Analysis of Librarian Job Satisfaction Dimensions in Surabaya City

Koko Srimulyo, ReviantiMegananda

Abstract: Job satisfaction among librarians is an important element to note, because librarians today tend to be less interested in their profession as librarians. This study aims to determine the extent to which the job satisfaction picture librarian in the city of Surabaya. This study was conducted in Surabaya City because it is one of the biggest cities in Indonesia and has a lot of libraries with librarians expected to be able to realize the purpose of the library. This study uses descriptive quantitative research method which uses more various types of librarians as respondents in the city of Surabaya such as school libraries, public libraries, special libraries, to college libraries. From the results of data analysis found that the satisfaction of librarians work in the city of Surabaya included in the medium category or quite satisfied with the average value of 3.30. The highest job satisfaction is in the dimensions of colleagues with an average value of 3.70 where the librarian is satisfied with the conditions of good relationships with colleague's fellow librarians. The obtained result also indicated lowest category is in the dimension of supervision with an average of 3.10. The data show that the librarian is not satisfied with the attitude of the boss whom less able to understand the importance of communication and find out the work problems experienced by the librarian.

Keywords: Library, Job Satisfaction, Surabaya City Librarian, Job satisfaction of librarian.

I. INTRODUCTION

In undergoing life routines such as work, individuals are expected to be able to adjust and have a sense of comfort when carrying out it. This is because comfort is generally also associated with individual satisfaction which can affect the smoothness and the success of a company or agency. As explained by Hasibuan (2000) that a person will tend to work passionately if satisfaction can be obtained from his work and employee job satisfaction is the key driver of morality, discipline, and work performance of employees to support the realization of organizational goals.

However, the research conducted by Ciptaningrum (2010) with the title Job Satisfaction in Staff at the North Sumatra University Library still shows low job satisfaction of 71.43% or there is no match between the work and the needs of the library staff. Therefore, in creating an atmosphere of satisfaction for each employee it is expected that companies and institutions such as libraries can better understand the work needs of each librarian.

Because according to Gorda (2004) job satisfaction can be a driving factor in increasing employee performance, which in turn will contribute to improving organizational performance.

Whereas at this time job satisfaction has become important for employees, especially librarians, especially now with the rapid development of information, the increasingly advanced profession as a librarian is more required to try to meet the information needs of the community, so that librarians can enjoy their profession and develop their skills without having the feeling of burden.In accordance with Hasibuan (2000) that job satisfaction is the value of a pleasant emotional attitude that grows when loving his job.Based on Cahyani's research (2013) on the motivation of librarians and non-librarians' professional careers graduates of information and library science programs can be found that 77.1% of librarians lack passion or are dissatisfied with their professions and prefer to make career changes including outside the field of librarianship.

Similar conditions are also in accordance with the results of the study of Ambar (2016) which resulted in several data findings, including 48% of librarians in Surabaya agreeing and even 12% strongly agree that the work or profession as a librarian is currently not attractive. In addition, in the study also found some data that there was job dissatisfaction with librarians such as regarding the suitability of the salary they received, there were 78% of librarians stating that the salary they received was in a sufficient category to be inappropriate, because some librarians were still temporary and the respondent sometimes does work that is not his duty as a librarian. The researchers also found that there were 40% of librarians who stated they did not agree with their employment status as librarians, because even though they had worked for a long time as their status was still honorary librarians.

The other research that is the reason for the need for this research is descriptive research conducted by Fitriyah (2010) where, according to the results of interviews with the research he conducted, there were several similar findings. Some school librarians in Surabaya had plans to withdraw from their profession on the grounds that the librarians did not feel comfortable with their status as honorary librarians. Because some school librarians in Surabaya felt they were not given the freedom to develop their careers, and from the interviews with several informants it was known that the barriers to developing a career became a librarian problem, because librarians wished to continue their formal education their status will be postponed.

The background and supported by several facts and data regarding librarian job satisfaction. Therefore, this study identifies how the picture of job satisfaction in librarians in the city of Surabaya both public libraries, school libraries, and college libraries insubordinate to analyse the dimensions of librarian job satisfaction in the city of Surabaya.

II. LITERATURE REVIEW

The role of librarians is very important in the current era for the community, such as the results of Setyorini (2007) which states that librarians play an important role in facing the information age. The research conducted by Shabrina (2010) also states that the role of librarians is very important for the community, especially librarians who also work as teachers or are called librarian teachers who play an important role in achieving the vision and mission of the school library.

The role of librarians is indeed important in the current era, but some phenomena also show that librarians currently do not like their profession and tend to experience discomfort in work, which is the source of problems that arise in library organizations such as absenteeism, turnover, conflict between workers, and other problems caused by a number of things such as those which have backgrounded several cases that are prevalent in the world of work including the current library. The abundance of research on disability in work is also evidence that this phenomenon should be traced more. As in Islamic research (2011) measuring the level of librarians' satisfaction in two university libraries which resulted in the fact that librarians at both universities were still dissatisfied with their work as librarians because several factors that did not meet their expectations such as salary factors were 76.19%, promotion 52.38% and work facilities 42.85%.

Similar conditions are also in accordance with the opinion of Daywin (1996). There are problems faced by the librarian profession in Indonesia, including problems in the implementation of tasks, work motivation and librarian satisfaction in working. Meanwhile librarians also have to face the public perception of the profession they are living in, that the profession as a librarian is one of the less attractive professions, which tend to be boring in carrying out it. Laksmi (2006) has the opinion where the Librarians everywhere, even at the international level are professionals that have less desirable images.

In this study also found facts about the lack of a balance between the portion of work and wages received, where the school librarians must work more or multitasking. So that it is not in accordance with the work status and salary that should be received. In accordance with the results of a survey conducted by Luzius (2006) on the reasons librarians leave the librarianship field and what careers they pursue afterwards, the survey results state that librarians are dissatisfied with the administration, image and salary they earn while being librarians.

The lack of satisfaction in work is also found in previous research conducted by Anggreani (2014) that the profession and librarian work are still underappreciated, as many as 62.5% of librarians feel that leaders do not appreciate the work they do in the absence of rewards and even praise for librarians carry out the duties above the expectations of the leader.

III. METHODOLOGY

This study uses the dimensions of job satisfaction by Freed Luthans (2006) which consists of the dimensions of the work itself, salary dimensions, promotion dimensions, supervision dimensions, colleagues' dimensions and dimensions of work conditions. The population in this study is the librarians in the city of Surabaya, with a total sample of 96 librarians who are members of the Surabaya branch of the Indonesian Librarian Association for the period 2015-2018 using total sampling techniques. The data in this study are collected by distributing questionnaires and supported by interviews and literature studies and observations. The data processing techniques are by making a range in each indicator to determine the level of librarian work satisfaction as Equation (1):

$$\text{Class interval} = \frac{(\text{highest score - lowest score})}{\text{Number of classes}} \quad (1)$$

$$I = \frac{(5-1)}{5} = 0.8$$

Thus it can be known the level or category of respondents' answers in each dimension, namely:
a. Very low: 1.00 - 1.80
b. Low: 1.81 - 2.60
c. Medium: 2.61 - 3.40
d. Height: 3.41 - 4.20
e. Very High: 4.21 - 5.00

IV. RESULTS AND DISCUSSION

Characteristics of respondents in this study are identified by gender, age, working period, last education and respondent's work unit and shown in Table 1.

Table. 1 Characteristics of respondents

Characteristics	Items	Frequency	Percentage
Gender	Male	42	43.75
	Female	54	56.26
Age	Less than 25 years	1	1.04
	25 to 35 years	32	33.33
	36 to 46 years	34	35.42
	More than 46 years	29	30.21
Working period	Less than 3 years	7	7.29
	3 to 10 years	30	31.25
	11 to 18 years	28	29.17
	19 to 26 years	18	18.75
	More than 27 years	13	13.54
Last education	High school	19	19.79
	Diploma	10	10.42

	Bachelor's degree	67	69.79
Respondent's work unit.	PTN library	41	42.71
	PTS library	38	39.58
	Special library	2	2.08
	Public library	6	6.25
	School library	9	9.38

Table 1 shows that female respondents are 54 respondents with a percentage of 56.3% and 42 respondents are male respondents with a percentage of 43.8%. Most respondents are in the age range of 36 to 46 years, 34 respondents with a percentage of 35.4%, then around the age of 25 to 35 years there are 32 respondents with a percentage of 33.3%, then as many as 29 respondents with a percentage of 30.2% aged above 46 years, and a small number, there is only 1 respondent with a percentage of 1.0% who are under the age of 25 years. The respondents with a range of 3 to 10 years have the highest number of working period, there are 30 respondents with a percentage of 31.3%, followed by 28 respondents with a working period of about 11 to 18 years with a percentage of 29.2%, then as many as 18 respondents who have worked around 19 to 26 years with a percentage of 18.8%, then there is a working period of more than 32 years, there are 13 respondents with a percentage of 13.5%,

and the least are 7 respondents with a percentage of 7.3 % who have worked range from less than 3 years of service. Regarding the respondent's work unit, the highest number of respondents were from PTN library work units as many as 41 respondents with a percentage of 42.7%, followed by respondents from PTS library work units with 38 respondents with a percentage of 39.6%, then respondents from school library work units with a total of 9 respondents with a percentage of 9.4%, then there are 6 respondents from public library work units with a percentage of 6.3%, and the least are there are 2 respondents from a special library work unit. The most active education of the respondents are graduated with a bachelor's degree, as many as 67 respondents with a percentage of 69.8%, followed by a high school level as many as 19 respondents with a percentage of 19.8%, and the last with a diploma level of 10 respondents with percentage of 10.4%.

Librarian Job Satisfaction in Surabaya City

In the job satisfaction section, data will be presented regarding satisfaction with the dimensions of the work itself, salary, promotion, supervision, work colleagues and working conditions for librarians in the city of Surabaya. The variables can be seen in Table 2 to Table 7.

Table. 2 Assessment of the Dimensions of the Work Itself

No.	Statement item	Average	Category
1	Trusted by superiors in solving work problems	3.63	Height
2	Freedom in carrying out and managing work	3.59	Height
3	Free in developing their abilities	3.17	Medium
4	The task as a librarian can increase knowledge	3.93	Height
5	There are challenges in carrying out tasks as librarians	3.20	Medium
6	Fun with work routines as librarians	2.95	Medium
7	The work feels diverse and not boring	2.90	Medium
8	Librarians as Desired profession	3.40	Medium
9	Suitability of educational background with current employment	2.80	Medium
10	Suitability of skills possessed by the current job	3.32	Medium
Total		32.89	Medium
F		10	
Mean		3.30	

Table. 3 Assessment of Salary Dimensions

No.	Statement item	Average	Category
1	Salary received is in accordance with Umk city Surabaya standards	3.39	Medium
2	Salary is greater than other librarians outside the agency	2.50	Low
3	Salary according to the length of work	3.40	Medium
4	The salary received is in accordance with the demands of the work that has been charged	3.20	Medium
5	The salary received is sufficient	3.59	Height
6	Get various benefits	3.80	Height
7	The benefits obtained are more than the other librarians outside the institution	2.70	Medium
Total		22.58	Medium
F		7	
Mean		3.20	

Table. 4 Assessment of Promotion Dimensions

No.	Statement item	Average	Category
1	The opportunity to attend training from the agency	3.40	Medium
2	Librarianship training improves ability	4.00	Height
3	Agencies provide opportunities to continue their education	3.18	Medium
4	Institutions provide opportunities to improve positions	3.11	Medium
5	Fair institutions in giving promotions	2.60	Low
6	Fair institutions in giving opportunities to attend training	3.66	Height
Total		19.95	Medium
F		6	
Mean		3.32	

Table. 5 Assessment of Monitoring Dimensions

No.	Statement item	Average	Category
1	The boss asks the problems that exist in the librarian's work	3.05	Medium
2	Give attention regarding the development of work	3.03	Medium
3	Consistent in applying rules	3.64	Height
4	Fair and firm in assessing employee performance	3.16	Medium
5	Able to determine solutions to problems quickly	3.67	Height
6	Willing to take the time to help and provide input	2.60	Low
7	Give an opportunity to convey and accept ideas or ideas	2.60	Low
Total		21.75	Medium
F		7	
Mean		3.10	

Table. 6 Assessment of Colleagues' Dimensions

No.	Statement item	Average	Category
1	Colleagues are willing to help with work difficulties	3.11	Medium
2	Colleagues support and advise on work difficulties	4.04	Height
3	Colleagues are always compact in working together	3.80	Height
4	Colleagues can accept each other's opinions	3.40	Medium
5	Colleagues can behave with mutual respect	4.05	Height
6	The family atmosphere can be built well	3.94	Height
Total		22.34	Height
F		6	
Mean		3.70	

Table. 7 Assessment of Dimensions of Working Conditions

No.	Statement item	Average	Category
1	The library is always clean	3.77	Height
2	Employees in the library care about the cleanliness of the library	3.61	Height
3	Air circulation in the workplace feels good	3.61	Height
4	The temperature of the room at work feels comfortable	3.72	Height
5	The library atmosphere is comfortable and not noisy	3.99	Height
Total		18.7	Height
F		4	
Mean		3.74	

The Dimension of the Work Alone

On the dimensions of the work itself the statement of duty as a librarian can add knowledge is an indicator with the highest score of 3.93 which means librarians in the city of Surabaya are satisfied with their assumptions about the profession as librarians can indeed increase knowledge. Conversely, a low score on this dimension is also found in several statements such as the librarian profession according to educational background with a score of 2.80 or in the moderate category because some librarians in Surabaya feel less satisfied or less happy in carrying out tasks as librarians because they are not in accordance with their educational background. Other than that the statements included in the low category are also found in the librarians' task statements that are interesting and fun to carry out, as well as diverse and not boring tasks as librarians.

With each score of 2.95 and 2.90 or included in the medium category because librarians are less challenged with tasks as librarians and the tasks that are available are less interesting and not varied so that ultimately tends to be boring.

Salary Dimension

On the salary dimension, the statement that the allowances received by librarians in Surabaya can be said to be satisfactory with an average value of 3.80 which is included in the high category. In contrast to the statement about salaries obtained by librarians in Surabaya, where librarians feel that the salary and benefits they get are less than the other librarians outside the institution so that makes the respondents tend to feel dissatisfied with the salary they receive compared to salary librarians in other agencies with the lowest score on the salary dimension of 2.50. However, some librarians also stated that their salaries were satisfactory, or were in accordance with the minimum wage to work in the Surabaya area with a score of 3.39 or included in the medium category.

Promotion Dimension

In the promotion dimension in the statement about the agency has been fair in giving a promotion has an average value of 2.60 which is included in the low category. Whereas in the dimension of the statement that has the highest value, there is a statement about the agency that has behaved fairly in providing librarianship training with an average value of 3.66 which is included in the high category. And in this dimension, it can be seen that there are still many librarians who feel they have not yet gotten the freedom to continue with higher level education by the library institution with an average number of answers of 3.18.

Dimension of Supervision

In the supervision dimension, the highest average answer value is found in the statement about the opinions of librarians towards their superiors in determining solutions to problems quickly having a score of 3.67 which is included in the high category. But this is different from statements about superiors who are willing to take the time to help and provide input to librarians, which in this statement has an average score of 2.60 or is included in the low category. In this supervision dimension, it can be seen that many librarians feel dissatisfied with the statement indicators on this dimension which has a score of 3.10 which is included in the low category.

Colleague Dimensions

In the dimensions of co-workers it can be found that the highest statement of indicators is in the statement of co-workers can behave mutual respect with an average score of 4.05 or classified as high, so that librarians in Surabaya can be satisfied with mutual respect between librarians. But on this dimension, it can also be found that librarians and other librarian colleagues are more individualistic in their work without helping colleagues who have difficulty working with a score of 3.11 or in the medium category.

Dimensions of Working Conditions

On the dimensions of working conditions, it can be seen that librarians in Surabaya can be said to be good in this dimension, as evidenced by the highest statement regarding the atmosphere in the library which is comfortable and not noisy with an average score of 3.99 or in the high category. This is also supported by the lowest statement in this dimension which is also still included in the high category with a score of 3.61 which states that most librarians and librarian colleagues in the city of Surabaya already understand each other about cleanliness in the library.

V. CONCLUSION

The dimensions of librarian job satisfaction which includes the work itself, salary that has been obtained, promotions that apply to the library, supervision, colleagues and conditions the work of librarians in the city of Surabaya falls into the category of being or already quite satisfied by having an average value of 3.30. From the findings of the data it was found that the average value of the highest librarian work satisfaction was in the dimensions of five and six, namely the dimensions of co-workers and working conditions by having the same average value of 3.70. Then for job satisfaction with the lowest average value that is on the supervision dimension with an average value of 3.10.

The future plan of this study is to deepen the study coverage differences in job satisfaction felt by librarians scattered in various libraries such as school libraries, colleges, public and special libraries and researching relationships or the influence of librarian job satisfaction on user satisfaction.

REFERENCES

1. Ciptaningrum, Asri. (2010).Kepuasan Kerja Pada Staf di Perpustakaan Universitas Sumatera Utara. Universitas Sumatera Utara. Medan
2. Gorda, I GustiNgurah.(2004).
   Manajemen Sumber Daya Manusia.Edisi Revisi. Denpasar :Astabrata Bali.
3. Hasibuan, Malayu. (2000).
   Manajemen Sumber Daya Manusia. Edisi Revisi. Jakarta: PT Bumi Aksara.
4. Cahyani, Alifia. (2013). Motivasi Karir Profesi Pustakawandan Non Pustakawan Lulusan Program Ilmu Informasidan Perpustakaan. Universitas Airlangga. Surabaya
5. Ambar, Siti Kusumasturi. (2016). Gambaran Faktor-Faktor Dalam Memotivasi Kerja Pegawai Perpustakaansekolahpada SMA Negeri di Surabaya. Skripsi. Surabaya: Universitas Airlangga.
6. Fitriyah, endang. (2010). Retensipustakawan: Studi Kasus Pustakawan Sekolah di Surabaya. Universitas Indonesia. Tesis. Depok: Universitas Indonesia.
7. Luthans, Freed. (2006). Perilaku Organisasi. Edisi Sepuluh. Yogyakarta: PT. Andi.
8. Ikatan Pustakawan Indonesia. Anggaran Dasar Ikatanpustakawan Indonesia. Jakarta: Ikatan Pustakawan Indonesia (IPI).
9. Lutrhans, Fred. (2005). Organizational Behaviour 10th Edition. New york: The McGraw-Hill Companies.
10. Setyorini, Elok. (2007). Peranpustakawan di era informasi. buletinperpustakaanuniversitasairlangga, 2 (1). Pp. 28-32. Surabaya: UniversitasAirlangga Surabaya.
11. Shabrina, Anggi. (2010). Peran Guru Pustakawan di Sekolah: StudiKasus di Australian Internasional Scholl Kemang. Depok: Universitas Indonesia.

12. Islam, Shariful. (2011). Job Satisfaction Of University Library Employees (A Study Of Two University Libraries in Bangladesh). First Published, p.10 -25. ISSN: 0266-3821

13. Daywin, Liannie K. (1996). Perkembangan Pelaksanaan Jabatan Fungsional Pustakawan. Jurnal Perpustakaan Pertanian, Vol.V(1), 8-12.

14. Laksmi. (2006). Tinjauan Kultular Terhadap Kepustakawanan . Jakarta: Sagung Seto.

15. Luzius, Jeff & Allyson Ard. (2006). Leaving The academic Library. Journal of Academic Librarianship. Vol 32. No 6. USA: Gadsden State Comuniity Collage.

16. Anggreani, Siska. (2014). Pengaruhgaya Kepemimpinan Consideration dan Initiating Structure Terhadap Kinerja di PerpustakaanIntitut Teknologisepiuluh November Surabaya. Skripsi. Surabaya: Universitas Airlangga.