

**JOB SATISFACTION OF LIBRARY STAFF:
OPINIONS OF PROFESSIONALS, SEMI-PROFESSIONALS
AND NON-PROFESSIONALS STAFF OF TU CENTRAL
LIBRARY AND OTHER FOUR DOCUMENTATION
CENTERS: A CASE STUDY**

A thesis submitted to
the Central Department of Library and Information Science in
Partial Fulfillment of the Requirements for a Master of
Arts Degree in Library and Information Science
Tribhuvan University

Submitted by
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November 2011

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LETTER OF RECOMMENDATION

This is to certify that Mr. Mahesh Khanal has prepared this thesis entitled "**JOB SATISFACTION OF LIBRARY STAFF: OPINIONS OF PROFESSIONALS, SEMI-PROFESSIONALS AND NON-PROFESSIONALS STAFF OF TU CENTRAL LIBRARY AND OTHER FOUR DOCUMENTATION CENTERS: A CASE STUDY**", under my supervision and guidance. I recommend this dissertation for final approval and acceptance.

Date: December 2011



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Dr. Madhusudan Karki
Thesis Supervisor

LETTER OF ACCEPTANCE

The thesis, entitled "JOB SATISFACTION OF LIBRARY STAFF: OPINIONS OF PROFESSIONALS, SEMI-PROFESSIONALS AND NON-PROFESSIONALS STAFF OF TU CENTRAL LIBRARY AND OTHER FOUR DOCUMENTATION CENTERS: A CASE STUDY", prepared by Mr. Mahesh Khanal in partial fulfillment of the requirements for the Masters of Arts Degree in Library and Information Science is hereby accepted and approved.

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ACKNOWLEDGEMENT

As every accomplishment requires help, suggestions, and advice, from many people of different walks, the presented thesis is also an output of combined effort. I would like to take this opportunity to place in record the feelings of gratitude and gratefulness to the deserved persons for their kind support help and cooperation.

At first I 'm very grateful to Dr. Madhusudan Karki- Head of Department and my Thesis supervisor, Mr. Ashok Thapa my external examiner, and Mr. Rudra Prasad Dulal faculty member and my internal guide who spent their valuable time in my favor, giving me their worthy suggestions, guidance and support to carry out this work.

I always respect and admire the valuable help and instructions provided by former Head of Department Mrs. Nirmala Shrestha, Dr. Mohan Raj Pradhan, Mr. Bhim Dhoj Shrestha and Mr. Bishnu Prashad Aryal. Their direct, indirect teaching suggestions, inspirations will always be saluted.

I am greatly pleased to have guidance, help and cooperation from Chief Librarian Mr. Krishna Mani Bhandari and Deputy Librarian Mr. Chiranjivi Neupane from TUCL, Mrs. Indira Dali from CEDA. I am thankful to the librarians as well as other semi-professionals, non-professionals staffs from TUCL, CEDA, CERID, CNAS, and RECAST.

My special thanks go to my all colleagues, my seniors, and my juniors who helped me time to time. My humble gratefulness to my friends Mr. Ramesh Parajuli for making a sound environment and also I'm thankful to Mr. Manoj Bhandari, Mr. Ram Pd Acharya, Mr. Subodh Neupane, Mr. Amod Rijal, Mr. Krishna Thapa, Mr. Damodar Parajuli and Mr. Rom Nath Regmi for their kindly cooperation.

Lastly my whole hearted obligation goes to each and every members of my family, especially my parents whose encouragement , inspections brought me at this position.

I have used my sincere effort to publish original information from the research. I have understood I apologies and take full responsibility if any mistakes have been committed knowing or unknowing in course of my work.

ABSTRACT

Library staffs have an important role in information society, and their job satisfaction will affect the quality of the service they render. If the library staffs are satisfied with their job they can provide good service to the user. Existing condition of job satisfaction of library staff is not known. Therefore the study entitled "JOB SATISFACTION OF LIBRARY STAFF: OPINIONS OF PROFESSIONALS, SEMI-PROFESSIONALS AND NON-PROFESSIONALS STAFF OF TU CENTRAL LIBRARY AND OTHER FOUR DOCUMENTATION CENTERS: A CASE STUDY" has been chosen. To fulfill the above mentioned problem objective of the study is fixed.

The main objective of this study is to find out the existing condition of job satisfaction of professional, semi-professional and non-professional librarian/library staff of TUCL and other four research libraries of TU. The study also aims to analyze the associating factors for job satisfaction. Meanwhile study limited only TUCL and its associated four research libraries of Kathmandu valley.

Few research works have been carried out in librarian's job satisfaction in comparison to other professionals. However in Nepalese context only one research has been conducted in the field of librarian's job satisfaction. This research reveals that only 22% were fully satisfied with their job. Few research works has been done on job satisfaction in general. Various books, journals, bulletins, research reports, thesis, website related to this research topic (both local and international context) has been studied and main theme and findings of 19 literature are taken for review.

Our focus of study is about TUCL and four other research library of TU and its staff. The study was conducted using survey research method. For this purpose a questionnaire has been formulated and distributed to the professional, semi-professional and non professional library staffs, working in T. U. Central Library, CEDA library,

RECAST library, CERID library and CNAS library. Out of 79 populations only 28 sample sizes has been determined for the study encompassing 13 are professionals, 4 are semi-professionals and 11 are non- professional staffs from TUCL and other four research libraries of T. U.

Ten facets has been confined to determined overall job satisfaction of library staffs which includes Pay, Promotion, Supervision, Fringe Benefits, Contingent rewards, Operating procedures, Co-workers, Working condition, Nature of work, and Communication. Major findings for these facets obtained as 67.69% of professional library staffs are satisfied with their job. 57.5% semi professional and 72.73% of non professional are satisfied with their job. Study also show the professional library staffs are more satisfied than semi professional staff but lower than non professional staff. The overall satisfaction of all the staffs is 68.21% which is greater than 50% or the satisfaction level. Which show that the library staffs of TUCL and Research Centers of T.U. are satisfied with their job, but satisfaction level is higher amongst non professional and professional library staffs and satisfaction level is low in semi professional library staffs.

Study shows that pay, promotion, and the benefits packages are the areas of dissatisfaction for the library staffs. Supervision, recognition, operating procedure, co-workers, working condition, work itself, and communication are the areas of satisfaction. Most of the professional has got the opportunity to attain conference, seminars, workshops and other events in abroad form the organization. The study shows that future of library profession in Nepal is bright. The suggestions made by respondents are that traditional working style should be changed and the use of information technology should be implemented for the proper running of library.

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DEDICATION

**To my parents and teachers,
Who have always been sources of inspiration to me**

PREFACE

Job satisfaction is one of the criteria of establishing a healthy organizational structure in an organization. Libraries are inseparable corner stone of the society. To render an effective service at the libraries depends on the library staff. Job satisfaction of the librarians/library staff has an important place in the information society that will affect the quality of service they render.

There are various researches regarding job satisfaction in other arena whereas in library profession only one research has been conducted by Mr. Dasharath Thapa in 1988. The then working professionals are in the verge of retirement and there are various new professionals who joined after that research. So it implies that there is essence of new research in this profession and needs to reveal the new findings. It will help to improve library service by minimizing the dissatisfaction of library staff, increasing the morale of the staff as satisfied staffs work more efficiently than the unsatisfied ones. This study may help to provide guide lines for carrying out further research on similar topics. Findings will be helpful in improving the condition of job of library staff in Nepal.

This study has been divided into six chapters. The first chapter deals with the introduction of the study which includes background, statement of the problem, objectives, scopes and limitation, significance of the study, definition of the terms and this heading itself. The second chapter deals with relevant study of the literature i.e. review of literature. The third chapter deals with job satisfaction in the field of librarianship and focuses the professional and semi-professional library staff of TUCL and its four research centers of Kathmandu valley. Chapter four deals with research methodology, research design, population and sample of the study, data collection, and data analysis procedure. The fifth chapter deals with analysis and presentation of the study which evaluates either the set objectives and testing of significance of hypothesis positively meets or not. The final chapter deals with conclusion, summaries and recommendations.

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 Science, 2011.
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LIST OF ABBREVIATION

A.D	: Anno Domini
APCTT	: Asia Pacific Centre for Technology Transfer
BC	: Before Crist
CDLISc	: Central Department of Library and Information Science
CEDA	: Centre for Economic Development and Administration
CERID	: Research Centre for Educational Innovation and Development
CNAS	: Centre for Nepal and Asian Studies
DEVINSA	: Development Information Network for South Asia
FOE	: Faculty of Education
INAS	: Institute of Nepal and Asian Studies
NPC	: National Planning Commission
NSEF	: National Education System Plan
OPAC	: Online Public Access Catalogue
RECAST	: Research Centre for Applied Science and Technology
SAARC	: South Asian Association for Regional Co-operation
TU	: Tribhuvan University
TUCL	: Tribhuvan University Central Library
UN	: United Nations
WWW	: World Wide Web

CHAPTER- I

INTRODUCTION

1.1 Background of the Study

1.1.1 Librarians

Libraries are resource of knowledge. People in all walks of life including students, teachers, business, executives, government officials, scientists, scholars use library resources in their work. Library provides knowledge, fulfills users desire. Library plays an important role in preserving a society's cultural heritage. For example some libraries have special collection of rare books, authors and composers, original manuscripts or works by local artists. Libraries provide latest information as well as old information.

In the strict sense the term a 'library' is a 'collection of materials organized for use'. The word derived from the Latin word 'liber', a book. The Latinize Greek word 'bibliotheca' is the origin of the word for 'library' in the Greek, Russian and Romance language (McGarry, 1997).

Library is collection of books used for reading or study, or building or room in which such a collection is kept (The new Encyclopedia Britannica, 1990). Today's library contains not only books but also periodicals, films, slides, phonographs records, AV materials etc. It is designed as an information bank.

The origin of libraries lies in the practice of keeping records; as early as the 3rd millennium BC records on clay tablets were stored in a temple in the Babylonian town of Nippur. In the 7th century BC the Assyrian king Ashurbanipal assembled and organized a collection of records, of which some 20,000 tablets and fragments have survived. The first libraries as repositories of books were those of the Greek temples and those established in conjunction with the Greek schools of philosophy (4th century BC) (The new Encyclopedia Britannica, 1990).

Library is the ocean of knowledge. It contains the intellectual product of great thinkers, scientists, philosophers, politicians etc. It preserves stores and

disseminates that knowledge to number of information seeker. In the old age, a library was regarded as a storehouse and book were kept there for preservation only but now the libraries have become social agencies. Modern library is regarded as service institution; its aim is to enable the users to make the most effective use of resources and services of the libraries.

1.1.2 Librarian/Library Staff

Traditionally and still in popular consciousness, the curator of collection of books and other information materials, administering conditional user access to these collections. In current practice, the manager and mediator of access to information for user groups of various descriptions, still initially through collection of information materials under their immediate administration, but also through the global range of available sources(Sturges,1997).

According to Wikipedia "A librarian is an information professional trained in library and information science, which is the organization and management of information service or materials for those with information needs.

The term will be found applied to a chief librarian, often called simply the librarian, to professional librarians of different grades, distinguished by the possession of a recognized academic or professional qualification and holding of a post with higher level tasks and responsibilities, but also to any one employed or acting as a volunteer, in library work usually more correctly referred to by some term such as paraprofessional, Library assistant, Library clerk or library messenger. Assistant librarian usually refers to a professional librarian (Struges, 1997).

A librarian guide the readers how to find the book and where is it. A librarian provides self education for the readers.

1.1.3 History of Librarian/Library Staff

People who have had the care of libraries (as distinct from archives) can be identified as early as the Greek and Roman eras (notably Callimachus, c. 300-240 BC, at Alexandria), in a number of other civilizations (those of the East, particularly China and in the liberal tradition of Islamic libraries. Their resources may not always have been identifiable by a distinct building or

room but their curatorial role is quite distinct. In many cases indeed, the role of those responsible for libraries may have been so minimal unlocking and locking the door to permit the user access and preserve security for instance as almost to remove them from way useful definition of the word(Sturges,1997).

Manuals of a distinct librarian's occupation are first really apparent in the seventeenth century with Gabriel Naude's (founder of the *Bibliothèque* magazine, *Paris Advis pour dress rune bibliotheque* (1627) and John Durie's *The Reformed Libraries keeper* (1650). Librarians with a full range of professional responsibilities can be identified from the same period Thomas James, Thomas Bodley's librarian at Oxford University appointed in 1601. James undertook collection building and improved intellectual access through catalogue innovations, as well as creating better physical access to the collections (Sturges, 1997).

1.1.3.1 History of Librarians/Library Staffs in Nepal

Buddha Bihars, Mathas, Gumbas, Chatys, Temples, Places etc were the place where manuscripts were preserved in early period. Those manuscripts were about tantrism, philosophy, astrology, Sanskrit literature, rituals, religion etc. The Malla King had collection of books in their places. In the period of Malla Dynasty Bhaktapur was referred as the Banaras of Nepal. At that time there was a single private library containing fourteen thousand volumes of books was in services for learning.

After unification of the country Prithivi Narayan Shah collected books and manuscripts from Bhaktapur, Patan, Gorkha, Baise and Chaubise state and kept in Hanumandhoka Durbar and made a big library in 1770 AD.

During the regime of King Girban Yuddha Bikram Shah, Pandit Kedar Nath was in-charge of Pustakchitai Tahabil-Library in 1812 A.D. Two other staffs were also in the library. But full responsibility was fixed to Pandit according to Lal Mohar (Rizal, 1987).

Jang Bahadur Rana shifted the books and manuscripts from Hanumandhoka to office called Munshikhana and Jaishikotha in 1847. There were librarian Khadga Ram Joshi who was benevolent person and worked laboriously in the library. Another staff Megh Nath Rimal whose works was to copy

manuscripts and books from the library. During Jung Bahadur Rana's period five or six librarians as the post of Khardar, were appointed (Karki, 2002). As a librarian Khadga Ram Joshi got the promotion and appointed as Subba.

Bir library was established in 1900 A.D., which is the first modern library in Nepal. Separated staffs were provided and new staffs were also appointed for the proper functioning of that library. Those staffs were also engaged for writing a copying the old and valuable books and manuscripts.

Bir Shamsher had appointed an Indian staff as a librarian of the Bir library. His name was Anik Chandra Chhaterjee who had come from Calcutta with the correspondence to British Resident (Rizal, 1987).

In 1928 A.D. Chandra Shamsher, the rulers of Nepal ordered Pundit Hem Raj Guraju and Pandit Som Nath Sigdel and other six person to arrange the library. They classified the collection into three groups and made a proper catalogue (Karki, 2002).

Tri-chandra college, the first college of Nepal, established in 1918 A.D. Mr. Purna Prasad Amatya was appointed as the librarian in Tri-Chandra college Kathmandu in 1952 A.D. He was the first trained librarian in Nepal who took his graduation in library science from Delhi university of India in 1952 A.D. (Adhikari, 2007)

1.1.4 Role of Librarians

Librarian has a number of tasks to perform. The task includes selection, collection, classification, cataloguing, documentation, preservation of document organization of non-book materials, stock verification and other more tasks. "For successful functioning of the library and for the performance of their manifold duties, librarians required a high degree of technical skill, intelligence, imagination, initiative, judgment, efficiency and understanding. They have multifarious roles to play. As a specialist, a guide, philosopher, a friend and a social worker, a librarian has to cater to the needs of varied users of the library the children and the adults, the young and the old, the rich and the poor, the men and the women"(Chopra,1984).

Libraries are being forced to change because increasing numbers of users no longer depend on a static store house to satisfy their informational needs. New services are being demanded of libraries, and new skills are expected from the staff within them. Therefore modern libraries are information centers. Today libraries are in a state of continual change within a changing society (Khanna, 1987).

Olivia Crosby described librarians as 'Information experts in the information age'(en.Wikipedia). Librarian play vital role in dissemination of information. Now a days the role of librarians change as a information specialist or information experts who serves as the intermediary between information sources and the individual user, or group of users.

Due to the changing role of librarian from traditional librarian to the information experts or information specialist the task of librarian has increased. For it is the information specialist who must be skilled in ensuring universal access of information, regardless of the source, thus permitting the user to make the choices necessary to secure desired information.

1.1.5 Job Analysis

The first and foremost function of personnel management is the job analysis. It involves the analysis of the contents of each job to be performed in an institution. "Job analysis finds out what is to be done and determines the best method of doing it.....and the qualifications required of a worker to able to do the job satisfactorily".

The data to be obtained should be comprehensive and reliable. It should be accurate. The data should include: the specific activities, responsibilities, special information needed by the employee, how of the work to be performed, working condition and physical demands.

The data on the jobs can be collected from the concerned employees, their supervisors and professional job analysts. The job data about methods may be obtained from the employees through questionnaires, interviews, discussion, and observation.

1.1.5.1 Advantages of Job Analysis

Job analysis is basic to manpower management. It has the following advantages:-

1. It defines labour needs in concrete terms.
2. It specifies the duties and responsibilities implied in each job.
3. It thus, assists in organization planning and provides coordination. ".....the principle of effective correlation assumes special importance in library administration, as the library has to work on all days and for a long hours as a service rendered by the library has to be characterized by an extraordinary degree of promptness and exactness and as the nature of books is such that accuracy of the highest order is necessary in handling them and in dealing with the various records connected with them at different stages and in different section. But proper coordination may mean an increase of staffs and proper work, which may easily appear and still more easily be condemned as extravagance or red-tap; but the test of economy lies further along the line, as to whether improved administrative correlation is finding expression in overall increased efficiency in point of quantity or quality or both.

1.1.6 Job Satisfaction

The term 'Job satisfaction is derived from the latin words 'satis' and 'facere' meaning 'enough' and 'to do' respectively. Job Satisfaction is an integral component of organizational climate and an important element in management employee's relationship. Job satisfaction may be described in terms of attitude towards the job like any other attitude it represents a complex assemblage of cognition (belief or knowledge) emotions (feelings, sentiments or evaluations) behaviours and tendencies (Raza and Gupta, 2000).

(Locke, 1976) gives a comprehensive definition of job satisfaction as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experience". Job satisfaction is a result of employee's perception of how well their job provides those things which are viewed as important. It is generally recognized in the organizational behaviour fields that job satisfaction is the most important and frequently studied attitude (Mitchell and Larson, 1987)

Job satisfaction is the total of the sentiments related with the job conducted. If the worker perceives that his/her values are realized within the job, s/he improvises a positive attitude towards his/her job and acquired job satisfaction (McCormick and Tiffin, 1974).

According to Paul Spector job satisfaction is "a cluster of evaluative feelings about the job". He identifies nine facets of job satisfaction that are:

Scale	Description
1) Pay	Pay and remuneration
2) Promotion	Promotion opportunities
3) Supervision	Immediate supervisor
4) Fringe benefits	Monetary and non monetary fringe benefits
5) Contingent rewards	Appreciation, recognition and rewards for good work
6) Operating procedures	Operating policies and procedures
7) Coworkers	People you work with
8) Nature of work	Job tasks themselves
9) communication	Communication within organization

The concept of job is very complex. It has many facets, such as the nature of the work, the supervisor, the company, pay or promotional opportunities. The job itself seldom serves as a unity attitude object. Rather, the attitude, in this case the satisfaction that the individual associates with his or her job, is really the degree of satisfaction with a number of different dimensions of the job.

Over the year considerable time and effort has been devoted to discovering the Sdimensions of job satisfaction. The best conclusion draw from this work is that, although there are many specific and diverse job satisfactions at one time or another there is a set of dimensions common to most jobs that is sufficient to describe most of the predictable variance in job satisfaction. This set varies roughly from five to twenty job dimensions, but seldom it is necessary to assess the degree of satisfaction using

more than ten. The number in this set may vary somewhat depending upon the nature of job and the purpose for which job satisfaction is being investigated. (McCormick and Ligen, 1987)

Influences on job satisfaction

There are a number of factors that influence job satisfaction. The major ones can be summarized by recalling the dimensions identified earlier: pay, the work itself, promotions, supervision, the work group, and the working conditions have been described below.

Pay

Wages are significant factor in the job satisfaction. Money not only helps people attain their basic needs but is instrumental in providing upper level need satisfaction. Employees often see pay as a reflection of how management views their contribution to the organization. Fringe benefits are also important, but they are not as influential. One reason undoubtedly is that most employees do not even know how much they are receiving benefits. Moreover, most tend to undervalue these benefits because they cannot see their practical value.

The work itself

The content of the work itself is another major source of satisfaction.

Promotions

Promotional opportunities seem to have a varying effect on job satisfaction. This is because promotion takes a number of different forms and has variety of accompanying rewards. For example, individuals who are promoted on the basis of seniority often experience job satisfaction but not as much as those who are promoted on the basis of performance. Additionally a promotion with a 10 percent salary raises it typically not as satisfying as one with a 20 percent salary raise. This helps explain why executive promotions may be more satisfying than promotions that occur at the lower levels of organizations.

Supervision

Supervision is another moderately important source of job satisfaction. It can be said

that there seem to be two dimensions of supervisory style that affect job satisfaction. One is employee-centeredness. This is measured by the degree to which a supervisor takes a personal interest in the employee's welfare. It commonly is manifested in ways such as checking to see how well the subordinate is doing, providing advice and assistance to the individual and communicating with the worker on a personal as well as official level. The other dimensions are participation or influences as illustrated by managers who allow their people to participate in decisions that affect their own jobs. In most cases this approach leads to higher job satisfaction.

Work Group

The nature of the work group will have an effect on job satisfaction. Friendly, cooperative coworkers are a modest source of job satisfaction to individual employee. The work group serves as a source of support, comfort, advice, and assistance to the individual worker. A "good" work group makes the job more enjoyable. However this factor is not essential to job satisfaction. On the other hand, if the reverse condition exists - the people are difficult to get along with - this may have a negative effect on job satisfaction.

Working Conditions

Working conditions are another factor that has a modest effect on job satisfaction. If the working conditions are good (clean, attractive surrounding, for instance), the personnel will find it easier to carry out their jobs. If the working conditions are poor (hot, noisy surrounding, for example), personnel will find it more difficult to get things done. In other words, the effect of working condition on job satisfaction is similar to that of the workgroup. If things are good, there will not be a job satisfaction problem: if things are poor, there will be.

Most people do not give working conditions a great deal of thoughts unless they are extremely bad. Additionally when there are complaints about working conditions, these sometimes are really nothing more than manifestations of other problems.

In the light of these definitions, we can define the job satisfaction as the sum of all negative and positive aspects related to the individuals salary, his/her physical and emotional working conditions, the level of success has maintain

and reward given due to this success, his/her relation with colleagues and administrators, benefits from organization etc.

1.1.7 Job Satisfaction of the Librarians/Library Staffs

Job satisfaction is one of the criteria of establishing a healthy organizational structure in an organization. Libraries are inseparable corner stone of the society. To render an effective service at the libraries depends on the library staff. Job satisfaction of the librarians/library staff has an important place in the information society that will affect the quality of service they render.

To get good result from the research there should be a good library with a qualified librarian who is satisfied with his job. If the librarian is not satisfied with his job he will hesitate to help the readers/researchers. Not only in the research stations, but also the well equipped libraries are important in the schools, campuses and government offices as well. To make a library fully equipped, there should be a professional librarian who is fully satisfied in his job and always ready to provide best information described by his client (Thapa, 1988). Significant body of literature has been created concerning job satisfaction in the field of librarianship; librarians seem somewhat more reluctant than professionals of other fields to turn their research upon themselves. The majority of the literature in library science has focused on the user, what do patrons want, how do they use it, how can librarians provide it to them? What is sometimes forgotten is the information provider or librarians are not machines. Librarians and information provider of all types should remember that the organizational psychology that affects all other fields applies to them too.

In our country Nepal very few researches has been done in job satisfaction. In our department no study was done about job satisfaction. So this study endeavors to highlight the job satisfaction condition, satisfaction area and dissatisfaction area of library staffs of Nepal.

1.2 Statement of the Problem

It has been found that the existing condition of Librarian/library staffs is not good. As research entitled "*Job satisfaction among professional librarians in*

Nepal” was carried out by Thapa (1998) and found that 18 percent librarians were fully dissatisfied with their job. Similarly for many people choice of library profession is not because of passion of work instead it became choice for them is due to good opportunity for getting job. They are facing various problems and it is difficult yet to get social recognition. The salary which they are getting is not sufficient as compared to their work. There is no any authentic record of job analysis in relation to the workload existing in the libraries. The view of library personnel towards their work, facilities and opportunities they get has not been brought out. Few numbers of persons is involved and interested in this field. To make this profession charming and to create environment to embark a career in this profession for new comers it is essential to find out the problems behind the profession and professionals. And to make a library profession like an Oasis in the desert, the requirements of library staffs should be fulfilled. Here this study is aimed at dealing problems including job satisfaction of library staffs in Nepal. Here, problem related to library staffs are given below.

- (a) There is lack of authentic record of library staffs in the libraries.
- (b) Existing condition of job satisfaction of library staff is not known.
- (c) Factors responsible for job satisfaction are not analyzed.
- (d) Satisfying and dissatisfying factor of library staff is not known.
- (e) Opportunity in this profession is not known.
- (f) The view of library staff towards their job is unknown.

1.3 Objectives of the Study

The main objective of this study is to find out the existing condition of job satisfaction of professional, semi-professional and non-professional librarian/library staff of T.U. central library and other four research libraries of T. U.

Other objectives are as follows:

- To find out the number of professional, semi-professional and non- professional staffs of TUCL and other research libraries of TU.

- To measure job satisfaction of library staff on the basis of factors of job satisfaction.
- To analyze the factors responsible for the satisfaction or dissatisfaction towards the profession.
- To find out in which factors/facet of job satisfaction they are more satisfied.
- To find out in which factors/facet of job satisfaction they are dissatisfied.
- To compare the job satisfaction conditions of professional, semi-professional and non-professional library staff.

1.4 Scope and Limitation of the Study

In this study it is desired to high lighten the existing condition of job satisfaction of professional, semi-professional and non-professional library staff. This study covers the job satisfaction of library staffs of TUCL and Research libraries of T. U. as mentioned below.

1. Tribhuvan University Central Library (TUCL)
2. Research Centre for Applied Science and Technology (RECAST) Library
3. Centre for Nepal and Asian Studies (CNAS) Library
4. Centre for Economic Development and Administration (CEDA) Library
5. Research Centre for Educational Innovation and Development (CERID) Library

Due to constraints of time, dissertation topic, limited resources the study is limited only to the staffs of five libraries mentioned above and does not encompass other library staffs of Nepal. This study is based on the questionnaire and the study of these libraries is carried out in between July and September 2008.

1.5 Significance of the Study

This study helps to find out the job satisfaction of the professional semi-professional, and non-professional library staff of TUCL and its associated research libraries of Kathmandu valley. It will be helpful to find out the group

more satisfied with their job. It will help to improve library service by minimizing the dissatisfaction of library staff, increasing the morale of the staff as satisfied staffs work more efficiently than the unsatisfied ones. This study may help to provide guide lines for carrying out further research on similar topics. Findings will be helpful in improving the condition of job of library staff in Nepal. The outcome of the study may help the concerned organization and the authority for appropriate decision making in order to uplift the working efficiency of the staffs so that the organization obtain more benefit.

1.6 Definition of the Term

Job

A piece of work; especially a small definite piece of work, done in the way of one's special occupation or profession.

Job Satisfaction

(1) Job satisfaction is the total of the sentiments related with the job conducted. If the worker perceives that his/her values are realized within the job, s/he improvises a positive attitude towards his/her job and acquires job satisfaction. (2) Job satisfaction is the reaction of the workers against the role they play in their work.

Librarian

(1) A person who has charge of the contents of a library making the stock and library services available to those who need them or are entitled to them. (2) The chief administrative officer of a library. (3) A professional member of a library staff. (4) Combined with name of department, type of work, kind of library, or with a personnel rating term, the term is used to designate the title of a staff member, e.g., order librarian, children's librarian, branch librarian, senior librarian. (5) The person controlling the library in which all magnetic files and programs are kept, issues data files and maintains records of tape

usage, including details of current file generations and their associated real numbers.

Librarianship

(1) Art and science of managing libraries. (2) The profession of librarian. (3) It refers to application of knowledge and books and certain principles, theories and techniques to the establishment, preservation, organization and use of collection of books and other materials in libraries and to the extension of library services. (4) The principles of library maintenance and administration including bibliography, cataloguing etc.

Library

The term used for a collection of books and other library materials which have been kept for reading, study and consultation.

Library and Information Science (LIS)

LIS is the study of issues related to libraries. This includes academic studies about how library resources are used and how people interact with library systems. These studies tend to be specific to certain libraries of certain times. The organization of knowledge for effective retrieval of relevant information is also a major research goal of LIS. Basic topics in LIS include the acquisition cataloguing classification and preservation of library materials

Library Associations

It is a body of persons associated for a common purpose. It is essential for the profession to be well organized to make it effective in the service of its members.

Library Education

It is the educational provision for entrance to the library profession. It is always at tertiary level and frequently follows a first (Bachelor's) degree or equivalent qualification. It normally takes place in a university department.

Professional Library Staffs

Library staffs having Masters or Bachelors Degree in Library Science and holding officer level or higher positions.

Semi-Professional Library Staffs

Library staffs having Intermediate level in Library Science or Intermediate course in any Discipline with one month library management training.

Non-Professional Library Staffs

Library staffs without library management course or training.

1.7 Organization of the Study

The research study has been set up according to the standard format from the department. This study has been divided into six chapters. The first chapter deals with the introduction of the study which includes background, statement of the problem, objectives, scopes and limitation, significance of the study, definition of the terms and this heading itself.

The second chapter deals with relevant study of the literature i.e. review of literature. The third chapter deals with job satisfaction in the field of librarianship and focuses the professional and semi-professional library staff of Nepal. Chapter four deals with research methodology, research design, population, sampling procedure, data collection, and data analysis procedure.

The fifth chapter deals with analysis and presentation of the study which evaluates either the set objectives and testing of significance of hypothesis positively meets or not.

The final chapter deals with summaries and recommendations.

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CHAPTER-II

REVIEW OF LITERATURE

Past is always taken as a guide for the present and future. Few research works have been done in job satisfaction of librarians in comparison to other professionals. In Nepalese context only one research has been done in the field of librarian's job satisfaction. Few research works has been done on job satisfaction in general. Various books, journals, bulletins, research reports, thesis, website related works to this research topic has been studied and their main theme and findings are taken for review.

2.1 Job Satisfaction in General

Satisfying factors motivate workers while dissatisfying ones prevent. Motivating factors are achievement, recognition, the job conducted, responsibility, promotion and the factors related to the job itself for personal development. Motivating factors in the working environment result in the job satisfaction of the person while protective ones dissatisfy him/her. (Herzberg, Mausner, and Sanderman, 1969)

There are three important dimensions to job satisfaction. First, job satisfaction is an emotional response to a job situation. As such it cannot be seen; it can only be inferred. Second, job satisfaction is often determined by how well outcomes meet or exceed expectations. For example, if organizational participants feel that they are working much harder than others in the department but are recalling fewer rewards, they will probably have negative attitude toward the work, the boss, and/or coworkers. They will be dissatisfied. On the other hand if they feel they are being treated very well and are being treated very well and are being paid equitably, they are likely to have a positive attitude toward the job. They will be satisfied. Third job satisfaction represents several related attitudes. (Luthians, 1989)

Smith, Kendall, and HulinS(1969) have suggested that there are five job dimensions that represent the most important characteristics of a job about which people have affective responses. These are

- 1) Work itself the extent to which the job provides the individual with interesting tasks, opportunities for learning, and the chance to accept responsibility.
- 2) Pay-the amount of financial remuneration that is received and the degree to which this is viewed as equitable vis-a-vis others in the organization.
- 3) Promotion opportunities-the chances for advancement in the hierarchy.
- 4) Supervision the abilities of the superior to provide technical assistance and behavioral support.
- 5) Co-workers the degree to which fellow workers are technically proficient and socially supportive.

Mohanty (1983) clearly points out three independent variables affecting job satisfaction. They are:

- a) Personal factors e.g. age, sex, number of dependents in the family, length of service, intelligence, level of aspiration, personality, fulfillment of personal needs and education.
- b) Factors related to job, e.g. chance and initiative to establish oneself in job, nature of job, skill of work, and size and location of the factory.
- c) Factors controlled by the management, e.g. salary security, vocational guidance, scope for promotion, working conditions, relationship with co-workers, responsibility and supervision.

According to (Paul Spector), job satisfaction is "a cluster of evaluative feelings about job". He identified nine facets of job satisfaction which are

- 1) Pay
- 2) Promotion
- 3) Supervision
- 4) Fringe Benefits
- 5) Contingent rewards
- 6) Operating procedures
- 7) Co-workers
- 8) Nature of work
- 9) Communication

In the job satisfaction study of American employees the professional and white-colour occupations reported higher level of job satisfaction than do blue-colour types of occupations. Young workers seem to be less satisfied with their job than their older counterparts. There are number of reasons for this one is that young workers come into the work place with high expectations that may not be fulfilled, as jobs prove insufficiently challenging or meaningful. Another reason for dissatisfaction is that many young graduates of colleges and even high schools may be overqualified for their jobs. As a result, some college graduates are taking lower-income, lower-status jobs, and this is leading to frustration and lack of job satisfaction on their part.

Another reason why young employees are dissatisfied with their job is that they do not have any authority or control over their work. They find that their bosses are in charge and they must respond to their directives. This situation is quite different from what they encountered at home and school, where they had some influence on events (Luthans, 1989).

2.2 Job Satisfaction in Nepalese Context

Shrestha (1988) listed the following findings on the officers of National Planning Commission (NPC). The sample group consisted of 52 permanent officers of the NPC secretariat.

- Older are more satisfied, regarding age
- Female officers are more satisfied than male officers.
- Regarding education, highly educated officers are more satisfied.
- Those who availed various opportunities are more satisfied.
- Those who have perceived high recognition by others are more satisfied.
- Those who have remained in the job for shorter duration are more satisfied.
- Bigger the family size, the more dissatisfaction in the job.
- Other employees in the family bring more satisfaction due to increased income.
- Salary and allowance is one of the main factors of J.S.
- Of the total respondents only less than half (21 respondents i.e. 40.38%) were satisfied in their job, with the present situation.

Gautam (1980) carried a research on the job satisfaction of the employee of Nepal Rastra Bank and derived the following conclusion;

The lower level employees are not satisfied with their job. The middle level employees are only satisfied with eco-security need. The upper level employees are satisfied with eco-security affiliation and prestige needs.

Shrestha (2002) studies job satisfaction of the assistant in Nepal Bank Limited. The job satisfaction of the respondents with respect of accomplishment in job, enjoyment from work, recognition, prestige and status, scope of using personal initiatives, possibility of growth and job satisfaction was categorized in three levels: Satisfied, Neutral and Unsatisfied.

The major findings were:

- It was found that of these entire job factors respondent's opinion regarding their level of job satisfaction was poor.
- Towards recognition 69% of the assistants were unsatisfied and only 9% of them expressed their satisfaction. The remaining respondent's idea with regard to this factor was neutral (22%).
- Job satisfaction in general, the findings showed that a great majority of the assistants were unsatisfied and the rest were neutral.
- Significant negative correlation was found between age and J.S.
- Significant negative relationship was found between education and satisfaction.

Devkota (1988) studied job satisfaction in T.U. administrative service among 75 respondents some of his major findings are;

- ⇒ Majority of respondents whose age is above 30 have felt that promotion prospect in T.U. is very little.
- ⇒ A higher percent of female officers and non-officers and male non-officers feel that they are underpaid on the other hand majority of male officers think that the payment system is fair.
- ⇒ Majority of the officers are satisfied with their salary and but majority of non officers found dissatisfied with present salary.
- ⇒ It has been found that majority of the respondents think employees as a whole are not job satisfied in T.U.

- ⇒ Majority of the respondents i.e. 31 of 75 respondents have remarked that the main causes of the job dissatisfaction is no regular promotion.

2.3 Job Satisfaction of Librarians/Library Staffs

Raza and Gupta (2000) studied sample of 65 library professional employees working in Delhi university library system in the session 1989-99. It is seen that the majority of employees (58.46%) are satisfied with their present job and (41.53%) employees are dissatisfied with their present job.

Chopra (1984) points out the need for contented and well satisfied librarians to make libraries more serviceable to their clientele. She analyzed the data collected of one hundred librarians out of 150 librarians of Lucknow city. The result showed that 91% of them derived satisfaction with their work, 90% were satisfied with their social recognition given to them by public, 72% were satisfied with their working conditions, 70% were satisfied with the social status ascribed to their profession. Only 34% were satisfied with their pay scale and 48% with the avenues for promotion.

Murray (1999) collected data from the academic affairs library at the University of North Carolina at Chaper-hill. Among 145 respondents 59 were professional librarians and 86 were paraprofessionals. The result of the study indicated that employees at the academic affairs Library of the University of North Carolina at Chapel Hill are satisfied with their job, though professional librarians are significantly more satisfied than support staff.

According to Kaya (1995) the level of job satisfaction in developing countries is lower than that of developed countries. The main reasons for this are lack of need for information and not giving essential value to the librarians and information experts. In developed countries information is more needed. Thus, this need arises the status of the librarian. On the other hand, librarian is not a more needed person in developing countries. So it is harder to get job satisfaction.

While research on the topics above deals with the various issues of the librarians job satisfaction, however research on IT workers' in various libraries job satisfaction seems to focus on identifying demographic variables or other factors, such as

personality, career orientation or role ambiguity, all of which may affect job satisfaction. Various studies such as Igbaria and Guimaraes (1993), Ying Feng-Kuo and Ling Show Chen (2004), and Summer and Niederman (2004) reveal out that among demographic variables, gender holds a consistent result, showing no relationship to overall job satisfaction across studies, while age has shown inconsistent results in relation to job satisfaction. Finally Igbaria and Guimaraes's study demonstrated that role ambiguity was negatively related to the job satisfaction of information center employees.

Thapa (1988) studied that the main factors affecting job satisfaction of the Nepalese librarians are personal factors, Intrinsic Factors and extrinsic Factors. Out of total population 65 librarians returned the questionnaire. Approximately 22 percent librarians were satisfied and 18 percent were fully dissatisfied with their job. Remaining 60 percent were partly satisfied with their job.

Various research works on the job satisfaction of the personnel in different sectors have been carried from time to time inside the country and outside the country. The degree of satisfaction of the job holders in terms of different parameter have been elucidated from time to time. Of the various researches in this regards most of the study are conducted in others sectors. Researches regarding the job satisfaction of the library personnel are very limited and have been mostly carried among the library staffs in foreign countries. In Nepal no sufficient and time to time research of this type has been done.

A research in this aspect was carried out in Nepal some 20 years ago. The needs, demands and the desires of the library staffs also change with time as is the case with the staffs of other sectors. Personnel in any sector always look for the better facilities, opportunities in their organization. A well organized and sincerely carried research regarding the job satisfaction of the library professional has been lacking. As librarians are the specialist in the information society of 21st society only a well satisfied personnel can perform his or her duties with full responsibility and help the clients and maintain the smooth functioning of the library.

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CHAPTER - III

FOCUS OF THE STUDY

Job satisfaction is a specific subset of attitudes held by organization members. It is the attitude one has toward his or her job. Stated another way it is one's affective response to the job.

Job satisfaction has been the primary attitude of interest to both practitioners and researchers over the years. In 1976, Locke reported that there had been well over three thousand published studies on job satisfaction, between the early work of Hoppock in 1935 and Locke's review and critique in 1976 (McCormick and Ligen, 1987).

3.1 Tribhuvan University Central Library (TUCL)

Tribhuvan University Central Library (TUCL) was established along with the University in 1959. It began with a collection of 1200 volumes of books. Now, the collection exceeds 2, 90,000 volumes of books. In addition, there are more than 25000 back volumes of periodicals. Over 450 titles of periodicals are received every year on subscription or as gifts. Many philanthropists and bibliophiles have contributed this library to grow into its present size. It is the largest library in the Kingdom in terms of collection, services and the number of members.

Even though TUCL is an academic library established to support the teaching, study and research programmes of the university, it has extended its services beyond the limit of the university campus. Apparently, having no public libraries in the valley and respecting the need and sentiments of all the concerned, the TUCL started rendering services by offering memberships to the general public as well as to the foreigners residing in Nepal.

And in addition, the library also serves the government ministries and foreign diplomatic missions. Therefore, it functions also as a public library and to some extent as a National library.

Since 1965, the TUCL has also been working as the Depository Library in Nepal for the United Nations Organization and other International Organizations publications. A

separate section UN Depository Collection section containing more than 25,000 volumes has been set up to house the publications received from these organizations.

Since the beginning of January 2000, the library has also started functioning as the ISBN National Agency in Nepal to distribute International Standard Book Numbers for the books published in Nepal.

In addition to the usual Services, i.e., books circulation, Reference service and Special collections services, the TUCL also brings out Publications relevant to various subjects.

The library has maintained the traditional system of card catalogues for searching the materials. But in addition to this, since 1995, it has been providing in-house computer database searching facilities through OPAC (Online Public Access Catalogue) computer terminals to search the existing records of the library. The work of retrospective conversion of the card catalogues into computer records has yet to be done.

Objectives of TUCL

The Tribhuvan University Central Library being mindful of the University objectives and the expectations of the Nations intellectuals and the general public enshrines the following items as its objectives and strives to attain them for the benefit of the nation and its people.

- To fulfill the teaching and research needs of the University.
- To provide materials both in conventional and e-formats and furnish an environment conducive to study and research.
- To encourage membership and promote information literacy, readership and life-long learning.
- To promote resource sharing, networking and exchange of databases.
- To provide documentation and information services and bring out relevant publications.
- To help develop libraries and promote standards, guidelines and best practices.
- To promote professional expertise in information management and conduct trainings in librarianship.

Staffs

The library has 65 full time staff. Out of this, there are 13 professionals, two administrative officers, 7 semi-professionals and other non-professionals.

3.2 Research Centre for Applied Science and Technology (RECAST)

Introduction:

The Research Centre for Applied Science and Technology (RECAST) is the only institution of Tribhuvan University solely devoted to conducting research, development and dissemination in applied science and technology field. Established in September 8, 1977, Recast functioned as a secretariat to the National Council for Science and Technology till June 1999. It is designated as national focal point of Asia-Pacific Centre for Technology Transfer (APCTT).

Objectives:

- To undertake research for the identification, development, conservation, utilization and dissemination of indigenous technology;
- To search and identify foreign technologies appropriate to Nepal and explore their prospects for technology transfer and adaptation.
- To conduct research in basic and applied sciences.

Workshop and Laboratories

Recast has well equipped mechanical workshop and the following laboratories:

- Chemical and Instrumentation Lab
- Construction and Building Materials
- Natural Dyes and Dyeing Lab.
- Fiber Testing Laboratory
- Food Technology Laboratory
- Crop Science and Biotechnology
- Natural Resources Development

RECAST conducts research and development activities in the areas of Renewable Energy, Natural Products, Food Technology, Crop Science and Biotechnology, Medicinal Chemistry, Environment, Construction and Building Materials, and Agro-based Technology.

RECAST conducts research projects, offers expertise and consultancy services and provides instrumental and analytical services. It organizes national and international workshops and seminars. It provides its laboratory facilities to graduate and postgraduate students from the Central Departments of Tribhuvan University for dissertation and research purposes.

Some major activities include:

- Action Research on Rocket Drying of Cardamom.
- Exploration and Utilization of Renewable Oil resources in Nepal
- Bio-prospecting of Ethno-medicinal plants of Nepal for Conservation of Biological and Cultural Resources.
- Development of Gassifier Stove for domestic use.
- Dissemination of Indigenous and Traditional Rural Technologies for Micro-Enterprise Development in Nepal.
- Development of standard testing protocols for improved cooking stoves.

RECAST Library and Library Staffs

This centre has a collection over 10,000 including periodicals and journals. In RECAST library there are 5 staffs. Out of five staffs 1 is Professional and other 4 are non-professionals.

3.3 Centre for Nepal and Asian Studies (CNAS)

Background

In 1966, the Tribhuvan University Syndicate conceived a plan to establish an Institute of Nepalology (Nepal Adhyayan Samsthan) with a view to facilitating studies on Nepali history, culture, art, religion, Tantra, language, literature and the like in order to project a faithful image of Nepal at the national and international level.

In 1968, this Institute of Nepalology which was still a plan was named the Institute of Nepal Studies.

In 1969, the Institute of Nepal Studies came into being. The committee was formed under the chairmanship of the Vice-Chancellor, and subcommittees of History, Culture, Nepali, Literature and Sanskrit were also set up.

On July 16, 1972, the Institute of Nepal and Asian Studies (INAS) replaced the Institute of Nepal Studies under the provision of Tribhuvan University Act, 1971.

On September 8, 1977, the Institute was converted into the Centre for Nepal and Asian Studies (CNAS), a non-teaching centre so that it could concentrate on research.

The Centre functions under an Executive Director who is both its academic and administrative head.

Objectives

The programmes and activities of the Centre are guided by the following objectives:

To plan and conduct research on the problems of national integration and the impact of modernization;

To promote and undertake studies on current development issues, ethnic diversity, tradition and change in political values, and cultural studies within Nepal and across other Asian countries;

To undertake issue-specific research on environment studies, gender studies, population studies, migration studies, applied linguistics and sociolinguistic studies.

To encourage academic exchange with other research organizations within and outside of Nepal;

To act as a venue for contact, affiliation and the coordination of research activities of Nepalese and foreign scholars working on Nepalese studies;

To maintain a comprehensive bibliographic database on Nepal, SAARC and South Asia;

To organize national as well as international seminars on current political and security issues;

To disseminate research works on Nepal through publications.

Library and Library staff of CNAS

This Centre has a collection about 9730 books. In which 4306 books are collected from purchasing and 5424 books are from gift. This Library purchases 60 journals every year in which 20 journals are published from India.

In CNAS library there are 3 staffs, 2 staffs are as a post of document officer and 1 is support staff. All 3 staffs are non-professionals.

3.4 Centre for Economic Development and Administration (CEDA)

Introduction

The Centre for Economic Development and Administration (CEDA) was established on May 15, 1969 under a tripartite agreement between His Majesty's Government of Nepal, Tribhuvan University and the Ford Foundation. Started as an autonomous institution, the Centre was integrated into Tribhuvan University and given the status of research centre on December 15, 1975 after the National Education System Plan (NESP) was implemented. CEDA has been serving as a policy-research centre contributing towards the national development policies and strategies. The Center's activities are basically confined to research, consultancy and training programs. The Centre to its credit has publications that are well received by both national and international agencies.

Goal

The Centers basic goal is to contribute to the nation building through analytical and problem solving works in the areas of socioeconomic and administrative development.

Objectives

- To assist the policy makers in formulating and implementing the development policies, plans and programs;
- To provide the policy-makers with conceptual, empirical and value premise for shaping the development policies, plans and programs;
- To recommend the policy makers/alternative policies, ideas and options;
- To foster intelligent and informed discussions on the issues and problems in the Nepalese public affairs; so as to promote and establish an enlightened, conscious and influential public opinion;

- To help various agencies of the Tribhuvan University in their diverse programs and to enhance their roles in national development; and
- To engage oneself with international collaboration in the study and pursuit of development changes.

CEDA Library and Library Staff

The Centre has a library and documentation section, which facilitate the researchers, teachers, trainers and students. The library has a collection of reports, monograph periodicals and books related to development, public administration, business management, economics, geography, anthropology, sociology, psychology, political science, etc. The centre has a reading room, where local, national and international journals, newspapers, bulletins, newsletters and the like are available. CEDA library is also the focal point of development information network for south Asia.(DEVINSA) project for Nepal. This library has collection over 20,000.

CEDA Library has total 3 staffs. Out of three one librarian, one Instructor and other is assistant instructor. Out of three 2 are professionals and one is non-professionals.

3.5 Research Centre for Educational Innovation and Development (CERID)

Introduction:

Since its establishment in 1975, CERID has been working for the development of education in Nepal, especially with emphasis on addressing the need for achieving academic excellence in the education system. For this, CERID's activities are directed towards educational innovation, issue based research and need-based training programs.

Moreover, CERID has devoted itself to piloting innovative ideas that bear on national educational issues and concerns, and disseminating research outcomes.

Objectives:

The objectives of CERID are:

- To undertake research activities in various useful aspects of school and higher education,
- To carry out action research projects focused on linking education to development,

- To organize training programs, research-based and professional development activities, and
- To disseminate and share experiences and information by organizing seminars/workshops and by publishing research reports, journals, etc.

Scope of Work

CERID's involvement spreads over a wide-array of activities such as educational planning and management, early childhood development, primary education, secondary education, higher education, alternative forms of education, education for sustainable development, and gender and education. Moreover, CERID has extended its hands to work in various areas in partnership with different organizations. Specifically, CERID and Faculty of Education (FOE), Tribhuvan University (TU) started working to link research with teaching in school and higher education institutions.

CERID Library and Library staffs

CERID library has collection of books on education in Nepal and education in general. This library has collection of 8062 books. 5062 books are from purchasing and 3000 books are from gift.

Library has 3 staffs, out of three 2 are professionals and one is non-professional.

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CHAPTER-IV

RESEARCH METHODOLOGY

Research methodology refers to the various sequential steps to be adopted by a researcher in studying a problem with certain objectives. In order to trace out true results, an appropriate research methodology is necessary for investigation.

Research is the systematic study and investigation of a topic outside our own experience and knowledge, when we are doing research; we have to move from what we know about the topic to what we don't know. Thus it is skills of the researcher that where to navigate to attempt the actual destination. Mean while the effort, think critically, and understanding capability of researchers and navigating techniques for the topic are the ability of the researcher too. Research is rewarding, but it also demanding and time consuming .It requires discipline, strategic planning, careful time management, and a constant willingness to rethink ideas and reshape discussions (Kirszner, 2002).

4.1 Research Design

According to F. N. Kerlinger, research design is the plan, structure and strategy of the investigation to obtain answers to the research questions and to control variances. The plan is overall scheme or program of the research. It includes that an outline of what the investigator will do from writing the hypothesis and their operational implications to the final analysis of the data. The structure is the outline, the scheme, the paradigm (model) of the operation of variables. It is more specific than plan. Strategy includes the methods to be used to gather and analysis. It is also more specific than the plan (Singh, 2005)

This study is carried out on the basis of exploratory research design. For this purpose a questionnaire has been formed and distributed to the professional, semi-professional and non professional library staffs, working in T. U. Central Library, CEDA library, RECAST library, CERID library and CNAS library.

4.2 Population

Population or universe refers to the entire group of people, events, or things of interest that the researcher wishes to investigate. Population may be finite or infinite. A finite population is one containing a fixed number of elements. In our study population is finite.

The total population of this study was 79. Out of 79 there were 65 staffs in TUCL, 5 staffs in RECAST, 3 staffs in CEDA library, 3 staffs in CERID library and 3 in CNAS library. Out of 79 staffs in TUCL and other four research libraries of T. U., there are 18 professional librarians, 7 semi-professionals and remaining 54 are non professionals.

4.3 Sampling Method

A sample is a collection of items or elements from a population or universe. Hence a sample is only portion or subset of the universe or population. It comprises some observation selected from the population (Wolff and Pant, 2004).

Stratified disproportionate sampling was taken for the study. Sample size of our study is 28, library staffs from TUCL, CEDA, RECAST, CERID and CNAS are taken as sample. Out of 28 library staff 13 are professionals, 4 are semi-professionals and 11 are non professionals.

4.4 Data Collection Procedure

Data collection is the major part of any research work. In this study data were collected from the structured questionnaire and from interview based on questionnaire.

4.4.1 Questionnaire

A Set of questionnaire were prepared and distributed to library staff of TUCL, CEDA, RECAST, CERID and CNAS. The questionnaire was structured and close ended type. Questionnaire was given hand-to-hand to the library staff. In some cases interview was taken on the basis of structured questionnaire.

4.5 Data analysis procedure

Data collected from the questionnaire are cauterized, tabulated, processed and analyzed. The data are expressed numerically and percentages are calculated. Then its interpretation and analysis are done one by one.

The result of the analysis has also presented in tables and different kinds of figures are used to express findings and conclusions. The details of analysis of the data are presented in the chapter six.

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CHAPTER-- V

ANALYSIS AND PRESENTATION OF FINDINGS

Data are collected from Tribhuvan University Central Library (TUCL), CEDA Library, RECAST Library, CNAS Library and CERID Library. In which TUCL is university library and other four are research Center library of Tribhuvan University.

28 completed surveys were returned out of 46 for a response rate of 60.86%. Of these 13 were returned by professional librarians, 4 by semi-professionals and 11 by non-professionals. An additional 5 surveys were returned on which respondents did not fill the complete information, these surveys were deemed unusable for the purpose of this study and were discarded.

(The sample of questionnaire is placed in appendix no.1)

Part- I

Personal Information [Profile]

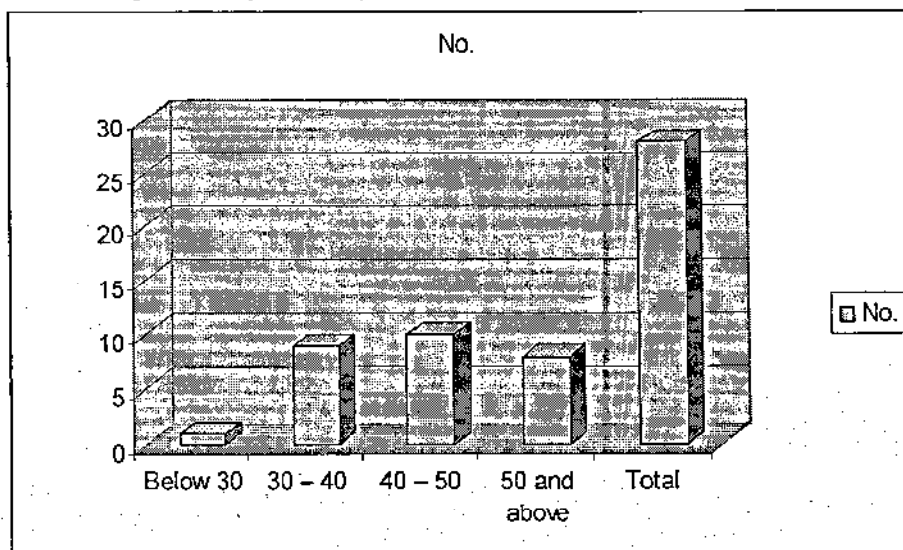
5.1 Age group

Table 1: Age

Age group	No.	Percentage
Below 30	1	3.57%
30 – 40	9	32.14%
40 – 50	10	35.71%
50 and above	8	28.58%
Total	28	100%

Source: Field survey

Figure-I: Age of Respondents



Most of the respondents are of age between 40 to 50 years old. About 36% of the respondents are found of age group of 40 to below 50, 32% are found of age group 30 to below 40, 29% are found of the age group 50 and above only about 4% are found of age below 30 years.

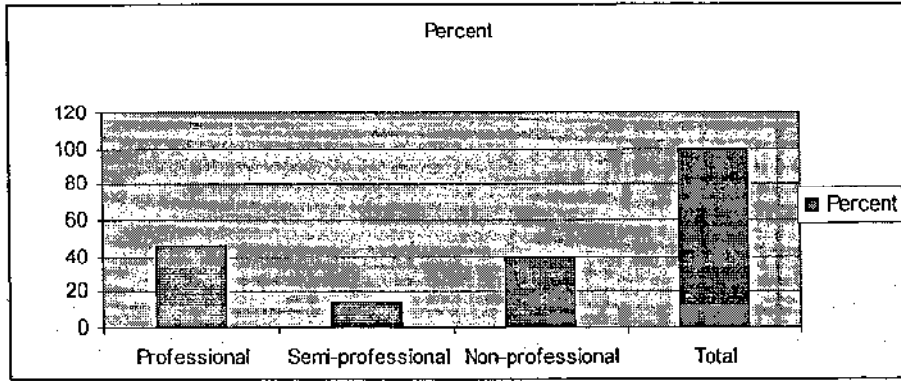
5.2 Type of Respondents

Table 2: Type of Respondents

Type	No.	Percent
Professional	13	46.43
Semi-professional	4	14.28
Non-professional	11	39.28
Total	28	100

Source: Field Survey

Figure 2: Type of Respondents



From above table, out of 28 respondents 13 are professional librarian, 4 are semi-professional library staff and 11 are non-professional library staff. In which professional, semi-professional, and non-professional are 46.43%, 14.28% and 39.28% respectively.

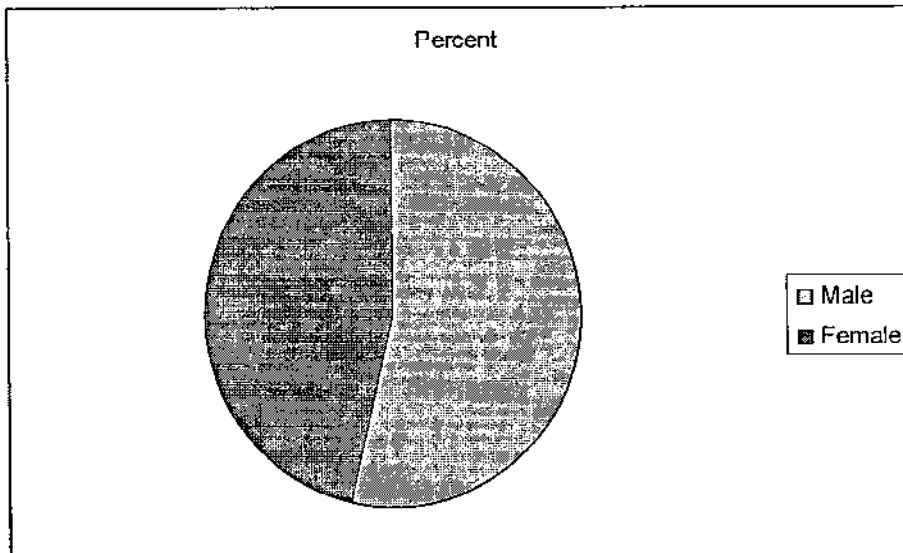
5.3 Gender

Table 3: Gender

	No.	Percent
Male	15	53.57%
Female	13	46.42%
Total	25	100%

Source: Field Survey

Figure 3: Gender



Out of 28 library staff 15, i.e. 53.57% are male and 13, i.e. 46.42% are female.

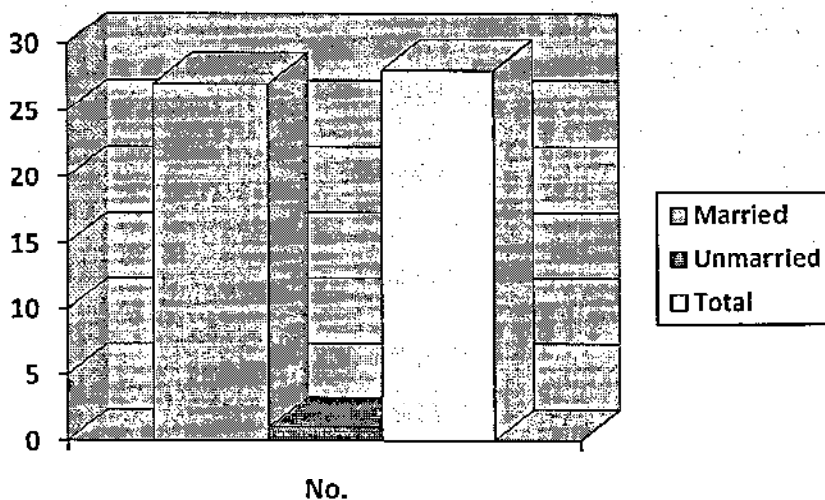
5.4 Marital Status

Table 4: Marital Status

	No.	Percent
Married	27	96.43%
Unmarried	1	3.57%
Total	28	100%

Source: Field Survey

Figure 4: Marital Status



The above table shows that 96% respondents are married and only 4% are unmarried.

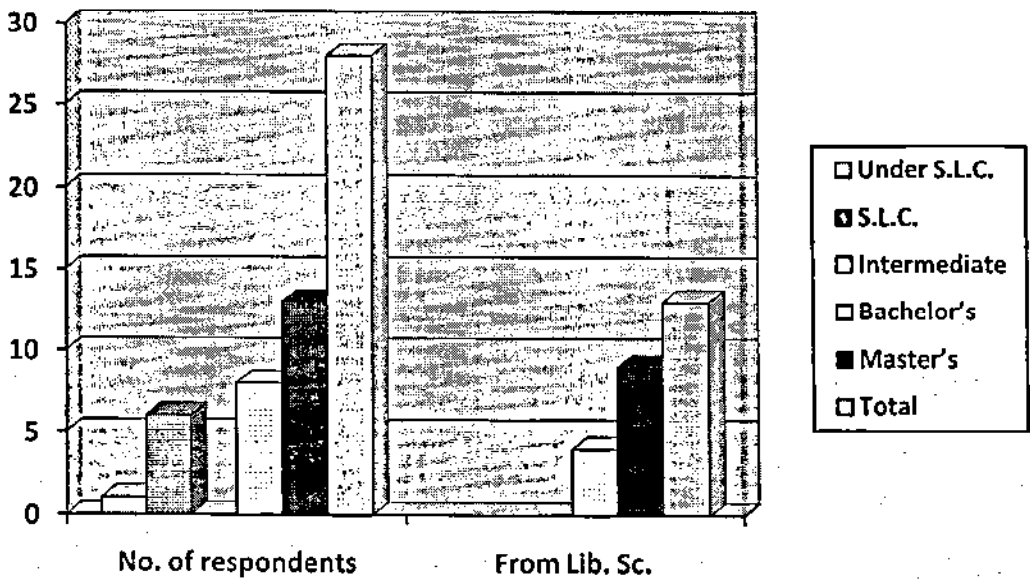
5.5 Education

Table 5: Education

Education level	No. of respondents	From Lib. Sc.	From other subjects	Percentage
Under S.L.C.	1			3.57
S.L.C.	6			21.43
Intermediate	0			0
Bachelor's	8	4	4	28.58
Master's	13	9	4	46.42
Total	28	13	7	100

Source: Field Survey

Figure 5: Education



The above table shows that among 28 respondents 46.42% have their Master's degree, 28.58% have Bachelor's degree. Among 13 Master's degree respondents 9 are from the Library and Information science field and among 8 Bachelors degree respondents 4 are from B.Lib.Sc.

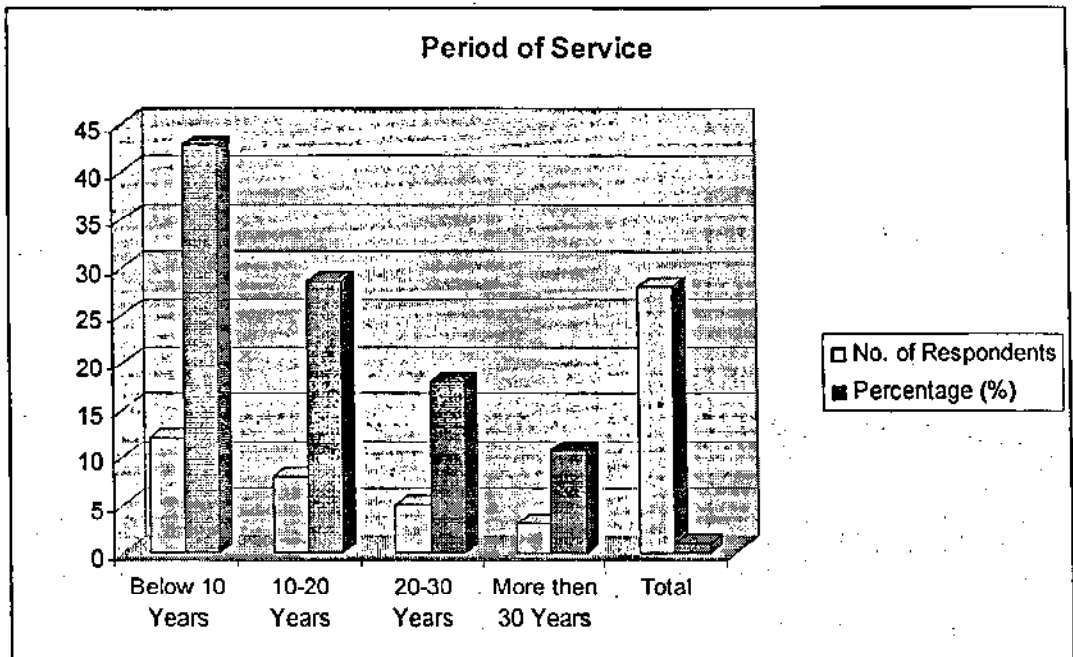
5.6 Length of service in present job

Table 6: Length of service in present job

Length of service	No. of Respondents	Percentage (%)
Below 10 Years	12	42.85
10-20 Years	8	28.57
20-30 Years	5	17.86
More than 30 Years	3	10.71
Total	28	100%

Source: Field Survey

Figure 6: Length of service in present job



The above table and bar diagram shows that 43% of the respondents have worked for a period less than 10 years, 29% respondents have worked for a period of 10 to 20 years, 18% of the respondents have worked for 20 to 30 years, and 11% have worked for more than 30 years. This also indicates that most of respondents have less than 10 years experience in their respective designation.

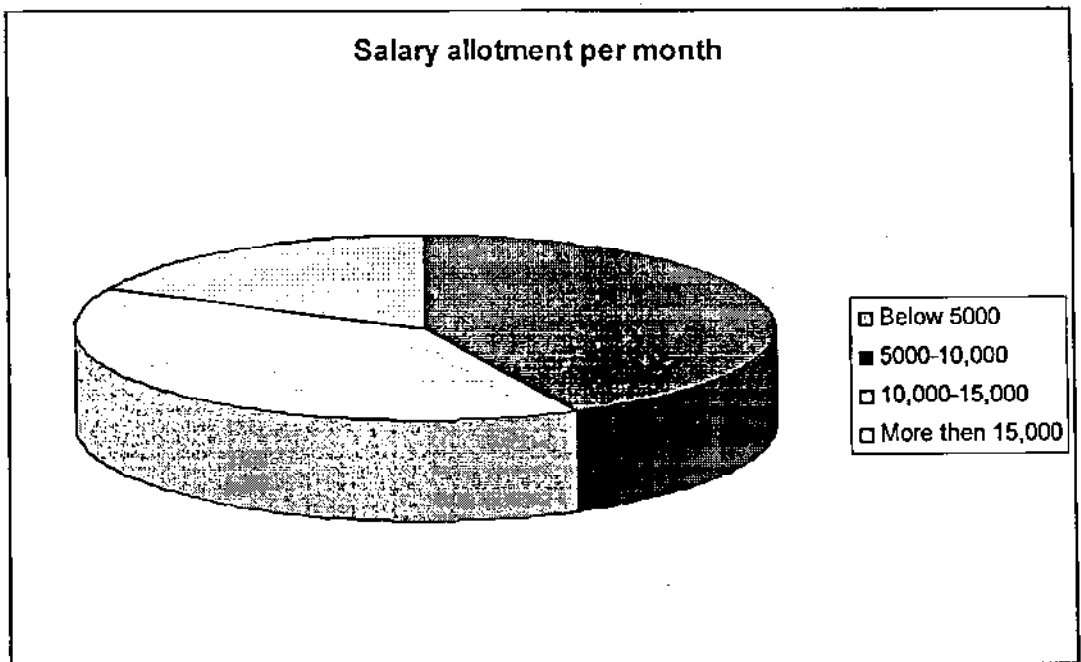
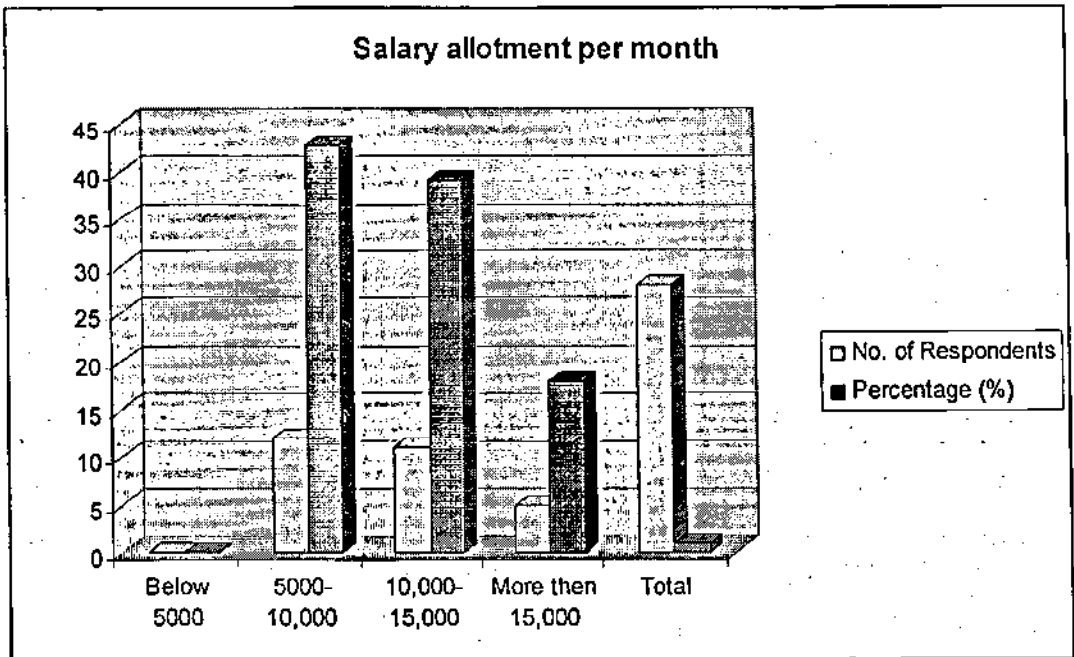
5.7 Monthly salary and allowance

Table 7: Monthly salary and allowance

Salary allotment per month	No. of Respondents	Percentage (%)
Below 5000	0	0
5000-10,000	12	42.85
10,000-15,000	11	39.28
More than 15,000	5	17.86
Total	28	100%

Source: Field Survey

Figure 7: Monthly salary and allowance



Above table shows that about 43% of staffs have salary in range between 5,000 to 10,000", 39% have between 10,000 and 15,000 and rests 18% have more than 15,000. These tables also imply that most of the library staffs are getting salary below 10,000.

Part II

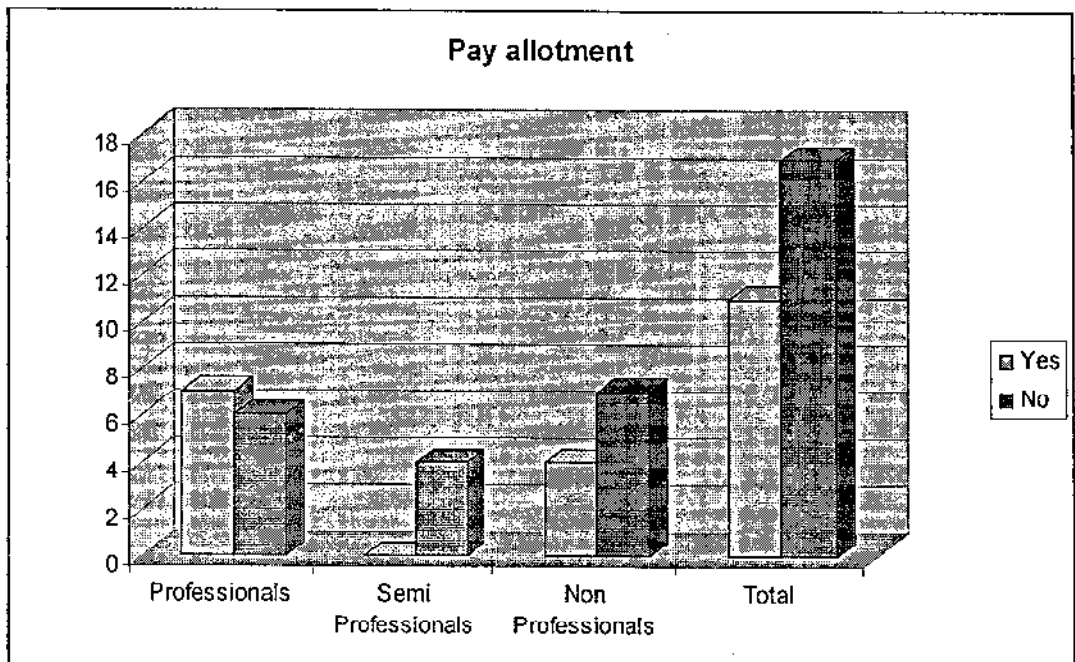
5.8 Pay (getting fair amount for their work)

Table 8: Pay (getting fair amount for their work)

Professional type	Yes	%	No	%	Total	%
Professionals	7	53.85	6	46.15	13	100
Semi Professionals	0	0	4	100	4	100
Non Professionals	4	36.36	7	63.64	11	100
Total	11	39.28	17	60.72	28	100

Source: Field Survey

Table 8: Pay (getting fair amount for their work)



Response for the question no. 1;

Fig 8 shows that 53.85% of the professional respondents are feeling they are getting fair amount (salary) for the work but the semi-professionals are totally unsatisfied with their salary and 36.36% of non-professionals are feeling they are getting fair amount and rest 63.64% are not so. Therefore in case of pay (salary) professional library staffs are more satisfied than semi-professionals and non-professionals. Total response of professionals, semi-professionals and non-professionals shows that they are not satisfied with their remuneration i.e.60% of them are not satisfied in aggregate.

5.9 Chances for promotion

Table 9: Good chances of getting promotion

Professional type	Yes	%	No	%	Total	%
Professionals	10	76.92	3	23.77	13	100
Semi Professionals	1	25	3	75	4	100
Non Professionals	2	18.18	9	81.81	11	100
Total	13	46.43	15	53.57	28	100

Source: Field Survey

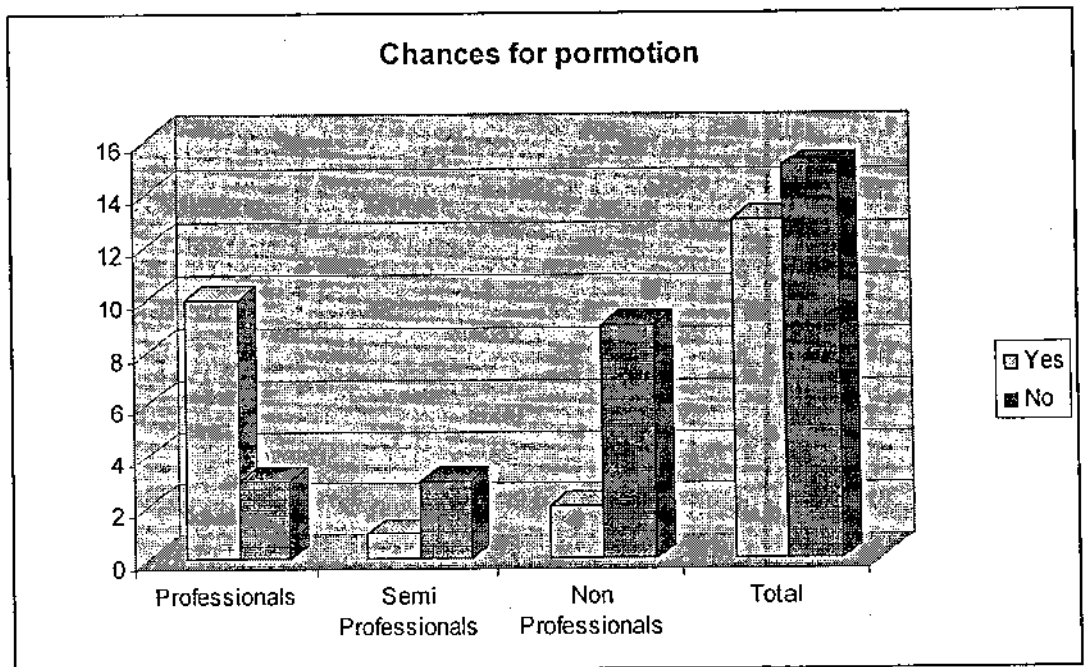


Figure 9: Chances of promotion

Response for the question no. 2;

Table no. 9 and figure no. 9 shows that most of the professionals staffs i.e. 76.92% responses has been yes for their chances of getting promotion. Therefore this is good sign for the satisfaction with their job. Whereas only 25% semi-professionals and only 18.18% of non-professionals are satisfied with their chances of getting promotion which means that they are mostly unsatisfied with the chances of their getting promotion. The total response of all three types of staffs i.e. 46.43% is Yes and 53.57% is No. which means in aggregate library staffs are not satisfied with their chances of getting promotion.

5.10 Supervisors interest in the feelings of subordinates.

Table 10: Supervisors Interest.

Professional type	Yes	%	No	%	Total	%
Professionals	10	76.92	3	23.77	13	100
Semi Professionals	2	50	2	50	4	100
Non Professionals	5	45.45	6	54.55	11	100
Total	17	60.71	28	39.29	28	100

Source: Field Survey

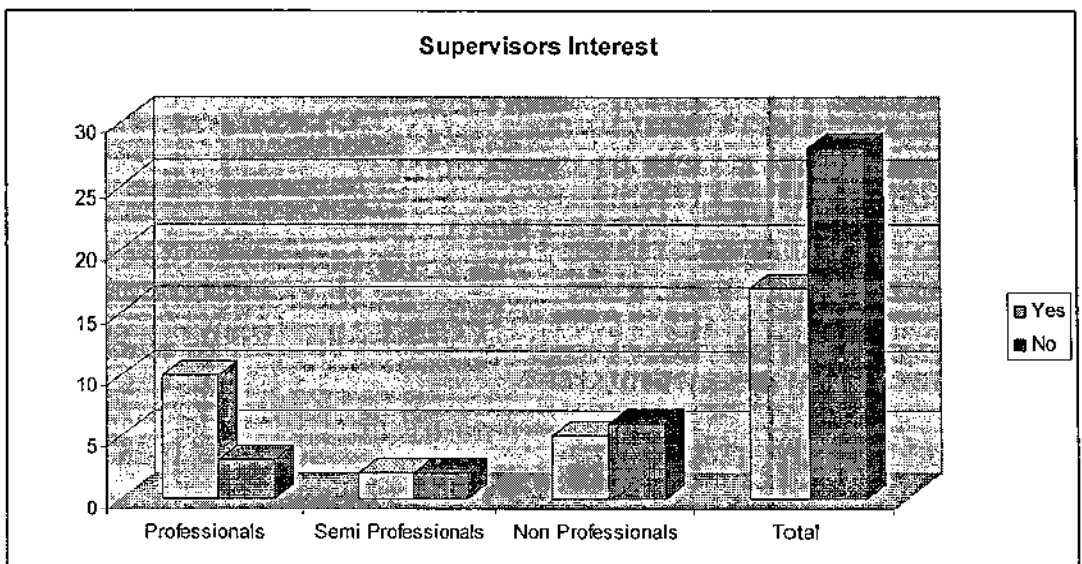


Figure10: Supervisors interest

Response for the question no. 3;

From table no 10 most of the professional library staff (76.92) are satisfied with their supervisor. 50% semi-professionals are satisfied with their supervisors and only 45.25 of non-professional are satisfied with their supervisors. Therefore in case of supervision professionals library staffs are more satisfied than semi-professional and non-professional. In total 60.71% of library staffs are satisfied with their immediate supervisor. Therefore library staffs are satisfied in this facet.

5.11 Benefits package

Table 11: Benefits package

Professional type	Yes	%	No	%	Total	%
Professionals	4	30.77	9	69.23	13	100
Semi Professionals	0	0	4	100	4	100
Non Professionals	9	81.82	2	18.18	11	100
Total	13	46.43	15	53.57	28	100

Source: Field Survey

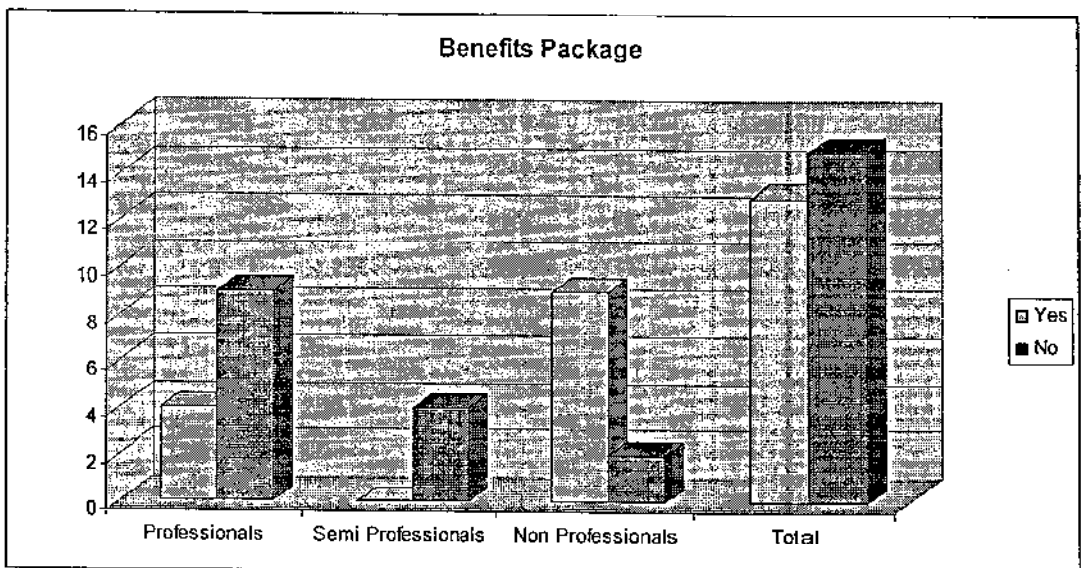


Figure 11: Benefits package

Response for question no 4;

From table no 11 it can be seen that most of the professional library staffs (69.23%) are not satisfied with the benefits package provided by the organization. Semi-professionals are totally unsatisfied in this facet, but the non-professionals are satisfied by the benefits package provided by organization.

5.12 Recognition

Table 12: Recognition

Professional type	Yes	%	No	%	Total	%
Professionals	11	84.6	2	15.38	13	100
Semi Professionals	3	75	1	25	4	100
Non Professionals	8	72.73	3	27.27	11	100
Total	22	78.57	6	21.43	28	100

Source: Field Survey

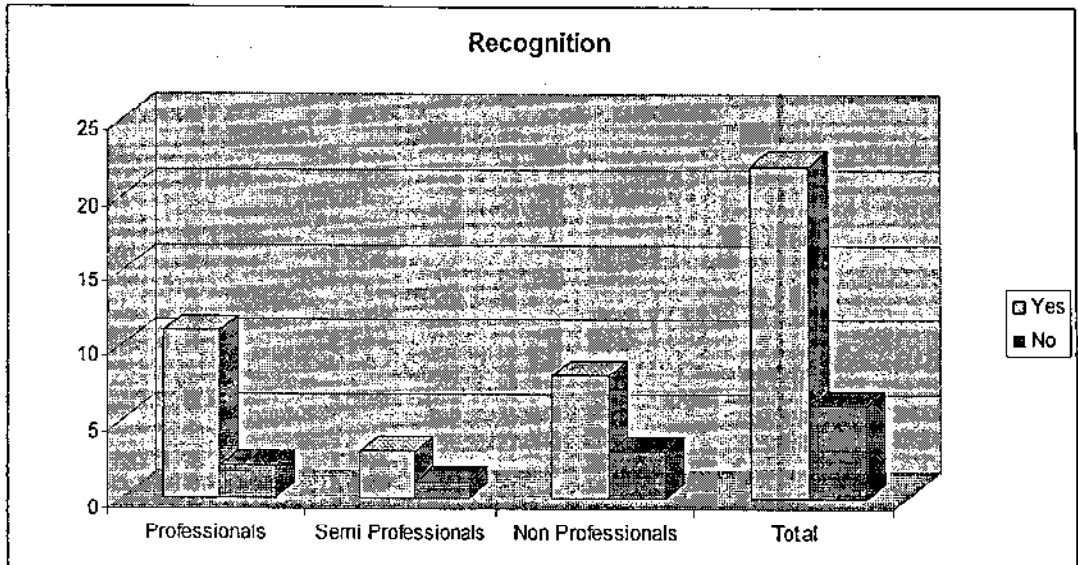


Figure 12: Recognition

Response for the question no 5;

From table no 12 professional library staffs (84.6%) responses yes therefore most of the professional library staffs are satisfied in the recognition factor. Professionals are more satisfied than the semiprofessionals (75%) and non-professionals (72.73%). But all the groups are satisfied in this factor. Total satisfied response is 78.57%.

5.13 Satisfaction with policies, procedures and rules, (Operating procedures)

Table 13: Operating procedures

Professional type	Yes	%	No	%	Total	%
Professionals	6	46.15	7	53.85	13	100
Semi Professionals	3	75	1	25	4	100
Non Professionals	10	90.9	1	9.1	11	100
Total	19	67.86	9	32.14	28	100

Source: Field Survey

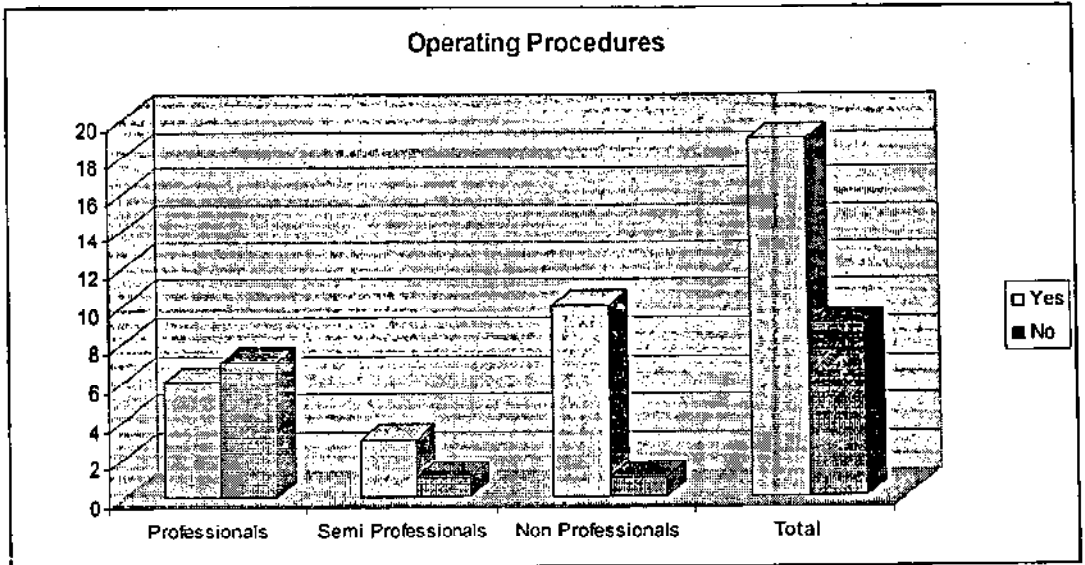


Figure 13: Operating Procedures

Response to question no. 6;

Table 13 and fig 13 shows that most of the non-professionals (90.9%) are satisfied with the operating procedures. 75% of semi-professional and only 46.15% professional staffs are satisfied with operating procedures of the organization. In total 67.86% of library staffs are satisfied with operating procedures of the organization.

5.15 Working Condition of library

Table 15: Working Condition of library

Professional type	Yes	%	No	%	Total	%
Professionals	9	69.23	4	30.77	13	100
Semi Professionals	4	100	0	0	4	100
Non Professionals	10	90.9	1	9.1	11	100
Total	23	82.14	5	17.86	28	100

Source: Field Survey

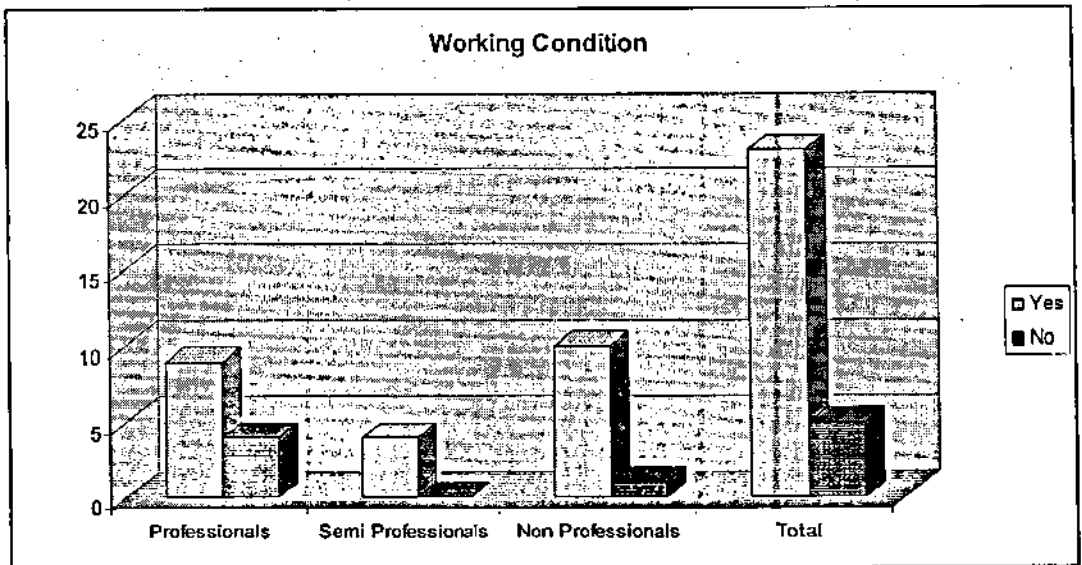


Figure 15: Working Condition

Response for the question no. 8;

Table 15 shows that most of the library staffs i.e. 82.14% feel that the working condition of their library is good. Semi-professionals and non-professionals are more satisfied than the professionals in working condition of the library.

5.16 Nature of work (Enjoyable Job)

Table 16: Nature of work

Professional type	Yes	%	No	%	Total	%
Professionals	11	84.6	2	15.4	13	100

Semi Professionals	3	75	1	25	4	100
Non Professionals	11	100	0	0	11	100
Total	25	89.3	3	10.7	28	100

Source: Field Survey

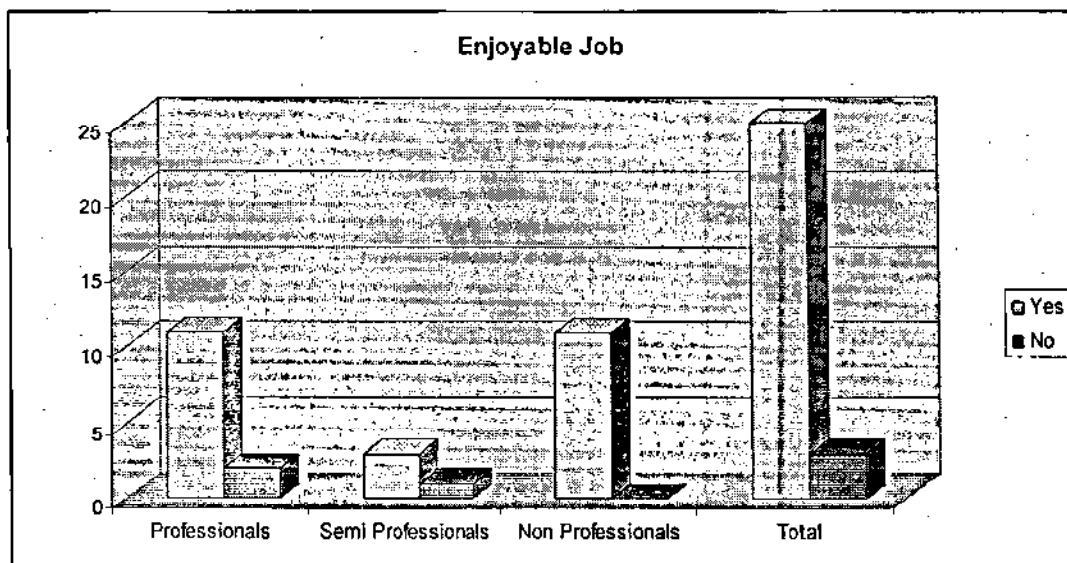


Figure 16: Nature of work

Response to the question no. 9;

From table and figure16, the response to the question number (9) "Do you feel your job enjoyable" 84.6% Professional library staffs, 75% semi professional staffs and 100% non professional staffs responses is yes. This shows that library staffs are satisfied with their work or the nature of work is good.

5.17 Communication within organization

Table 17: Communication within organization

Professional type	Yes	%	No	%	Total	%
Professionals	8	61.54	5	38.46	13	100
Semi Professionals	3	75	1	25	4	100
Non Professionals	10	90.9	1	9.1	11	100
Total	21	75	7	25	28	100

Source: Field Survey

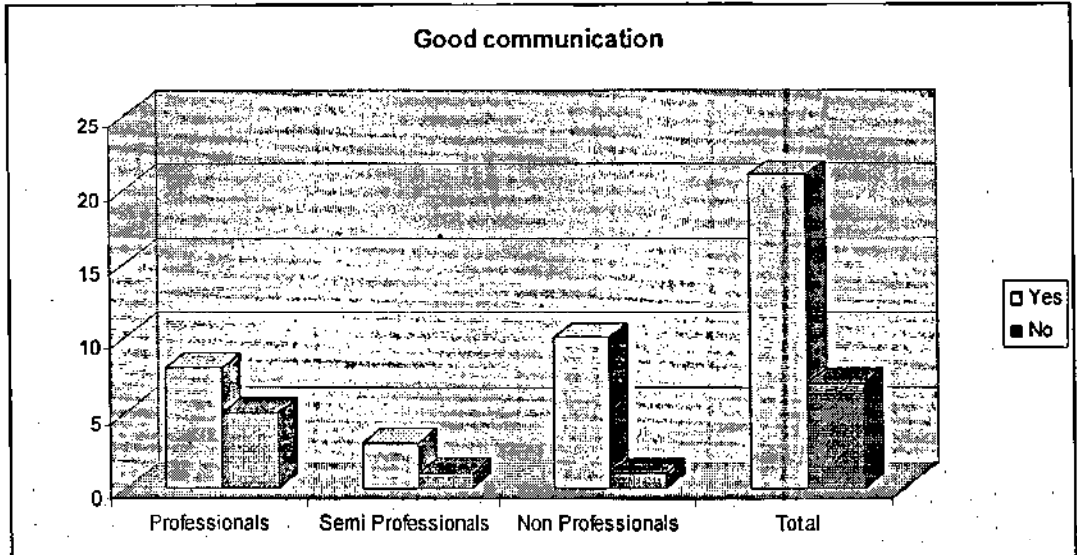


Figure 17: Communication within organization

Response to question no 10;

Figure 17 presents the results of communication category. This area is satisfaction for all those groups. Non professional are more satisfied than other two groups.

5.18 Satisfied with job

Table 18: Satisfied with job

Professional type	Yes	%	No	%	Total	%
Professionals	10	76.9	3	23.1	13	100
Semi Professionals	1	25	3	75	4	100
Non Professionals	10	90.9	1	9.1	11	100
Total	21	75	7	25	28	100

Source: Field Survey

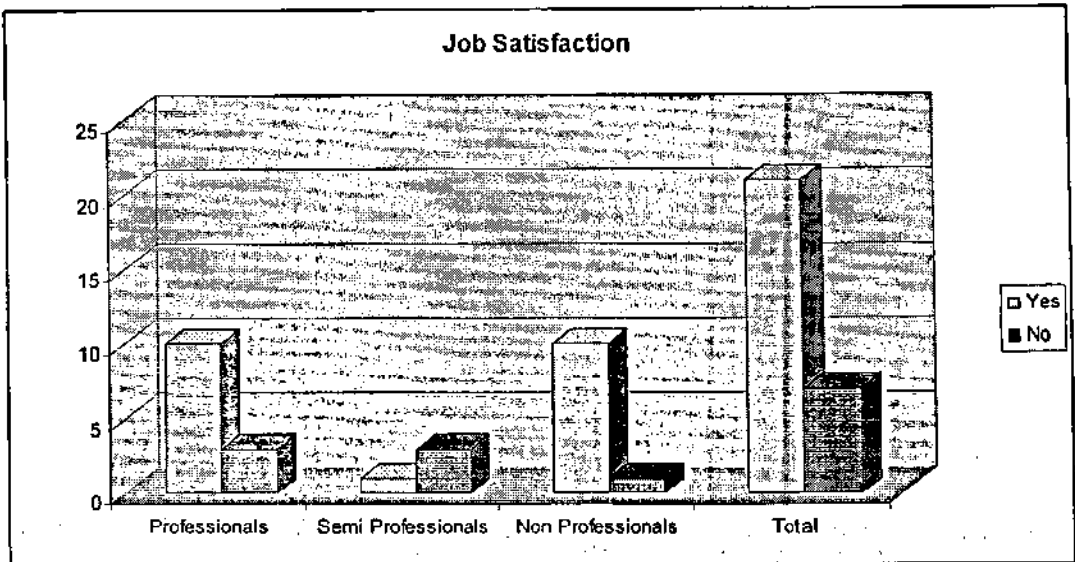


Figure 18: Job Satisfaction

Response to question no 11;

Table 18 shows that the response from the question no 11 "are you satisfied with your job"? In this general question direct response for job satisfaction, professionals and non professionals' shows they are satisfied with their job but semi professional's responses that they are unsatisfied with their job.

5.19 Opportunity to join conferences, seminars, higher education, training, workshops and likewise in abroad or within county.

Table 19: Opportunity to join conferences, seminars etc.

Professional type	Within country	%	Abroad	%
Professionals	10	76.9	3	23.1
Semi Professionals	3	75	1	25
Non Professionals	1	9.1	1	9.1
Total	14		7	25

Source: Field Survey

Response to question no. 12;

Table no. 19 shows that 10 professionals out of 13 (76.92%), 3 semi-professionals (75%) and 1 non-professional (9.09) have got opportunity to join conference, seminar,

workshops, higher education and other within country. 8 professionals out of 13 (61.54%) and 1 non professionals(9.09%) has got opportunity to join such programs in abroad, which shows that there is good opportunity for the professional library staffs to join conference, seminars, workshops and other events within country as well as in abroad from the organization.

5.20 Advise for friends/relatives who are thinking to enter this profession.

Table 20: Advice for friends/relatives who are thinking to enter this profession

Types	Strongly against		Impartial		Strongly in favor		Total	%
	No.	%	No	%	No.	%		
Professional	1	7.69	5	38.46	7	53.85	13	100
Semi-Professional	0	0	3	75	1	25	4	100
Non-Professional	2	18.18	5	45.45	4	36.36	11	100
Total	3	10.71	13	46.43	12	42.86	28	100

Source: Field Survey

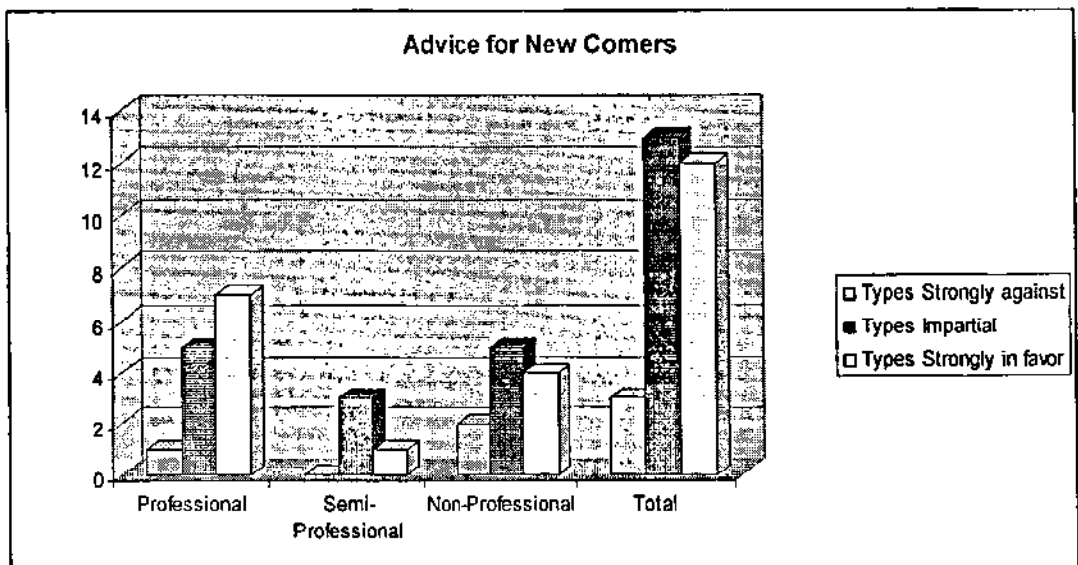


Figure 19: Advice for new comers

Table 20 shows that response to the question no (14) " in a friend/relatives of yours is thinking to enter your profession what would your advice?" 53.85% professional,

25% semiprofessional and 36.36% of non professionals response is strongly in favor, while 38.46% professional, 75% semi professionals and rest 45.45% non professionals response is impartial. Which shows that professionals are more satisfied from this job, so they suggest to enter this profession.

5.21 Future of the library profession in Nepal.

Table 21: Future of the library profession in Nepal

Types	Dark	%	Bright	%	Optimistic	%	Total	Total%
Professionals	1	7.69	8	61.54	4	30.77	13	100
Semi-Professionals	0	0	4	100	0	0	4	100
Non-Professionals	1	9.09	9	81.82	1	9.09	11	100
Total	2	7.14	21	75	5	17.86	28	100

Source: Field Survey

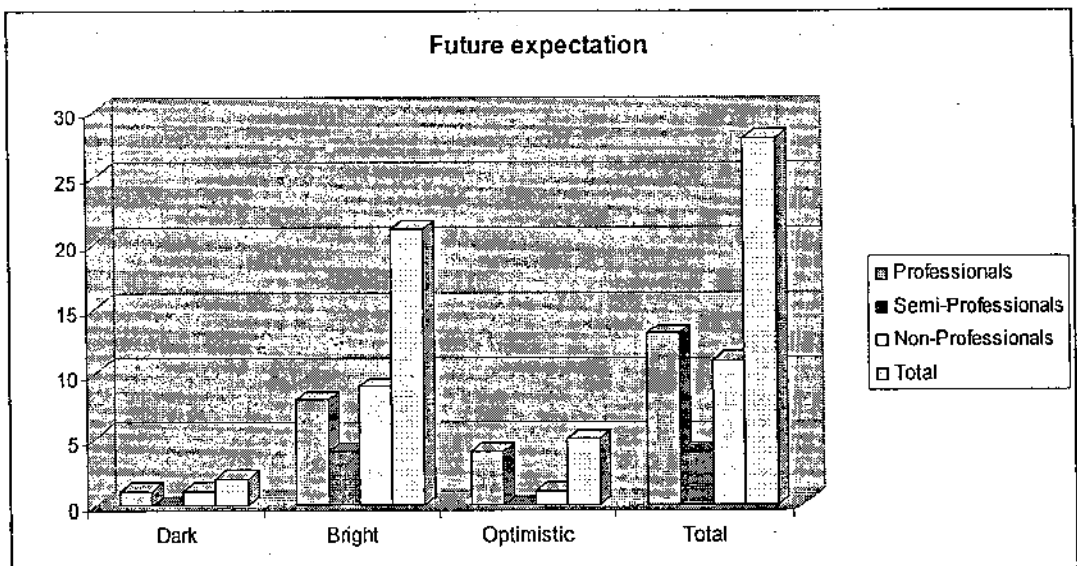


Figure 20: Future of the library profession in Nepal

Response to question no 15;

Table and figure 21, answer to the question no (15) " the future of library profession in Nepal " shows that 61.54% response from professional is bright and 30.77% is optimistic and 100% semi professional thinks future of library profession is bright, and 81.82% response from non-professional is bright. The total response shows that

7.14% feels dark, 75% feels bright and 17.86% feels optimistic. Therefore according to responses from library staffs future of library profession in Nepal is bright.

5.22 Overall job satisfaction of library staff

Table 22: Overall job satisfaction of library staff

Facets of Job Satisfaction	Professionals		Semi-Professionals		Non-Professionals		Total
	Yes	No	Yes	No	Yes	No	
1. Pay	7	6	0	4	4	7	28
2. Promotion	10	3	1	3	2	9	28
3. Supervision	10	3	2	2	5	6	28
4. Benefits Packages	4	9	0	4	9	2	28
5. Recognition	11	2	3	1	8	3	28
6. Policies and Procedures	6	7	3	1	10	1	28
7. Coworkers	12	1	4	0	11	0	28
8. Working Conditions	9	4	4	0	10	1	28
9. Work Itself	11	2	3	1	11	0	28
10. Communication	8	5	3	1	10	1	28
Mean	8.8	4.2	2.3	1.7	8.0	3.0	28
Overall %	67.69	32.31	57.5	42.5	72.73	27.27	100

Source: Field Survey

5.23 Overall Job Satisfaction of library staff

	Yes	No	Total
Professionals	8.8	4.2	13
Semi-Professionals	2.3	1.7	4
Non-Professionals	8.0	3.0	11
Total	19.1	8.9	28
Total Percentage%	68.21	31.79	100

Source: Field Survey

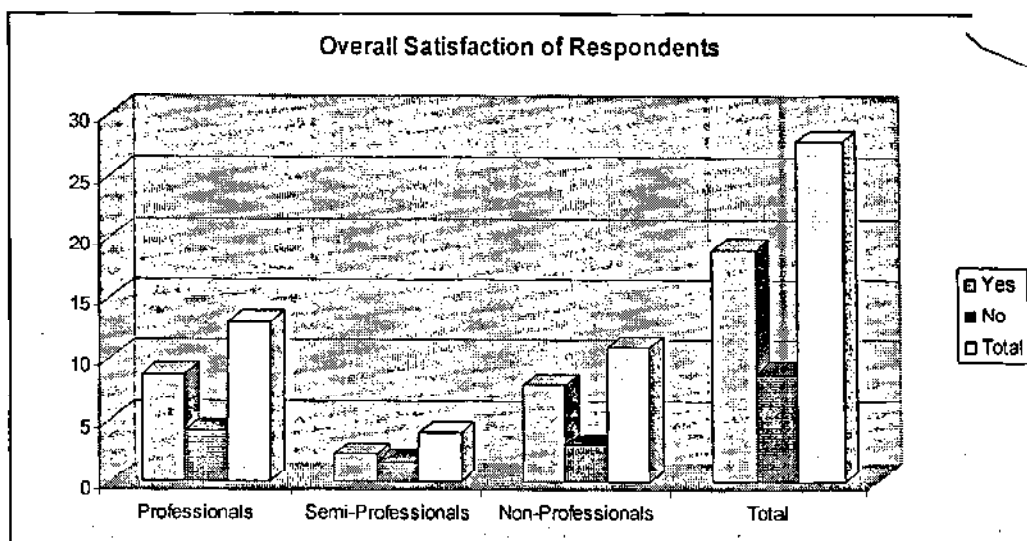


Figure 21: Overall Job Satisfaction of library staff

Table and figure 22 shows the overall job satisfaction of library staffs. 67.69% of professional library staffs are satisfied with their job. 57.5% semi professional and 72.73% of non professional are satisfied with their job. Table show the professional library staffs are more satisfied than semi professional staff but lower than non professional staff. The overall satisfaction of all the staffs is 68.21% which is greater than 50% or the satisfaction level. Which show that the library staffs of TUCL and Research Centers of T.U. are satisfied with their job, but satisfaction level is higher in non professional and professional library staffs and low in semi professional library staffs.

CHAPTER-VI

SUMMARY, CONCLUSION AND RECOMMENDATION

6.1 Summary of the Findings

Job satisfaction is one of the criteria of establishing a healthy organizational structure in an organization. Libraries are inseparable cornerstone of the society. To render an effective service at the libraries depends on the library staff. Job satisfaction of the librarian/library staff who have an important place in the information society, will affect the quality of service they render.

The main objective of this study is to find out the existing condition of job satisfaction of professional, semi-professional and non professional librarian of T. U. Central Library and other four research libraries of T. U. 28 completed surveys were returned out of 46 for a response rate of 60.86%. Of these 13 were returned by professional librarians, 4 by semi semi-professionals and 11 by non-professionals. The questionnaire is mainly based on job satisfaction factors including pay, promotion, supervision, fringe benefits, contingent rewards (recognition), operating procedures, coworkers, nature of the work, communication and working condition.

With the combined study of data and information obtained from questionnaire the following findings were derived.

1. Most of the respondents are found of age between 40 to 50 years old. About 36% of the respondents are found of age of 40 to below 50, 32% are found of age group 30 to below 40, 29% are found of age group 50 and above and only about 4% are found of age below 30 years.
2. According to study out of 28 library staff 15, i.e. 53.57% are male and 13, i.e. 46.42% are female.
3. Out of 28 respondents 27 are married and only one library staff is unmarried.
4. Out of 28 respondents 13 have their Masters degree, 8 have Bachelor's degree. Among 13 Master's degree respondents 9 are from Library and Information Science field and among 8 Bachelor's degree respondents 4 are from B. Lib. Sc.
5. According to study 43% of the respondents have worked for a period less than 10 years. 29% respondents have worked for a period of between 10 to 20

years. 18% of the respondents have worked for 20 to 30 years and 11% had worked for more than 30 years.

6. According to the study out of 28 respondents 43% of the library staffs have salary between 5,000 and 10,000. 39% have salary between Rs 10,000 and 15,000. And 18% have salary above 15,000. Most of the staffs were getting salary below 10,000.
7. 53.85% of the professional are feeling they are getting fair amount. Therefore in case of pay professional library staffs are more satisfied than semi – professional and non-professionals. Finally total response of the professional, semi professional and non-professional shows that they are not satisfied with their salary.
8. According to the study most of the professional staffs(76.92%) are satisfied with the chances of promotion but only 25% semi-professional and 18.18% non-professional are satisfied with chances of promotion which means semi-professional and non professional staffs are unsatisfied with chances of promotion. The total response of all three types of staff is 46.43% is satisfied and 53.57% is unsatisfied, which means library staffs are not satisfied with the chances of promotion.
9. Most of the professional library staffs are satisfied with their supervisor. 50% semi-professionals and 45.25% of the non-professional are satisfied with their supervisor, which shows that non-professionals are unsatisfied with their supervisor. In total 60.71% of library staffs are satisfied with their immediate supervisor. Therefore library staffs are satisfied with their immediate supervisor.
10. Most of the professional library staffs (69.23%) are not satisfied with benefits package provided by the organization. Semi-professionals are totally unsatisfied in this facet. But the non-professionals are satisfied by the benefits package provided by the organization.
11. Most of the library staffs (84.6%) are satisfied in the reorganization factor. Professionals are more satisfied then semi professionals (75%) and non-professionals (72.73%). Whereas all the groups are satisfied in theirs factor. Total satisfied response is 78.57%

12. Most of the non-professionals (90.9%) are satisfied with the operating procedures. 75% semi-professional and 46.15% Professional are satisfied with the operating procedure of the organization.

13. Library staffs are very satisfied with their co-workers, though professionals' satisfaction is slightly lower than semi professional and non-professionals. In total 96.43% library staffs are satisfied with their co-workers:

This is the factor in which nearly all the staffs are satisfied.

14. According to the study working condition of their library is good. Semi-professional and non-professionals are more satisfied than the professional in working condition of the library.

15. 84.6% professional library staffs, 75% semi-professionals and 100% non-professionals are satisfied with their work or they feel the nature of the work is good.

16. Study shows that there is good communicating within organization.

17. There is good opportunity for the professional library staffs in participating national and international level conferences, seminars, workshop, training and other events. 8 professionals out of 13 and 1 non professionals out of 11 has got such opportunity for international level programmers in their tenure.

18. 53.85% professionals, 25% semi-professional and 36.36% of non professional are suggest their friends/relatives to enter in this profession.

19. According to responses from library staffs future of library profession in Nepal is bright. 61.54% response from professional is bright and 30.77% is optimistic. 100% semi-professional thinks future of library profession in Nepal is bright and 81.82% responses from non-professionals is bright. The total response shows that 7.14% feels dark, 75% feels bright and 17.86% feels optimistic.

20. The overall job satisfaction of library staffs shows that 67.69% of professional library staff are satisfied with their job. 57.5% semi-professionals and 72.73% of non-professional are satisfied with their job. Professional library staffs are more satisfied than semi-professional staff. The overall satisfaction of all staff is 68.21%

6.2 Conclusion:

The result of this study shows that the library staffs of Tribhuvan University Central library and research library of T.U including CEDA , CENAS, CERID and RECAST are satisfied with their jobs, though professional librarians are more satisfied than semi professionals, but less satisfied than the non-professional staffs. Study shows that pay, promotion, and the benefits packages are the areas of dissatisfaction for the library staffs. Supervision, recognition, operating procedure, co-workers, working condition, work itself, and communication are the areas of satisfaction. Most of the professional has got the opportunity to join conference, seminars, workshops and other events in abroad from the organization. The study shows that future of library profession in Nepal is bright.

6.3 Recommendation

1. There should be good pay for professionals, semi-professionals and non-professional library staffs.
2. There should be good chances of promotion for semi-professional and non-professional library staffs.
3. Benefits packages should be increased as compare to other organization
4. The use of Information technology should be implemented for the proper running of library in modern way.
5. Working condition of the library should be improved.
6. Organization should proved the further education in library science for semi professional and non-professionals
7. There should be mutual understanding and cooperation between higher class staffs and lower class staffs.
8. The work done of the staff should be well evaluated and reward for their good work so as to motivate them for the welfare of organization.
9. There should be good communication within organization.
10. The problem of library staffs should be addressed for the good service.

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Appendix: 1
Questionnaire

Dear Sir/Madam

This is my research study on "Job satisfaction of Library Staff: Opinions of professionals, semi-professionals and non professionals staff of TU Central Library and other four Documentation Centers: a case study" for the partial fulfillment of Master's Degree in Library and Information Science. The objective of my study is to find out the job satisfaction of professional, semi-professional and non-professional library staff. I will be extremely obliged if you kindly help me to fulfill my objective by answering the following set of question. Identification of the respondents is not required. Your answer will be kept strictly confidential and used only for academic purpose.

Thank You
With regards
Mahesh Khanal
M.Lib.Sc., T.U.

Personal Information

(1) Name (Optional):

(2) Address:

(3) Age:

(4) Sex: Male [] Female []

(5) Marital status: Married [] Single []

(6) Education:

(7) I am

(a) Professional [] (b) Semi-professional [] (c) Non-professional []

(8) Length of service in the present job:

(9) Monthly salary and allowance:

(10) Name of working organization:

Please chose any one answer

(1) Do you feel you are getting fair amount (salary) for the work you do?

a. Yes b. No

(2) Do you think there are really good chances for promotion on this job?

a. Yes b. No

(3) Does your supervisor show interest in the feelings of subordinates?

a. Yes b. No

(4) Do you feel the benefits package (insurance, vacation and other fringe benefits) you receives is as good as most other organization offer?

a. Yes b. No

(5) When you do a good job, do you receive the recognition for it that you should receive?

a. Yes b. No

(6) Are you satisfied with policies, procedures and rules of your organization?

a. Yes b. No

(7) Do you like the people you work with?

a. Yes b. No

(8) Do you feel working condition your library is good?

a. Yes b. No

(9) Do you feel your job enjoyable?

a. Yes b. No

(10) Do you feel good communication (sharing of information) within your organization?

a. Yes b. No

(11) Are you satisfied with your job?

a. Yes b. No

(12) Have you ever got opportunities from your organization to join conference, seminars, higher education, trainings, workshop, and likewise in abroad or within the country.

a. In abroad a. Yes [] b. No []

b. Within the country a. Yes [] b. No []

(13) How many times did you get such opportunities, give numbers.

A. In (abroad)

a. Conference:

d. Workshop:

b. Seminar:

e. Higher education:

c. Training:

f. Other if any

B. (With in the country)

a. Conference:

d. Workshop:

b. Seminar:

e. Higher education:

c. Training:

f. Other if any

(14) If a friend/relatives of yours is thinking to enter your profession, what would your advice?

(a) Strongly against [] (b) Impartial [] (c) Strongly in favour []

(15) The future of the library profession in Nepal is

(a) Dark [] (b) Bright [] (c) Optimistic []

(16) Please write if you have any opinion/suggestion/comments:

.....
.....
.....
.....

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