

Job Satisfaction in Academic Libraries of UAE: A Survey

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Abstract

This study enquires the job satisfaction among the library professionals in UAE. As regards of the librarians they are having many opportunities in UAE as it has many schools and universities even it is going very rapidly. Frequently new schools and universities are opening every year. Therefore library professionals having a good scope in UAE. In general way in other countries librarians seems not satisfied with their job and other facilities. The present study is a survey based study on librarian satisfaction in UAE, which reveals about their level of satisfaction. It is founded that working conditions and salaries of the librarians are quite good in UAE and they are parallel satisfied with them which can be the reason of moving many librarians to UAE from different countries.

Keywords: Academic Library, Librarian's satisfaction, Job satisfaction, UAE Libraries.

1. Introduction

Job satisfaction is a measure of workers' contentedness with their job, whether or not they like the job or individual aspects or facets of jobs, such as nature of work or supervision. Job satisfaction can be measured in intrapersonal, efficacious and behavioral components. It has been noted that job satisfaction measures vary in the extent to which they measure feelings about the job satisfaction. The assessment of job satisfaction through employee anonymous surveys has been conducted by the investigator to know the satisfaction level among the library professionals. Job satisfaction varies person to person and job to job.

Academic libraries in UAE

In UAE there are seven emirates following as Dubai, Abu Dhabi, Sharjah, Ajman, Fujairah, Ras Al Khaimah, and Umm Al Quwain. Each of the emirates contains a good number of schools and higher education institutions. Dubai is the biggest in this regards among all. An academic library is a library that is attached to an academic institution, which serves two complementary purposes - to support the school's curriculum and to support the research of the university faculty and students. UAE is developing day by day in development of libraries in academic institution. The status of the academic institutions in UAE is given below:

- A. Schools:** Seven emirates of UAE consistent lots of schools with different curriculum as American curriculum, British curriculum, Indian curriculum, bureaucrat curriculum, Philippine curriculum, Pakistani curriculum, Arabic curriculum etc. All of the schools having good libraries with qualified librarians. Number of schools in UAE as shown on Internet are as follows:
Abu Dhabi=29; Ajman=10; Ras Al Khaimah =11; Sharjah=30; Umm al Quwain=18; Fujairah=12; Dubai=80.

B. Higher Education Institutions: All the universities in seven emirates having libraries. Majority of the universities having huge libraries with different level of library professional staff. Number of universities as shown on Internet are as follows: Abu Dhabi=31; Ajman=6; Ras Al Khaimah =11; Sharjah=10; Umm al Quwain=1; Fujairah=2; Dubai-60.

2. Objectives

To find out satisfaction level in academic librarians in UAE in various aspects like job timings, working days, salaries etc.

3. Methodology

The questionnaire method was adopted for data collection by the respondents under the study, which is limited to the academic libraries of UAE. Online questionnaire was prepared and 200 questionnaires were distributed, 100 questionnaire to the schools and 100 questionnaire to the university/colleges. Distribution of the questionnaire was depended upon the accessibility of staff, details of school and university. Random sampling method is used in present survey. The distribution of questionnaire among the respondents is shown in table - 1.

Table 1: Distribution of questionnaire

S.N	Emirates	School	University/College	Total
1.	Dubai	20	20	40
2.	Ajman	10	10	20
3.	Abu Dhabi	20	20	40
4.	Sharjah	20	20	40
5.	Ras Al Khema	10	10	20
6.	Umm al Quwain	10	10	20
7.	Fujairah	10	10	20
Total		100	100	200

Note: Out of 200 distributed questionnaires 170 filled responses received.

4. Data analysis and data interpretation

4.1 Type of Institution / Number of responses received: A total of 170 responses received from the 200 distributed questionnaires.

Table 2: Number of received questionnaire

Academic Institution	Number of Received questionnaire	Percentage
School	90	52.94
College	14	8.24
University	61	35.88
Other (not specify)	05	2.94
Total	170	100.00

The table -2 shows that majority of the responses came from Schools with 52.94%, followed by the responses from University 35.88% and College 8.24%. Some respondent specify their institution as other were 2.94%.

4.2 Gender wise received responses

Table 3: Gender wise received questionnaire

Gender	No. of questionnaire received	Percentage
Male	82	48.24
Female	88	51.76
Total	170	100.00

Table - 3 provides the information about the gender wise responses of respondents. It reports that 51.76% respondents were female whereas 48.24% respondents were male.

4.3 Name of the Emirates / Number of responses: 170 responses

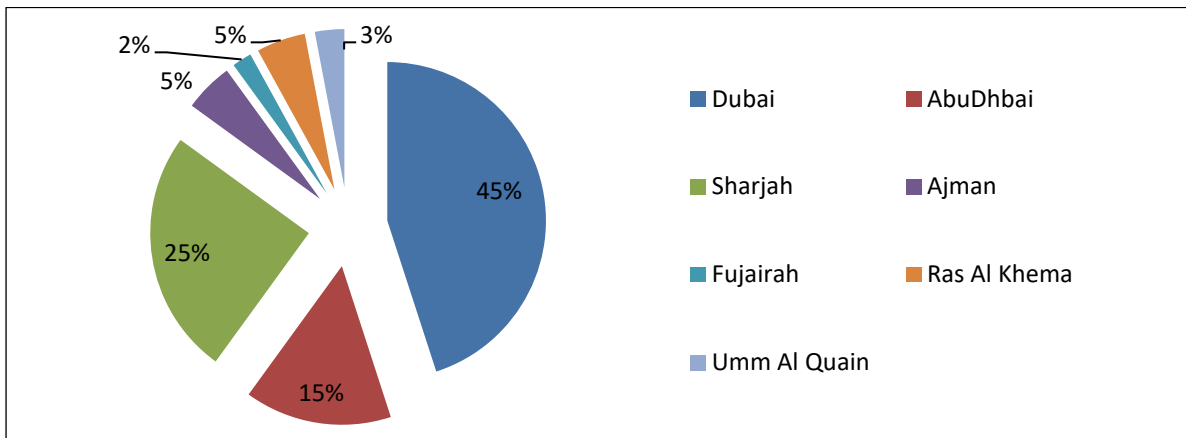


Chart-1

The pie chart-1 explores that the emirates with percentage of responses as 45% respondents are from Dubai, 25% from Sharjah, 15% from Abu Dhabi, 5%-5% from Ajman and Ras Al Khaimah, 3% from Umm Al Quwain and 2% from Fujairah.

4.4 Duration of job in UAE

Count of How long in UAE

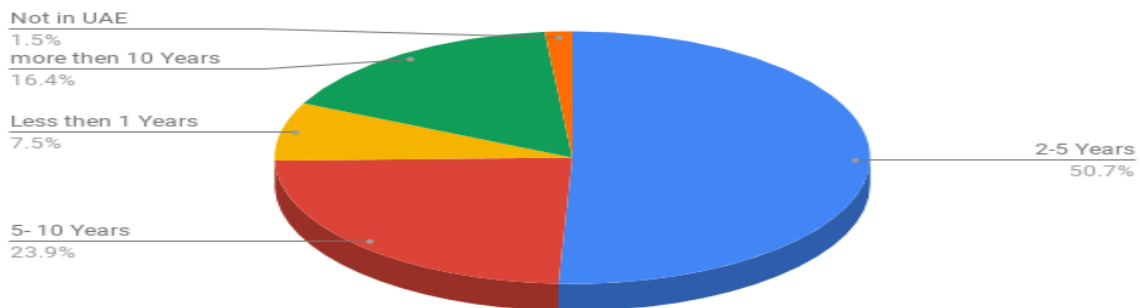


Chart-2

The pie chart-2 discusses about how long respondents working in UAE. It shows majority of the respondents 50% were in UAE from 2-5 years, 23.9% from 5-10 years and 7.5% from less the 1 year.

4.5 Designation of the respondents

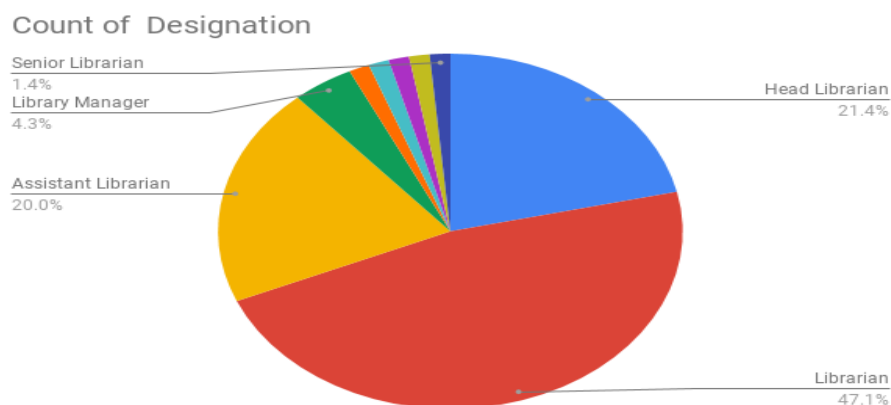


Chart-3

The pie chart-3 reveals about the designation of the respondents. It shows 47% respondents are working as Librarian, 21.45% as Head Librarians, 20% as Assistant Librarians whereas 1.4% are working as Senior Librarian.

4.6 Qualification of the Library professionals

Table 4: Qualification of library professionals

Qualification	No. of respondents	Percentage
Diploma in LIS	05	2.94
Bachelor in LIS	47	27.65
Master in LIS	106	62.35
PhD in LIS	12	7.06

This table - 4 describes that 62.5% respondents having master's degree, 27.65% respondents are bachelors, 7.06% are PhD whereas 2.94% having diploma in Library Science.

4.7 Satisfaction with Job Timings of the Library

Table 5: Satisfaction with job

Satisfaction with job	No. of respondents	Percentage
Satisfied	148	87.05
Not Satisfied	22	12.95

Table – 5 deals with satisfaction of respondents about their job timings. It reveals that 87.05% respondents were satisfied and 12.95% were not satisfied with the job timings.

4.8 Working days for Library professionals

Table 6: Working days per week

Working days per week	No. of respondents	Percentage
5 days	136	80.00
6 days	34	20.00
Total	170	100.00

Table - 6 explores that 80% respondents were working 5 days while 20% were working 6 days per week in their institute's library.

4.9 Salary of the LIS professionals

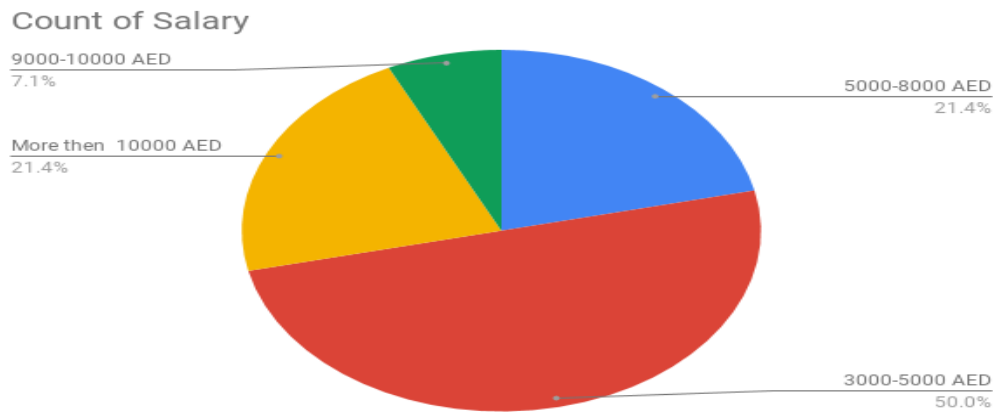


Chart-4

This chart- 4 provides information about the salary of respondents working in the various academic institutions of UAE. It reveals that 50% were getting 3000-5000 AED, 21.4% getting 5000-8000, 7.1% getting 9000-10000 whereas 21.4% were getting more than 10000 AED.

4.10 Facilities provided to LIS professionals by their institutions

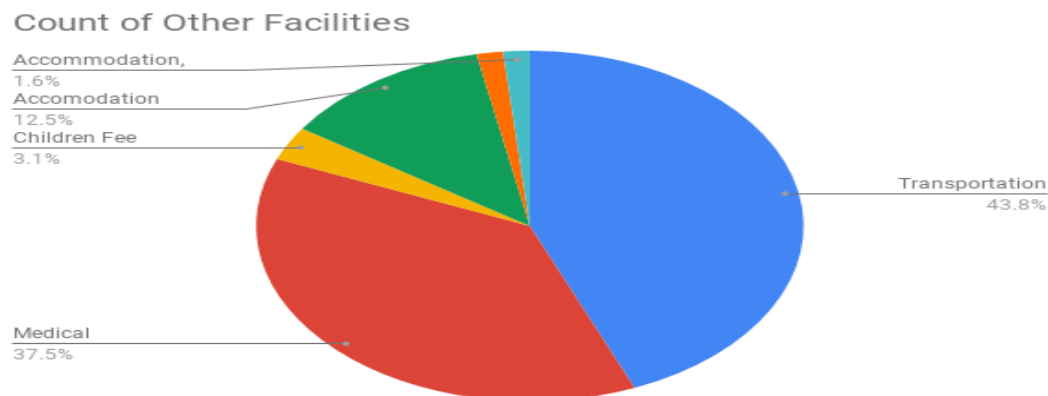


Chart-5

With concern to the other facilities, chart-5 shows 43.8% respondents were getting transportation, 12.5% were given accommodation, 3.1% getting children fee, 37% getting medical and 1.6% respondents were getting accommodation and medical together.

4.11 Training and professional development

Table 7: Training and professional development

Training and development	No. of respondents	Percentage
Satisfied	132	77.65
Not satisfied	38	22.35

Table - 7 explores the training and professional development courses provided by the library. It was noticed that 77.65% respondents were satisfied with training and professional development while 22.35% were not satisfied.

4.12 Working environment

Table 8: Working environment

Working environment	No. of respondents	Percentage
Satisfied	154	90.59
Not Satisfied	16	9.41

The table -8 reports that 90.59% respondents were satisfied with the working environment and 9.41% respondents were not satisfied.

4.13 Relationship with Supervisor or senior

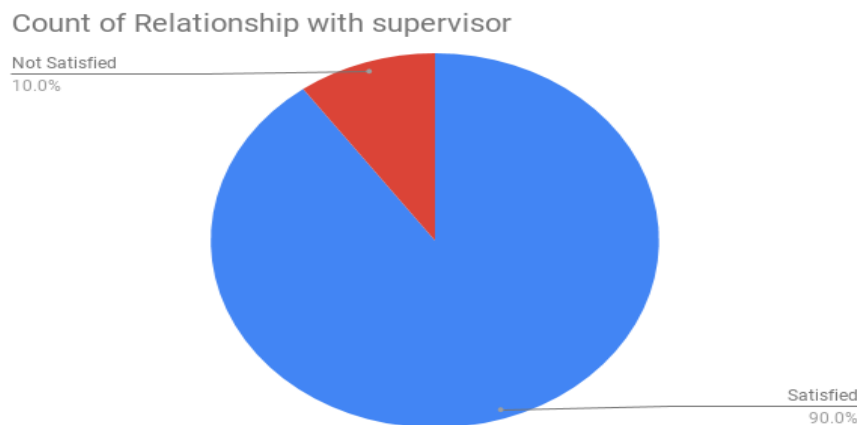


Chart-6

This chart-6 reveals that 90% respondents were satisfied with their supervisor or seniors and 10% respondents are not satisfied with them.

5 Findings of the study

Followings are the major findings of the study:

- It is founded that in study many schools are there so more responses came from schools. Librarian has more options in schools as comparatively with higher educational institutes or universities.
- In all seven emirates Dubai is most advanced in education.
- Majority of the librarians are living in UAE with time period of 2-5 years.
- In all institutions/ schools majority of the respondents having librarian position which reveals that majority of schools or university is having only one or two posts. Other posts like library assistant or catalogue classifier is rarely founded in UAE Schools/University.
- Regard with gender there is very little difference is founded. Both the male and female are founded in all institutions parallel which show good balance gender work division.
- Majority of the respondents having masters which reveals that UAE institutions having qualified librarians.

- Job timings are quite good in UAE as most of respondents are satisfied.
- UAE schools and institutions mostly work on five days system which means that Employees have enough 2 days of rest.
- 50% of respondents starting range of salary are 3000-5000 which is having strong connection with their age and time period in UAE as young new people having lowest salary. Salary increases with experience in UAE. The more you spent time in UAE the more you get experience.
- Transportation and medical are the facilities, which majority of the respondents are getting. This point also having strong connection with type of institution as majority of the responses came from schools and in schools bus transportation is free for all employees.
- In UAE academic institutions respondents are having good working conditions, opportunities for training and development and they received rewards time to time.

6 Conclusion

We can conclude that in UAE there are a lot of chances and opportunities for librarian from all over the world as they are growing very fast. Schools and universities, college's institutions are developing very fast in UAE. Due to good working conditions, facilities, safety environment, parallel gender, equally opportunity, majority of the academic Librarians is seems satisfied. In future we can expect more opportunities for work for librarian in UAE.

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