

# **Career Development and Job Satisfaction of Library Professionals in University Libraries of Andhra Pradesh**

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## **ABSTRACT**

University Library is considered as an important unit of a university and employees of the library have a key role to play in disseminating knowledge to the academic patrons in the university. This study conducted to expansively explore the job satisfaction of employees towards the career development opportunities as the main objective and followed by identifying the main factors and to conclude to give suggestions to conquer the dissatisfaction level of jobs of staff serving in respective universities. Study sample consisted of 110 respondents representing Group –A (all librarians, deputy librarians, assistant librarians/documentation officers, information scientists) and Group-B (library assistants and junior library assistants) categories working in 23 university libraries in Andhra Pradesh. Structured questionnaire with five point likert scale used to collect quantitative data for the study. Based on the survey findings, this study concluded that the library science professionals are more satisfied with the career development opportunities statements that ‘ample opportunities are available in my job to use my skills and abilities abundantly’, ‘opportunities are available for professional development within my field’ and ‘I have been deputed to attend workshops/seminars/conferences etc. periodically’. The study further identified the lack of adequate training when new technology is introduced relating to their job responsibilities. The study recommends that the university authorities and library administrators must provide facilities and opportunities to staff to attend programmes particularly related to modern ICT developments.

**KEYWORDS:** Career Development, Job Satisfaction, Library Professionals, University Libraries, Andhra Pradesh.

## **1. INTRODUCTION**

The concept of Job satisfaction is considered as a main factor of success of any organization and as well as the productivity and career development of employees. Many researchers define job satisfaction in different ways, however the job satisfaction is simply known as employees' perception on their own job and related aspect and their measurement and judgments in between satisfied to dissatisfied. Job satisfaction is one of the widely and frequently research concept in organizational behavior and proved that much satisfied employees with their work are much productive, stable, loyal, supportive, and always committed to work. Generally, employees in libraries play a key role in supporting academic and research works in the university. If the workers are satisfied their jobs in a good manner, they work positively contributing to a better performance of the organization and as well as in the context of libraries. The present study aims to explore the level of job satisfaction of staff members in twenty three university libraries in Andhra Pradesh and also identifying the factors related to job satisfaction of employees career and development, determining of influencing factors, barriers related to job satisfaction and finally to give recommendations and suggestions to improve the present level of job satisfaction of university library professionals in Andhra Pradesh.

## **2. REVIEW OF LITERATURE**

Babatunde, et al (2021) studied the impact motivation exerted on job satisfaction and performance levels among library personnel at University of Ilorin Library. The study confirmed that motivation determined staff performance and job satisfaction of library staff. Hindagolla & Weerasinghe (2021) examined factors that affect job satisfaction among personnel in the public libraries in Kandy district, Sri Lanka. The major focus of this research was on measuring the job happiness levels among personnel in public librarians in Sri Lanka's Kandy District in respect of five different aspects: job function, work supervision, promotion, compensation, and coworker relationships. Tyagi, Paliwal & Singh (2021) examined job satisfaction levels among library and information science staff at Delhi University Library. The study investigates how satisfied are the librarians in their chosen job, as well as the degree of dissatisfaction or regions of dissatisfaction among them. Wesly & Balasubramanian (2021) examined stress levels among library professionals in Tamil Nadu. Job satisfaction or Employee satisfaction is one of the most key goals of all organizations to increase the productivity. The job satisfaction occurs when an employee towards the job demand & desire more than the expected level, that insist the employee to feel job stability, career growth and work-life balance. On the other hand, the dissatisfied employee always harms the organization due to many reasons such as low productivity, high employee absenteeism, employee turnover, stress, burnout, and lack in adapting to innovative technologies to uplift the organization.

## **3. OBJECTIVE OF THE STUDY**

The main objective of the study is to measure the job satisfaction of library science professionals, with regard to career development opportunities.

## **4. HYPOTHESIS**

There are no significant differences in the level of satisfaction of the job career development opportunities between the group A and group B, and female and male employees.

## **5. RESEARCH METHODOLOGY**

An in-depth analysis of the topic of research was made to identify the major facets of the study. Specific variables to be measured were identified based on the objectives of the study and to determine job satisfaction. The target population of the present study is 110 library professionals who are working in 23 university libraries of Andhra Pradesh. There were hundred percent of the respondents involved in this study, out of which were 34 women (30.91%) while the male respondents were 76 (69.09%). Survey questionnaire was designed in four parts to obtain demographic information on respondents, factors related to job satisfaction and staff perception on their level of job satisfaction. 5 point Likert scale ranging from 1-5 (Strongly Disagree, Disagree, neither agree nor disagree, agree and strongly agree) was used as the type of score in the questionnaire. Collected data was mainly analyzed with frequency and descriptive statistically analyzing techniques in the Statistical Package for Social Science (SPSS) version 23.0 for windows.

## **6. DATA ANALYSIS**

### **6.1 Career development opportunities**

The following are some of the statements, which measure the level of satisfaction of library science professionals with respect to the career development opportunities.

- I am satisfied with my chances for promotion
- Ample opportunities are available in my job to use my skills and abilities abundantly
- I receive adequate training when new technology is introduced relating to my job responsibilities
- Opportunities are available for professional development within my field
- I have been deputed to attend workshops/seminars/conferences etc. periodically
- I have been deputed to undergo training programmes when ever training programmes are organised
- There is a chance to pursue higher education / studies while performing the job.

A question has been put to the library science professionals to indicate the extent of rating towards the satisfaction of each career development opportunities statement. The replies given by them were presented in the following paragraphs.

### **6.2. I am satisfied with my chances for promotion**

The distribution of respondents attitudes in terms of their cadre and sex with regard to their level of satisfaction towards their chances of promotion (I am satisfied with my chances for promotion) is presented in Table 1.

**Table 1:** Distribution of respondents' attitudes in terms of their cadre and sex with regard to their level of satisfaction towards their chances of promotion

S. No	Responses	Cadre		Gender		Total
		Group-A	Group-B	Female	Male	
1	Strongly agree	11 (40.74)	8 (9.64)	5 (14.71)	14 (18.42)	19 (17.27)
2	Agree	7 (25.93)	26 (31.33)	11 (32.35)	22 (28.95)	33 (30.00)
3	Neither agree nor disagree	7 (25.93)	29 (34.94)	11 (32.35)	25 (32.89)	36 (32.73)

4	Disagree	2 (7.40)	9 (10.84)	4 (11.77)	7 (9.21)	11 (10.00)
5	Strongly disagree	--	11 (13.25)	3 (8.82)	8 (10.53)	11 (10.00)
<b>TOTAL</b>		<b>27</b> <b>(100.00)</b>	<b>83</b> <b>(100.00)</b>	<b>34</b> <b>(100.00)</b>	<b>76</b> <b>(100.00)</b>	<b>110</b> <b>(100.00)</b>

$\chi^2$  (Group-A – Group-B) : 14.5866 DF: 3 TV: 7.815 Sig. at 0.05 level

$\chi^2$  (Female – Male) : 0.502 DF: 4 TV: 9.488 NS at 0.05 level

It is evident from Table 1 that 32.73 percent of the respondents stated that they are neither agree nor disagree with regard to statement that ‘I am satisfied with my chances for promotion’, 33 percent of them have agreed, 17.27 percent are strongly agreed and 10 percent of them are disagreed and strongly disagreed respectively with the same.

It is also evident from the table 1 chi-square values reveals that there is a significant difference in the level of satisfaction of the career development opportunities statement that ‘I am satisfied with my chances for promotion’ between the respondents of group A and group B. It indicates that the group A cadre respondents are more satisfied than the group B cadre respondents with the same. However, there is no significant difference in this regard between the Female and Male respondents.

### 6.3 Ample opportunities are available in my job to use my skills and abilities abundantly

The distribution of respondents attitudes in terms of their cadre and sex with regard to their level of satisfaction towards their ample opportunities (Ample opportunities are available in my job to use my skills and abilities abundantly) is presented in Table 2.

It is evident from Table 2 that 34.55 percent of the respondents stated that they are neither agree nor disagree with regard to statement that ‘Ample opportunities are available in my job to use my skills and abilities abundantly’, 32.73 percent of them have agreed, 29.01 percent are strongly agreed, 7.27 percent of the are disagreed and 4.54 percent of them are strongly disagreed.

**Table 2:** Distribution of respondents’ attitudes in terms of their cadre and sex with regard to their level of satisfaction towards their ample opportunities

S.No	Responses	Cadre		Gender		Total
		Group-A	Group-B	Female	Male	
1	Strongly agree	5 (18.52)	18 (21.69)	7 (20.59)	16 (21.05)	23 (20.91)
2	Agree	9 (33.33)	27 (32.53)	11 (32.35)	25 (32.89)	36 (32.73)
3	Neither agree nor disagree	9 (33.33)	29 (34.94)	11 (32.35)	27 (35.53)	38 (34.55)
4	Disagree	4 (14.82)	4 (4.82)	5 (14.71)	3 (3.95)	8 (7.27)

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5	Strongly disagree	--	5 (6.02)	--	5 (6.58)	5 (4.54)
<b>TOTAL</b>		<b>27</b> <b>(100.00)</b>	<b>83</b> <b>(100.00)</b>	<b>34</b> <b>(100.00)</b>	<b>76</b> <b>(100.00)</b>	<b>110</b> <b>(100.00)</b>

$\chi^2$  (Group-A – Group-B) : 0.3889      DF: 3      TV: 7.815      NS at 0.05 level

$\chi^2$  (Female – Male) : 0.4202      DF:3      TV: 7.815      NS at 0.05 level

It is also evident from the table 2 chi-square values reveals that there are no significant differences in the level of satisfaction of the career development opportunities statement that ‘Ample opportunities are available in my job to use my skills and abilities abundantly’ between the group A and group B and female and male respondents with regard to ample opportunities in their job career and development.

**6.4 I receive adequate training when new technology is introduced relating to my job responsibilities**

The distribution of respondents’ attitudes in terms of their cadre and sex with regard to their level of satisfaction towards their adequate training programmes (I receive adequate training when new technology is introduced relating to my job responsibilities) is presented in Table 3.

It is evident from Table 3 that 35.45 percent of the respondents stated that they are neither agree nor disagree with regard to statement that ‘I receive adequate training when new technology is introduced relating to my job responsibilities’, 23.64 percent of them have agreed, 21.82 percent are disagreed, 10 percent of the are strongly agreed and 9.09 percent of them are strongly disagreed.

It is also evident from the table 3 chi-square values reveals that there are no significant differences in the level of satisfaction of the career development opportunities statement that ‘I receive adequate training when new technology is introduced relating to my job responsibilities’ between the group A and group B and female and male respondents.

**Table 3:** Distribution of respondents’ attitudes in terms of their cadre and sex with regard to their level of satisfaction towards their adequate training programmes

S.No	Responses	Cadre		Gender		Total
		Group-A	Group-B	Female	Male	
1	Strongly agree	3 (11.11)	8 (9.64)	4 (11.76)	7 (9.21)	11 (10.00)
2	Agree	7 (25.93)	19 (22.89)	5 (14.71)	21 (27.63)	26 (23.64)
3	Neither agree nor disagree	8 (29.63)	31 (37.35)	15 (44.11)	24 (31.58)	38 (35.45)
4	Disagree	6 (22.22)	18 (21.69)	5 (14.71)	19 (25.00)	24 (21.82)
5	Strongly disagree	3 (11.11)	7 (8.43)	5 (14.71)	5 (6.58)	10 (9.09)

<b>TOTAL</b>	<b>27</b> <b>(100.00)</b>	<b>83</b> <b>(100.00)</b>	<b>34</b> <b>(100.00)</b>	<b>76</b> <b>(100.00)</b>	<b>110</b> <b>(100.00)</b>
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$\chi^2$  (Group-A – Group-B) : 0.6293      DF: 4      TV: 9.488      NS at 0.05 level  
 $\chi^2$  (Female – Male)                    : 5.703      DF: 3      TV: 7.815      NS at 0.05 level

### 6.5 Opportunities are available for professional development within my field

The distribution of respondents’ attitudes in terms of their cadre and sex with regard to their level of satisfaction towards their ‘opportunities are available for professional development within my field’ is presented in Table 4.

**Table 4:** Distribution of respondents’ attitudes in terms of their cadre and sex with regard to their level of satisfaction towards their ‘opportunities are available for professional development within my field’

S.No	Responses	Cadre		Gender		Total
		Group-A	Group-B	Female	Male	
1	Strongly agree	5 (18.52)	16 (19.28)	6 (17.65)	15 (19.74)	21 (19.09)
2	Agree	8 (29.63)	25 (30.12)	7 (20.59)	26 (34.21)	33 (30.00)
3	Neither agree nor disagree	8 (29.63)	26 (31.33)	11 (32.35)	23 (30.26)	34 (30.91)
4	Disagree	6 (22.22)	9 (10.84)	6 (17.65)	9 (11.84)	15 (13.64)
5	Strongly disagree	--	7 (8.43)	4 (11.76)	3 (3.95)	7 (6.36)
<b>TOTAL</b>		<b>27</b> <b>(100.00)</b>	<b>83</b> <b>(100.00)</b>	<b>34</b> <b>(100.00)</b>	<b>76</b> <b>(100.00)</b>	<b>110</b> <b>(100.00)</b>

$\chi^2$  (Group-A – Group-B) : 0.1151      DF: 3      TV: 7.815      NS at 0.05 level  
 $\chi^2$  (Female – Male)                    : 3.7195      DF: 3      TV: 7.815      NS at 0.05 level

It is evident from Table 4 that 30.91 percent of the respondents stated that they are neither agree nor disagree with regard to statement that ‘opportunities are available for professional development within my field’, 30 percent of them have agreed, 19.09 percent are strongly agreed, 13.64 percent of the are disagreed and 6.36 percent of them are strongly disagreed.

It is also evident from the table 4 chi-square values reveals that there are no significant differences in the level of satisfaction of the career development opportunities statement that ‘opportunities are available for professional development within my field’ between the group A and group B and female and male respondents.

### 6.6. I have been deputed to attend workshops/seminars/conferences etc. periodically

The distribution of respondents’ attitudes in terms of their cadre and sex with regard to their level of satisfaction towards ‘I have been deputed to attend workshops/seminars/conferences etc. periodically’ is presented in Table 5.

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It is evident from Table 5 that 35.45 percent of the respondents stated that they are neither agree nor disagree with regard to statement that ‘I have been deputed to attend workshops/seminars/conferences etc. periodically’, 30.91 percent of them have agreed, 15.45 percent are strongly agreed, 12.73 percent of the are disagreed and 5.46 percent of them are strongly disagreed.

**Table 5:** Distribution of respondents’ attitudes in terms of their cadre and sex with regard to their level of satisfaction towards ‘I have been deputed to attend workshops/seminars/conferences etc. periodically’

S.No	Responses	Cadre		Gender		Total
		Group-A	Group-B	Female	Male	
1	Strongly agree	6 (22.22)	11 (13.25)	5 (14.71)	12 (15.79)	17 (15.45)
2	Agree	6 (22.22)	28 (33.74)	11 (32.35)	23 (30.26)	34 (30.91)
3	Neither agree nor disagree	8 (29.63)	31 (37.35)	12 (35.29)	27 (35.53)	39 (35.45)
4	Disagree	7 (25.93)	7 (8.43)	6 (17.65)	8 (10.53)	14 (12.73)
5	Strongly disagree	--	6 (7.23)	--	6 (7.89)	6 (5.46)
<b>TOTAL</b>		<b>27</b> <b>(100.00)</b>	<b>83</b> <b>(100.00)</b>	<b>34</b> <b>(100.00)</b>	<b>76</b> <b>(100.00)</b>	<b>110</b> <b>(100.00)</b>

$$\chi^2 (\text{Group-A} - \text{Group-B}) : 3.4568 \quad \text{DF: 3} \quad \text{TV: 7.815} \quad \text{NS at 0.05 level}$$

$$\chi^2 (\text{Female} - \text{Male}) : 0.0591 \quad \text{DF: 3} \quad \text{TV: 7.815} \quad \text{NS at 0.05 level}$$

It is also evident from the table 5 chi-square values reveals that there are no significant differences in the level of satisfaction of the career development opportunities statement that ‘I have been deputed to attend workshops/seminars/conferences etc. periodically’ between the group A and group B and female and male respondents.

### **6.7 I have been deputed to undergo training programmes when ever training programmes are organized**

The distribution of respondents’ attitudes in terms of their cadre and sex with regard to their level of satisfaction towards ‘I have been deputed to undergo training programmes when ever training programmes are organised’ is presented in Table 6.

**Table 6:** Distribution of respondents’ attitudes in terms of their cadre and sex with regard to their level of satisfaction towards ‘I have been deputed to undergo training programmes when ever training programmes are organised’

S.No	Responses	Cadre		Gender		Total
		Group-A	Group-B	Female	Male	
1	Strongly agree	6 (22.22)	7 (8.43)	5 (14.71)	8 (10.53)	13 (11.82)
2	Agree	5 (18.52)	26 (31.33)	8 (23.53)	23 (30.26)	31 (28.18)
3	Neither agree nor disagree	9 (33.33)	22 (26.51)	10 (29.41)	21 (27.63)	31 (28.18)
4	Disagree	7 (25.93)	15 (18.07)	6 (17.65)	16 (21.05)	22 (20.00)
5	Strongly disagree	--	13 (15.66)	5 (14.70)	8 (10.53)	13 (11.82)
<b>TOTAL</b>		<b>27</b> <b>(100.00)</b>	<b>83</b> <b>(100.00)</b>	<b>34</b> <b>(100.00)</b>	<b>76</b> <b>(100.00)</b>	<b>110</b> <b>(100.00)</b>

$\chi^2$  (Group-A – Group-B) : 5.1905      DF: 3      TV: 7.815      NS at 0.05 level  
 $\chi^2$  (Female – Male) : 1.235      DF: 4      TV: 9.488      NS at 0.05 level

It is evident from Table 6 that 28.18 percent of the respondents stated that they are neither agree nor disagree and agreed with regard to statement that ‘I have been deputed to undergo training programmes when ever training programmes are organised’ respectively, 20 percent of them have disagreed, and 11.82 percent are strongly agreed and strongly disagreed respectively.

It is also evident from the table 6 chi-square values reveals that there are no significant differences in the level of satisfaction of the career development opportunities statement that ‘I have been deputed to undergo training programmes when ever training programmes are organised’ between the group A and group B and female and male respondents.

### 6.8 There is a chance to pursue higher education / studies while performing the job

The distribution of respondents’ attitudes in terms of their cadre and sex with regard to their level of satisfaction towards ‘there is a chance to pursue higher education / studies while performing the job’ is presented in Table 7.

**Table 7:** Distribution of respondents’ attitudes in terms of their cadre and sex with regard to their level of satisfaction towards ‘there is a chance to pursue higher education / studies while performing the job’

S.No	Responses	Cadre		Gender		Total
		Group-A	Group-B	Female	Male	
1	Strongly agree	3 (11.11)	13 (15.66)	4 (11.76)	12 (15.79)	16 (14.55)
2	Agree	7 (25.93)	24 (28.92)	10 (29.41)	21 (27.63)	31 (28.18)
3	Neither agree nor	8	27	11	24	35



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	disagree	(29.63)	(32.53)	(32.35)	(31.58)	(31.82)
4	Disagree	5 (18.52)	14 (16.87)	6 (17.65)	13 (17.11)	19 (17.27)
5	Strongly disagree	4 (14.81)	5 (6.02)	3 (8.83)	6 (7.89)	9 (8.18)
<b>TOTAL</b>		<b>27</b> <b>(100.00)</b>	<b>83</b> <b>(100.00)</b>	<b>34</b> <b>(100.00)</b>	<b>76</b> <b>(100.00)</b>	<b>110</b> <b>(100.00)</b>

$\chi^2$  (Group-A – Group-B) : 5.1905      DF: 3      TV: 7.815      NS at 0.05 level

$\chi^2$  (Female – Male) : 1.235      DF: 4      TV: 9.488      NS at 0.05 level

It is evident from Table 7 that 31.82 percent of the respondents stated that they are neither agree nor disagree with regard to statement that ‘there is a chance to pursue higher education / studies while performing the job’ 28.18 percent of them have agreed, 17.27 percent are strongly disagreed, 14.55 percent of them have strongly agreed, and 8.18 percent are strongly disagreed.

It is also evident from the table 7 chi-square values reveals that there are no significant differences in the level of satisfaction of the career development opportunities statement that ‘there is a chance to pursue higher education / studies while performing the job’ between the group A and group B and female and male respondents.

**6.9. Overall job satisfaction related to career development opportunities**

In order to know the overall job satisfaction of library science professionals on different statements of career development opportunities weightages of 5,4,3,2, and 1 are assigned to the responses of strongly agree, agree, neither agree nor disagree, disagree and strongly disagree respectively. Total weightage and mean weightage are calculated for each statement of career development opportunities. The ranks are assigned to all the statements on the basis of their mean weightages. The rank list of career development opportunities statements are given in Table 8.

**Table 8:** Rank list of career development opportunities statements based on the level of satisfaction by the library science professionals

S. No	Statements	Weightages	Mean	Rank
1	I am satisfied with my chances for promotion	368	3.35	4
2	Ample opportunities are available in my job to use my skills and abilities abundantly	394	3.58	1
3	I receive adequate training when new technology is introduced relating to my job responsibilities	334	3.04	7
4	Opportunities are available for professional development within my field	376	3.42	2
5	I have been deputed to attend workshops/seminars/conferences etc. periodically	372	3.38	3
6	I have been deputed to undergo training programmes when ever training programmes are organised	339	3.08	6
7	There is a chance to pursue higher education / studies while performing the job	356	3.24	5

As per the Table 8, the highest mean value which is 3.58 was recorded for the statement that ‘Ample opportunities are available in my job to use my skills and abilities abundantly’. The second highest mean value (3.42) recorded for the statement that ‘Opportunities are available for professional development within my field’. The third highest mean value (3.38) recorded for the statement that ‘I have been deputed to attend workshops/seminars/conferences etc. periodically’. Conversely, some career development opportunities statement in the table showed low mean values specially the statement such as ‘there is a chance to pursue higher education / studies while performing the job (mean=3.24), ‘I have been deputed to undergo training programmes when ever training programmes are organized (mean=3.08), and ‘I receive adequate training when new technology is introduced relating to my job responsibilities’ (mean=3.04).

## **CONCLUSION**

The present study was carried out to seek opinions to explore the level of job satisfaction towards the career development opportunities, identify the main factors and finally to provide suggestions to improve the present level of job satisfaction of library science professionals serving in the university library system in Andhra Pradesh. Based on the survey findings, this study concluded that the library science professionals are more satisfied with the career development opportunities statements that ample opportunities are available in my job to use my skills and abilities abundantly’, ‘opportunities are available for professional development within my field’ and ‘I have been deputed to attend workshops/seminars/conferences etc. periodically’. The study also reveals that there is a significant difference in the level of satisfaction of the career development opportunities statement that ‘I am satisfied with my chances for promotion’ between the respondents of group A and group B. The study further identified the lack of adequate training when new technology is introduced relating to their job responsibilities. The study recommends that the university authorities and library administrators must provide facilities and opportunities to staff to attend programmes specially related to modern ICT developments.

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