

SUMMARY

Libraries are the service organisations of the whole population. These are not the service centres of the chosen few. It is no exaggeration that libraries are a force in the progress and prosperity of a nation. People belonging to library profession have tremendous responsibility in terms of fulfilling not only the requirements of their job related duties but also extending a sense of identification with the community and society and contributing towards their growth and development.

Librarianship is recognized as a profession for which special training is required. The dramatic changes in society, exponential advances in technology and globalization are some of the major challenges for this profession. The rapidly changing world has added more challenges to this profession. As far as special libraries are concerned, they are confronted daily with the effects of globalization, technological developments, organizational transformation and performance, and ever changing expectations. Therefore, it is pertinent to investigate the existing work environment in which the library professionals work and to find out the gaps between existing and expected roles. In this context, the study of work culture in the Indian libraries has become more relevant than ever.

THE WORK CULTURE

Work culture can be determined by looking at various aspects such as work organizations, its goals and objectives, technology, human resource practices, its constraints etc. Any person who is looking for a job is naturally charmed and fascinated to such organizations where he/she gets a chance to maximally utilize his/her capabilities and expertise. Also, he/she would like to work in those organizations where his/her expectations can be maximally met. The different levels of the organization that such individual join generally

have specific, although overlapping, roles. The totality of the roles, organizational demands, norms, values, ethos, etc. constitute the subjective work culture into which the new entrants are ushered into and thereafter socialized gradually. The inter-play of the entrants' expectations and the role demands in the organizational context determine their work behaviour which in turn either strengthens the existing norms, values, role demands; etc. or weaken and modify them. In the process the entrants change too. They either assign their work a central place in their life, or get alienated from their roles and look somewhere else or in something else the meanings that might make their life worth living.

STATEMENT OF THE PROBLEM

The work culture in the libraries especially, the special libraries require a thorough understanding. Salary may not be the primary reason for work related stress because of the implementation of better pay scales in the recent past. But there are certain other issues exists, which need to be looked into, like increasing workloads due to shortage of staff, increasing work difficulties of aged library professional due to advent of latest technology, lack of job satisfaction, strict working hours due to biometric attendance system, pressure to perform, interpersonal conflict, relationship with seniors etc.

The purpose of the study is to identify the overall work culture of the library professionals of the special libraries of Delhi (NCR) and the significance of the set of variables. It is needless to mention that libraries are the service oriented organizations, charged with the responsibility to serve humanity irrespective of class and creed. Library professionals have incredible responsibility in terms of fulfilling not only the requirements of their job related duties but also extending a sense of identification with the community and society and contributing towards their growth and development.

SCOPE OF THE STUDY

The present study covers only the library professionals in the special libraries of Delhi and NCR. There are approximately 400 professionals in the discipline in 70 institutions approximately. Data was collected from 54 special libraries covering 280 library professionals including 150 male and 130 female respondents.

The present study has been elaborated in the following chapters:

Chapter 1: INTRODUCTION

This chapter discusses the concept of Work Culture, Indian approach to work, Job Involvement, Job Clarity, Job Satisfaction, Organizational Climate, Value Expectancies etc.

Chapter 2 : REVIEW OF LITERATURE

This chapter provides review of related literature on various aspects of work culture and their reflections on library professionals.

Chapter 3: RESEARCH METHODOLOGY

This chapter includes purpose of the study, rationale of the study, limitations of the study, population of the study, data collection tools and techniques, data analysis techniques and citation pattern of references.

Chapter 4: ANALYSIS AND INTERPRETATION OF DATA

The collected data has been analyzed in this chapter using SPSS. The data has been presented in tabular and graphical form, along with hypothesis and its interpretations.

Chapter 5: FINDINGS, CONCLUSION AND SUGGESTIONS

The major findings of the study, suggestions and suggestions for future research have been included in this chapter.

BIBLIOGRAPHY

Selected bibliography of the sources referred is given at the end of the study.

ANNEXURES

Questionnaire for the library professionals of special library.

MAJOR FINDINGS OF THE STUDY

The following are the major findings of the study:

- Majority of the library professionals are above 40 years of age.
- Majority of the library professionals under study are Assistant Library & Information Officer/ Documentation Assistant.
- Over 66% of the respondents are post graduate but more female respondents (74.61%) have attained post-graduation than their male counterparts (58.66%).
- 61.42% of the respondents have taken M.L.I.Sc. degree while 18.92% of them are M.Phil or PhD in Library Science.
- Majority of the library professionals are ageing and experienced. More than 44% of the respondents have 20 years or more experience in this profession.
- Library professionals of the special libraries like to stay with the same organization. Majority of them (60.35%) have more than 16 years of experience in the same library. Also,
- Some of the library professionals very honestly admitted that they spent up to 5 hours per day in gossiping during the working hours. The average time spent on official work is 4.5 hours per day.
- Majority of the respondents (58.21%) rarely take the office work to their home. Apart from this, most of them (51.42%) rarely go to office on holidays or during off hours.

- Tendency to come late to office and that too, without feeling uncomfortable is quite high in the surveyed special libraries.
- Overall job involvement level of library professionals of the special libraries of Delhi NCR is not very promising.
- Majority of the professionals (46.07%) are not ready to devote their free time to job. This also indicates lower level of job involvement.
- Majority of the library professionals of special libraries (76%) are ready to work extra hours if job requires so.
- Female library professional do not carry job related tensions to their home as compared to the male professionals (36.15% as against 54% male respondents).
- Library professionals of special libraries of Delhi–NCR have shown strong job clarity level.
- They have very good clarity about the rights and duties invested in their job.
- There is lack of clarity about the allotment of time on various job related activities.
- Most of the respondents are very well aware of the authority and responsibilities of their own job, they are not very clear, what are the expectations of their organizations from them.
- Majority of them, i.e. 72.50% of the respondents believe that their job is very challenging and exciting.
- Overall job satisfaction level of the library professionals is between strong to average level.
- The library professionals have shown most satisfaction with job due to their coworkers..

- On the contrary, satisfaction due to pay found the last ranking in total 10 parameters of job satisfaction.
- Majority of the respondents claimed that though, they do extra work quite often but they do not get enough incentives for the same.
- An overwhelming response of 82.14% from both male and female library professionals have confirmed the presence of very good organizational communication among the special libraries of Delhi NCR.
- As far as organizational climate is concerned, special libraries of Delhi–NCR have shown average and somewhat negative organizational climate.
- 46% of the male professionals and 63% of the female professionals claims that they work leisurely without feeling any pressure.
- About 75% of the male and 71% of the female professionals think that their hard work is regarded in their library.
- There seems to be a kind of resentment over work distribution among the library professionals of special libraries of Delhi NCR. Majority of them think that the work is not equally divided among the staff.
- Majority of the respondents are agree that it is very important for them to use all their skills and knowledge, while at work. This value has been ranked number one but they don't think that it is possible for them to actualize this value through their work.
- Sense of job security is the biggest relief for the government employees. The professionals want to work in such organizations where employment is regular and secure. They also feel that their job gives them guarantee that they are financially secure.

- As far as job involvement is concerned, there is no statistical significant difference amongst library professionals of different job status.
- The Documentation Officers and or Library & Information Officers are more involved in their job than any other job status while Assistant Library & Information Officers / Documentation Assistants are least involved.
- There is measurable and significant difference with regard to job clarity amongst library professionals of different job status.
- The higher officers have better job clarity as compared to lower ranks of library professionals.
- As far as job satisfaction is concerned, the library professionals of all job status have not shown any statistically significant difference. But, the higher officers have better job satisfaction as compared to lower ranks of library professionals.
- Organizational climate is measured at different levels amongst library professionals of different job status.
- The level of organizational climate of Documentation Officers and or Library & Information Officers is more positive than any other job status while that of Assistant Library & Information Officers / Documentation Assistants is the least positive.

SUGGESTIONS

- i) Strong job involvement does not seem to be generating from inside but it seems to be thrusting upon from outside. In fact the measured job involvement is towards negative side. Efforts should be made to involve library professionals in routine functioning, prestige & pride of

their individual special library and decision making process in order to motivate them.

- ii) As the present study reveals people come late to office, involve in gossiping during work hour and leave early. It has also been observed that not all special libraries under study have implemented computerized/ biometric attendance system in place. To curtail the lethargic attitude of library professionals, attendance through biometric system should be made compulsory in all special libraries of Delhi NCR.
- iii) Ensuring discipline related to punch-in & punch-out time is not sufficient. Once inside the office, the professional must be engaged in his/her specific duty. Proper work distribution and monitoring by superiors is important for that. One of the major findings of this study is the fact that most of the library professionals do not know, what the expectations of the institution from them are. Therefore, goals and targets must be set in consultation with the staff and afterwards, proper monitoring and reward/punishment system should be in place.
- iv) Most of the special libraries are functioning without Librarian or Director due to absence of recruitments/promotions on higher positions for so many years. This should be immediately looked into.
- v) The infrastructure and machinery should be improved and managed properly. We found some of the special libraries are in shabby position.
- vi) It has been observed in our study that majority of library professionals are 50+ years of age. The reason is the absence of any recruitment in the past many years. This situation should be changed by instilling more young professionals into service.

- vii) To motivate the library professionals, leadership courses, on job trainings, behavioural trainings etc. should be organized regularly or the professional staff should be sent to such trainings and courses.
- viii) In order to update the knowledge of the library professionals, special awareness programmes should be arranged from time to time which will be of great use to the staff.
- ix) As the majority population under study is quite aged, they are not very computer friendly. And it is evident that computer literacy for using Information Communication Technology is the prime need of the modern libraries, therefore, computer literacy programme related with the library should be arranged.