

Job Satisfaction among the Library and Information Professionals in Fiji : A Survey

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ABSTRACT

The paper deals with the job satisfaction of the library and information professionals working in government and the private sector libraries in the Fiji. The study was carried out in relation to what is the happiness level of working with their co-workers and how much they are satisfied with their wages and job securities. Library professionals have experienced ignoble and asymmetrical salary payments, lacks of proper housing, inadequate facilities in libraries, low social status given to them and limited opportunities for professional development in Fiji. The main purpose of this study is to find out the major factors affecting career choices, level of job satisfaction, and perceptions of the general image of library professionals in Fiji. This article explores, how much satisfaction of these library professionals, derive from their chosen career and examine the degree of dissatisfaction or areas of discontent among them. Results show that the female professionals are more satisfied from their job as compared to males. Library professionals who are much experienced are possess a proportionately high level of job satisfaction as compared to other age groups. Whereas, those professionals are between ages of 28-35, having a comparatively ignoble level of job satisfaction, compared to another age group of professionals. Unmarried professionals possess a comparatively ignoble level of job satisfaction as compared to married or widow and separated hold comparatively high job satisfaction.

Keywords: Job satisfaction; Job securities; Library professionals; Institutions; University, Fiji

1. INTRODUCTION

Job satisfaction is simply called how workers feel for their work in any organisation and different aspects of their nature of the works. It is about the range where a person likes or dislikes the very nature of the work. Job satisfaction infers are doing a job one enjoys, doing it well, and being appropriately rewarded for individual's efforts. Job satisfaction is mostly dependent upon two significant factors. The first factor is remuneration, and the second is the working environment which includes nature and idea of their work culture, co-workers, etc. Job satisfaction is about one's feelings or attitude about the nature of their work. It can also be seen within the broadest context of the range of matters which affects a worker's experience or quality of their working life. Job satisfaction could be assumed in regards of its relationships with other key factors, such as general prosperity, control and stress at work place, working conditions and home-work interface¹.

Institutional researchers have long been interested in studying job satisfaction due to its relationships with the performance of employees and institutional commitment for job securities and promotion. This present study examines library professionals' job satisfaction in relation to socioeconomics and demographic variables. These demographic and socioeconomic variables include co-workers, wages and job securities.

1.1 The Status and Reputations of Library Professionals in Fiji

Fiji is an island country in Melanesia, part of Oceania situated in South Pacific region. Fiji is one of the most developed and prominent republic due to profusion of forest, minerals and fisheries resources. Fiji's literacy rate is about 93.7% and the education system is a combination of multiculturalism and multi-racialism. Library Services of Fiji (LSF) comes under the Fiji Higher Education Commission, Ministry of Education provides strategic directions to the development and automation of libraries, embarking into policies and direction. Libraries in Fiji are mostly under the different campuses of university, government and private research organisation, archive and schools. Libraries in Fiji are probably one of the best kept secrets and one the challenges is to ensure that it is no longer kept a secret. The prevailing attitudes towards the library profession in Fiji Island are that it is mostly opted by women and one which the demands are relatively low. In the past, socio-cultural factors enforced limitations on female professionals enter into jobs and employments. Due to social changes in a modern era, increased economic pressures, expansion of educational facilities and extended access of women to education results increased number of women in the library job market. In this study, research found that women are occupied over 80 per cent of library profession in Fiji².

Many people are surprised that the requirement for a

degree and a professional qualifications and skilled required in order to practices as a librarian. The majority of library professionals in Fiji are non-graduates who have not attended any formal library management training in a post-secondary education. These professionals are called by different names depending on the institution they work in. They are referred to as para-professionals or sub-professionals, in their places of work (School, college and university libraries) or they are either semi-professionals or non-professionals.

In this study, the researcher examines the factors which library professionals are satisfied with their job, behavioral patterns of co-workers, wages and job securities, etc. in libraries. Additionally, the study explores whether information about professional's job satisfaction varies significantly based on gender, age, marital status and institutional reputation. The study opines the library professional's job satisfaction using the key facets/ dimensions that were given by previous researchers and explored whether it's applicable or not, to another organisation in Fiji.

2. LITERATURE REVIEW

Job satisfaction of employees can be determined by several factors to achieve overall goals and objectives of an institution. Moreover, whether there is any connection between job satisfaction, job characteristics, job dimensions, meaningfulness of the job, social benefits, wage satisfaction, conflict between co-workers, support from administration and the hopes to remain in the job, etc.

Husain³ conducted a study on Kuwaiti librarians and perceived general image of library profession is always lowly in these areas compared to commercials and technical profession such as engineering, law and medicine. He found the factors which attract to select career in librarianship and opined that librarians are moderately satisfied with their job.

Gavali⁴, reported that the job satisfaction is the key elements of the career success, productivity and development in any organisation unless and until the organisation creates a sound and recreational environment for their employees, achieving job satisfaction will be only a mirage.

Ard⁵, *et al.* opines an ample of suggestions have been made for enticing newcomers in the library profession, such as awareness of the library profession to inspiring students, youth and paraprofessionals to choose librarianship as a career, directing job starved disciplines for selecting a competent professionals, forming LIS career information portals, working on LIS professional recognition and academic requirements. There are many studies available on the job satisfaction of library professional using a variety of operational, theoretical and methodological frameworks.

Kaba⁶ reported in his study about the perceptions of librarians toward job satisfaction and employment challenges in library sector in United Arab Emirates. The research findings state that academic librarians expressed high level of job satisfaction towards their salary and additional benefits, incentives and appreciation given by management bodies, meanwhile they were not satisfied with promotion policies.

Gloria⁷, *et al.* studied job satisfaction of library professionals of Edo and Delta states university libraries in

Nigeria and explored the factors influencing the job satisfaction of librarians, working environment, promotion, salary and wages, and there training need for professional enhancements as strong factors in academic libraries. The results of this study opine that all the factors significantly effect on job satisfaction which helps delivery and productivity of quality services to patrons.

Somvir⁸, stated that the job satisfaction among the library professionals is not related to demographic factors of an individual, as like their age, sex and types of library where they worked or their professional needs, but it is directly related to the characteristics of their job personality and work environment.

Ali and Wajidi⁹, reported that prospects for career development in the field of librarianship, working hours and incentives and employee promotional schemes offered by organisations resulted high level of job satisfaction, whereas work environment was found to have low importance of job satisfaction.

Hyder and Batool¹⁰, studied a comparative analysis of job satisfaction of librarians among public and private universities based libraries of Pakistan. They found that the library professionals associated with public universities were more satisfied as compared to the private universities professionals. However, private universities are providing better promotion opportunities to their librarians compared to public universities.

Sumaira and Soroya¹¹, conducted a study of paraprofessionals working in Higher Education Commission of Pakistan's affiliated public and private universities central libraries in Lahore. Researchers depicted the factors affecting the level of job satisfaction of paraprofessional. The researchers explored that paraprofessionals were not clearly stated, whether they were satisfied or dissatisfied with their jobs however, nature of job is the most influenced facet of job satisfaction.

Sultana and Begum¹², investigated in a study on level of job satisfactions among female library professionals in Dhaka University library. The findings show the worth of satisfaction and dissatisfaction level of library professionals. This study also explored the scales and salary packages which are the great factors influenced by the professionals.

3. OBJECTIVES OF THE STUDY

The main objectives of present study are as follows

- To identify the qualification and status of library professionals in Fiji
- To identify what stage did the library professionals decided to choose librarianship as a career
- To identify what kinds of factors drive these professionals to opt librarianship as their career
- To measure how long it took them to secure a job after completion of study
- To identify the job satisfaction level of library professionals in relation to gender, age and marital status
- To identify the job satisfaction with co-workers based on wages, job securities and promotion in relation to gender, age group and marital status.

4. RESEARCH METHODOLOGY

Selection of an appropriate methodology is highly crucial to any social investigation. A survey method was used to conduct this study to investigate the level of the job satisfaction of library professionals in different libraries across the Fiji. The study is made of twenty questions, which were distributed to library professional in order to find out whether certain personal characteristics or activities would affect opinions about their job. The questionnaire was randomly distributed to 196 library professionals working in 32 different institutions across the country in June 2018. A total number of 180 respondent were completed and returned filled questionnaires correctly to researcher which was adequate for empirical analysis. The collected data as classified, analysed and tabulated by using statistical methods.

5. DATA ANALYSIS AND INTERPRETATION

5.1 Respondents Demographic Profile

Out of the 180 participants, 28 (15.56 per cent) were male and 152 (84.44 per cent) were female. In total, 99 (55 per cent) individuals were married, 78 (43.33 per cent) were single and 3 (1.67 per cent) widows, separated and those who are declined to disclose their marital status. Followed by, 65 (36.11 per cent) were 20-27 year old, 53 (29.44 per cent) were 28-35 years, 29 (16.11 per cent) were 36-43 years or older, 19 (10.56 per cent) were 44-51 year old and only fourteen (7.78 per cent) were above fifty-two year old.

5.2 Present Positions held by Respondents

The respondents were requested to indicate the designation where they worked. The response revealed that the job holder's

Table 1. Demographic Profile

Position	Respondents	Per cent
Director/Deputy/Assistant Director	2	1.11
University Librarian/ Deputy University Librarian	4	2.22
Assistant/Chief Library Officer	5	2.78
Principal Librarian/Principal Library Officer	4	2.22
Senior Librarian/Senior Library Officer	8	4.44
Campus Librarian/ Librarian in Charge	12	6.67
Information Assistant/ Information Scientists	11	6.11
Library Officer/ Executive Officer	7	3.89
Technical Assistant/ Records Manager	14	7.78
Assistant Library Officer/Chief Clerical Officer	44	24.44
Library Assistant/Library Attendant	52	28.89
Others	17	9.44

positions cut across various libraries, documentation and information centers in the country. Table 1 shows that the designation disposition of respondents depicting their positions and status. Sr. no 1-6 cadre out of 180, there are 35 respondent 12.78 per cent only carries the administrative post in libraries followed by Sr. no. 7-12 cadre 145, 80.56 per cent respondents are on library technical or clerical positions.

5.3 Stage at which Librarianship was Considered as a Career Choice

Researcher asked from respondents to indicate the stage in life when they know first time for library profession as a career choice. There were six option stated in questionnaire to choose from. The respondent views are as presented in above Table 2. The majority of the respondents decided to join librarianship during or after doing LIS course. 48 (26.67 per cent) are during study of LIS course while 37 (20.56 per cent) respondents join library profession after completion of LIS course. This supports the findings of the reasons why many individuals wait later in life to opt a career in library profession. While 34 (18.89 per cent) opted as a career in librarianship during working in a library while 29 (16.11 per cent) engaged in another job. On other hands 22 (12.22 per cent) respondents opted librarianship as a career choice after finishing high school while 10 (5.56 per cent) studied in school. It seems that career counseling cell in schools is not supportive of librarianship as a suitable profession or does not exist.

5.4 Reasons for Librarianship as a Career

The questionnaire sought to find out why librarianship was chosen as a career by the respondents. The results revealed that the majority of the respondents 128 (71.11 per cent) were already working in libraries either as clerks, library assistants or library attendants, with school certificate before pursuing a certificate/diploma and degree programme in librarianship. Other reasons for choosing librarianship include influence/encouragement from people 124 (68.89 per cent), opportunity to further their education 63 (35 per cent), doing the job because there is no other job 112 (62.22 per cent) and love for the library environment 92 (51.11 per cent). The result of these findings showed that the most of library officers were drawn into the profession by a combination of their previous work experience in libraries, opportunity to further their education and influence/encouragement of people.

5.5. Factors that Influenced the Choice of Career

There are many factors which attract individuals to choose a specific profession. Researcher tries to investigate, what are the major factors encouraged to choose library sector as a career? The respondents were asked from the eight influences stated in the questionnaire and allowed to choose multiple influenced factors. The data shows, a major proportion 82 (45.56 per cent) of the response are in favour of 'Drifted into the library profession'. This might be possible because a high percentage of respondents didn't receive adequate guidance as undergraduates or earlier education; therefore they made the decision to choose a career in library profession on a whim. With the second highest per cent of response 46 (25.56 per

cent) choose this profession because their curiosity to learn new things and reading of books. Other individuals such as friend or relative and parent also played their role to convince and choose career in librarianship. However, a sound number of responses 27 (15 per cent) had stated that the natures of works are attractive followed by 24 (13.33 per cent) could not find any job thus join this profession. 13 (7.22 per cent) are not satisfied with their previous job while 15 (8.33 per cent) had chosen because of friends and relatives favoured. While the least respondent 9 (5 per cent) 'Influenced by a library professionals that they knew' 4 (2.22 per cent) influenced with some other factors. The same kinds of findings were also reported that the profession benefited from these enthused people stated by Ard⁵, *et al.*

5.6. Job Securities and Promotion

5.6.1 Job Security After Graduation

The study asked how long it took them to secure a job after their degree and diploma courses. The result showed that they think that it is easier to get jobs of lower level librarianship. The majority of them were sponsored to attend the LIS course by the various libraries in which they were already working, thus they were simply re-absorbed immediately after graduation 112, (63.22 % of the respondents were in this category). The remaining 68 respondents (37.78 %) who were not sponsored also secured a job of four months graduating/obtaining a qualification. This is not the case of fully qualified librarians; most of them roam about in search of jobs, sometimes for more than a year after qualification.

5.6.2 Promotion

One other area of discontent among the rank and file of the library professional's cadre is that upgrading/promotion

library professional in Fiji

One hundred eighty questionnaires are collected from different libraries from Fiji. The entire data onto the study after tabulation were analysed using t-test' and 'One-way ANOVA' and these results were further clarified with the help of graph in the following manner.

Table 2 clearly indicates that male and female library professionals differ significantly on their level of job satisfaction. It is clear from their mean values that male professionals possess low level of the job satisfaction as their mean scores on job satisfaction are M = 70.071 compared to female library professionals M = 75.894 therefore, it can infer from their mean scores than female professionals are more satisfied from their job as compared to male counterpart.

Table 2. Differences between male and female library professionals on their level of Job Satisfaction

Gender	N	Mean	Std. Deviation	Std. Error Mean	T	Sig
Male	28	70.071	10.893	2.058	2.753	0.007
Female	152	75.894	10.174	.825		

Table 3. Descriptive analysis of various age group library professionals on their job satisfaction

Groups	Sum of squares	df	Mean square	F	Sig.
Between Groups	428.734	4	107.183	0.976	0.422
Within Groups	19209.244	175	109.767		
Total	19637.978	179			

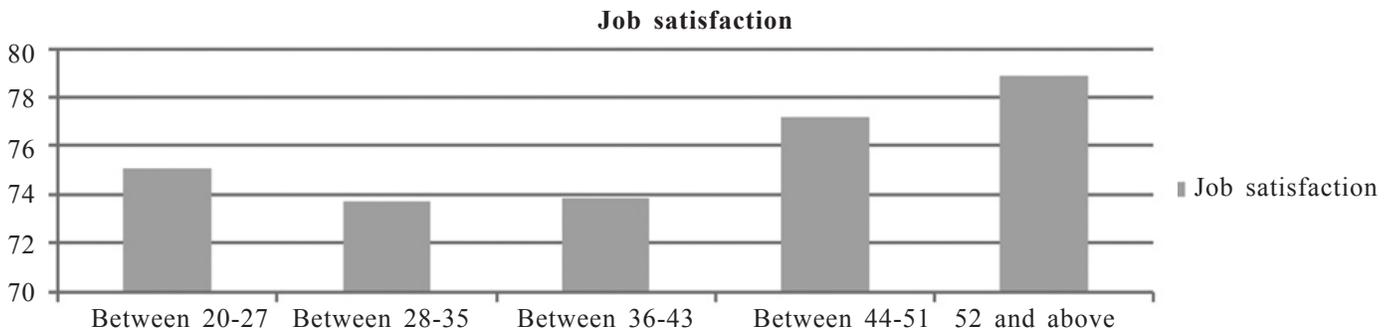


Figure 1. Job satisfaction among different age groups.

is not made available to them when promotions are due. The majority of them 92 (51.11 per cent) complained of staying too long in a particular salary grade level and designation. The result obtained showed that some of them had not moved from their grade levels for the past years or more, while some others had 88 (48.89 per cent) obtained additional qualifications and were not re-designated or promoted.

Descriptive statistics presented of job satisfaction of

Table 4. Descriptive analysis of groups of different marital status library professionals

Marital Status	N	Mean	Std. Deviation	Std. Error
Married	99	75.969	11.306	1.136
Unmarried	78	73.615	9.346	1.058
Other	3	78.333	7.371	4.255

Table 3 of ‘One-Way ANOVA’ clearly indicates that various sub groups do not differ significantly on their level of job satisfaction as their F values are F= .976 which are not found statistically significant at .01 or .05 level of confidence. Hence,

Table 5. Anova test showing differences among Groups of different marital status library professionals

Groups	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	275.940	2	137.970	1.261	0.286
Within Groups	19362.037	177	109.390		
Total	19637.978	179			

Table 6. Differences between male and female library professionals on their level of satisfaction with co-worker, wages and job security

Variables	Gender	N	Mean	Std. Deviation	Std. Error Mean	t	Sig
Satisfaction with co-worker	Male	28	11.2143	2.28290	0.43143	2.983	0.003
	Female	152	12.3684	1.80024	0.14602		
Satisfaction with wages	Male	28	2.2500	1.32288	0.25000	2.104	0.037
	Female	152	2.8487	1.39422	0.11309		
Satisfaction with job security	Male	28	3.3929	1.25725	0.23760	2.471	0.014
	Female	152	3.9342	1.02725	0.08332		

Table 7. Descriptive analysis of various age group library professionals on their level of satisfaction with co-worker, wages and job security

Variables	Age Groups	N	Mean	Std. Deviation	Std. Error
Satisfaction with co-worker	Between 20-27	65	12.3846	1.72927	0.21449
	Between 28-35	53	12.0000	1.77591	0.24394
	Between 36-43	29	12.0000	2.18763	0.40623
	Between 44-51	19	12.1053	2.46970	0.56659
	Above 52	14	12.5000	2.06621	0.55222
Satisfaction with Wages	Between 20-27	65	2.6769	1.49068	0.18490
	Between 28-35	53	2.7547	1.32876	0.18252
	Between 36-43	29	2.7931	1.44863	0.26900
Satisfaction with job security	Between 44-51	19	3.0000	1.29099	0.29617
	above 52	14	2.7143	1.38278	0.36956
	Between 20-27	65	3.6308	1.15338	0.14306
Satisfaction with job security	Between 28-35	53	3.9057	1.06092	0.14573
	Between 36-43	29	3.8276	1.25553	0.23315
	Between 44-51	19	4.0000	0.66667	0.15294
	above 52	14	4.5000	0.51887	0.13868

there is no further need to calculate ‘Post hoc analyses’. While, looking at some minor differences between these groups, it is very clear from the mean scores on job satisfaction, available in Table 3.

The Fig.1 state that professionals above 52 year possess relatively high level of job satisfaction as compared to other age group professionals. Whereas, those professionals are between ages 28-35, having relatively low level of job satisfaction compared to another age group of professionals, but it is imperative to mention here that these differences are not found statistically significant. These findings are also clearly shown in the Fig. 1.

Table 4 of descriptive analysis shows the mean, standard deviation and standard error of each group (on the basis of their marital status) on job satisfaction. Table 5 of ‘One-Way ANOVA’ clearly reveals that different sub groups do not differ significantly on their level of job satisfaction as their F values are F= 1.261, which are not found statistically significant at 0.01 or 0.05 level of significance. While, these groups are somehow different from each other, which is cleared from their mean scores on job satisfaction, available in Table 5, that unmarried professionals possess relatively low level of job satisfaction (M=73.615) as compared to married professionals (M=75.969) or those who come in others category (widow, separated and those who declined to reveal their marital status) their mean scores are M= 78.333, and this group of professionals hold a relatively high job. It is needful to mention that these differences are not found statistically significant.

Table 6 clearly indicates that male and female library professionals differ significantly on their level of satisfaction with co-worker, wages and job security. It is clear from their mean values that male professionals possess low level of job satisfaction as their mean scores on satisfaction with co-worker, wages and job Security as their mean scores are M = 11.214, M = 2.25, M = 3.39, respectively compare to female professionals (M = 12.368, M = 2.848, M = 3.934, respectively) therefore, it can be inferred from their mean scores that female professionals are more satisfied from their job as compared to male counterpart.

Table 7 states the descriptive analysis of the different age group library professionals on their level of satisfaction with co-worker, wages and job security. While Table 8 of ‘One-Way ANOVA’ clearly indicates that various sub groups do not differ significantly on their level of satisfaction with co-worker, wages and job security as their F values are F= .764, F=.202, F=.081 respectively, which are not

Table 8. Anova Test showing differences among various age group library professionals on their level Satisfaction with co-worker, wages and job security

Variables	Groups	Sum of Squares	df	Mean Square	F	Sig.
Satisfaction with co-worker	Between groups	6.904	4	1.726	0.461	0.764
	Within groups	654.674	175	3.741		
	Total	661.578	179			
Satisfaction with wages	Between groups	1.602	4	.400	0.202	0.937
	Within groups	347.642	175	1.987		
	Total	349.244	179			
Satisfaction with job security	Between groups	9.645	4	2.411	2.117	0.081
	Within groups	199.305	175	1.139		
	Total	208.950	179			

Table 9. Descriptive analysis of groups of different marital status library professionals on their level satisfaction with co-worker, wages and job security

Variables	Marital Status	N	Mean	Std. Deviation	Std. Error
Satisfaction with co-worker	Married	99	12.1515	2.04223	0.20525
	Unmarried	78	12.2179	1.79210	0.20292
	Other	3	12.6667	1.52753	0.88192
Satisfaction with Wages	Married	99	2.8384	1.40485	0.14119
	Unmarried	78	2.6538	1.40340	0.15890
	Other	3	2.6667	1.15470	0.66667
Satisfaction with job security	Married	99	4.0202	1.03982	0.10451
	Unmarried	78	3.6282	1.11785	0.12657
	Other	3	4.0000	.00000	0.00000

Table 10. Anova test showing differences among groups of different marital status library professionals on their level satisfaction with co-worker, wages and job security

Variables	Groups	Sum of Squares	Df	Mean Square	F	Sig.
Satisfaction with co-worker	Between groups	0.889	2	0.444	0.119	0.888
	Within groups	660.689	177	3.733		
	Total	661.578	179			
Satisfaction with Wages	Between groups	1.510	2	0.755	0.384	.682
	Within groups	347.735	177	1.965		
	Total	349.244	179			
Satisfaction with job security	Between groups	6.772	2	3.386	2.965	.054
	Within groups	202.178	177	1.142		
	Total	208.950	179			

found statistically significant at .01 or .05 level of confidence. Hence, there is not a further need to apply ‘Post hoc analysis’.

Table 9 states descriptive analysis of groups of different marital status library professionals on their level satisfaction with co-worker, wages and job security. Table 10 ‘One-Way ANOVA’ clearly indicates that various sub groups do not differ significantly on their level of satisfaction with co-worker, wages and job security as their F values are F= .119, F=.384, F=.2.965 respectively, which are not found statistically significant at .01 or .05 level of confidence.

6. CONCLUSIONS

The results from this survey are indicative of the extent to which library professionals in Fiji are satisfied or dissatisfied with their chosen career. The results revealed that the majority of the library professionals were already working in libraries, before pursuing a certificate, diploma and degree programme in librarianship. Females library professionals are statistically higher in compared to the male in the country and surprisingly, most of the females are satisfied with their jobs and job securities. This study was aimed to gauge the limitations of existing man power practices relating to library professionals and their commitments towards career and had job satisfaction working in the libraries.

This study assessed their views in respect of their work-related aspects, keeping satisfaction and performance. This is because there are significant relationships and correlations that exists between job satisfaction, career commitment of respondents and positive correlations exist between career commitment, gender age and working experience of library professionals in Fiji. The findings show that extrinsic measures were ranked in the top most important aspects of job satisfaction such as recognition of accomplishment, job security, promotion, designation and wages whereas intrinsic measures, such as nature of work and suitable co-workers fell close to the bottom of the list.

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