Library Assistants' of Public Libraries in Anuradhapura District under the three aspects called Salary, Promotion and Co-workers.

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