Human resource development in Indian Software technology libraries: a study with special reference to library professionals training and development facilities.

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Abstract

Information explosion and rapid growth in technology made the existing knowledge of software technology library professionals ineffective, which they had at the time of entering into the organization. Hence, professionals have to be trained to operate new techniques and equipments, to handle the present as well as new jobs more effectively. Training is useful not only for the organizations, but also for the employees as it develops knowledge, problem-solving ability and skill of the newly recruited employees on the one hand and serves as a refresher course in updating old employees on the other hand. It aims at improving the organization's performance through the enhanced performance of its employees. Because of these reasons training has become an integral part of human resource development in software technology libraries. Knowing this fact following study has been conducted to identify the training and development facilities provided to in Indian software technology libraries.

Keywords: Software Industry Library, Training, Professional Development, Special library,

1. Introduction

Software technology libraries are always been concerned with the collection, organization, storage and retrieval of recent and special information, in order to respond to user's queries. It was also often been noted that new technologies for the generation, distribution, processing and storage of information have brought changes in the nature, volume, and format of that information. So it creates increased pressure over the years. This increasing pressure can be controlled from giving adequate training to library professionals at regular intervals. Training of library and information professionals in developed countries such as the U.K., the U.S.A., Australia, Canada and developing countries like India has also supported such demand. Training of library and information professionals in India has been made important in recent years by creating the good training infrastructure in professionals (Paul, 2014). The main objective of the training is to enhance competencies, upgrade the skills and improve the ability and efficiency of Library professionals in use of modern information technology and its application in their respective libraries Chand and Dheer, (2009). While training is positively associated with the employee job satisfaction and employee job satisfaction is further having relationship with the measures of performance. Training brings the change in employee attitude which is consistently (Rowden, 2003). It is one of the means of improving the manpower utilization and helps the potential raise in the employee's job satisfaction. Knowing these facts present study has been undertaken to identify the library professional's satisfaction on training and development in Indian software technology libraries.

2. Concept and definition

According to Paul Training may be defined as systematized tailor-made performance to suit the needs

of a particular organization for developing certain attitudes, action, skills and abilities in employees irrespective of their functional levels (Paul, 2002).

According to Landy training is "a set of planned activities on the part of an organization to increase the job knowledge and skills or to modify the attitudes and social behavior of its embers in ways consistent with the goals of the organization and the requirements of the job".

3.   Objectives of the study

The specific objectives of the study were as follows :
- To identify the software technology library professional's satisfaction on training facilities provided in Indian software technology libraries.
- To be acquainted with the establishment of training department in organization.
- To identify the different age group of professional working in software technology libraries.
- To make out the male and female professionals ratio in software technology libraries.
- To find out the social background and marital status of software technology library professionals.
- To determine the training frequency in software technology library professionals.
- To discover the nature and mode of training adopted in software technology libraries.
- To be familiar with training facilities provided after placement in software technology libraries.

4.   Need of the study

The need of this study is to assess the training and development facilities provided in software technology libraries in Karnataka State, India with a view of identify nature of training, frequency of training and making the necessary recommendations for their resolution.

5.   Literature review

The following literature is obtained by scanning through the various sources like books, journal articles, databases, conference proceedings, theses dissertations etc.

According to Khan and Ahmed (2013) conducted a study to measure the job satisfaction of library professionals serving in public sector Universities of Khyber Pakhtunkhwa, Pakistan. The study reveals that, although library professionals working in these institutions were slightly satisfied with their nature of

work, they were dissatisfied with supervision, benefits, promotion, revision of service structure, promotion policies, improvement in academic qualification and advance training were suggested by the researcher. Pan & Hovde (2010) training need is motivated by both the "technological imperative" thus the rapid technological change that characterizes contemporary academic libraries, and by the element that librarians and information workers share with other professionals, that they are compensated for what they know as well as for what they do. Olaniyan and Ojo (2008) highlighted some of the benefits to be deprival from training staff in any organization. Skills, Increase productivity, improve the quality of work develop new knowledge understanding and attitudes etc.

Spector (1997) study revealed that that the employees who are satisfied with their job perform noticeable better than those who are unsatisfied. There is a wide range of driving forces of job satisfaction, employee training is one of them. Training deals with the efforts made to bring improvement in the performance of employees. Satisfaction with training and development is a major factor in decision regarding people's career. Violino's (2001) North American Review Survey of twenty six hundred American and Canadian employees found that 80% of respondents said receiving training that increases their skills and abilities was a key component of what they looked for in jobs.

Chand and Dheer (2009) found that aim of training is to enhance competencies, upgrade the skills and improve the ability and efficiency of Library professionals in use of modern information technology and its application in their respective libraries While training is positively associated with the employee job satisfaction and employee job satisfaction is further having relationship with the measures of performance. Training brings the change in employee attitude which is consistently (Rowden, 2003). It is one of the means of improving the manpower utilization and helps the potential raise in the employee's job satisfaction. However, it need employees should be given opportunity to grow in the professional environment, when they are provided latest tools, experience trainer and proper on the job and on the job training.

Baldwin & Johnson (1995) study identified training is the best solution to improve employee's understanding and let them know how to use the specific skills. Training can also be of general in nature which enhances employee's skills to cope with the common problems. There are few factors which have

string impact on the output of training. Employee training persistently contributes to the increase in capital stock which is available in the economy.

6.   Scope and limitation of the study

The present study is designed to analysis of training and development trends in software technology of Karnataka state only.

7.   Methodology

In order to achieve the objectives of the study survey research and questionnaire method was used for this study. Data is collected mainly from primary source. A structured close ended questionnaire was designed for the study and it was distributed among software technology library professionals of Karnataka State.

8.   Data analysis and interpretation

The researcher attempted to ensure a sample that would represent the population and hence selected simple random method for the study. The questionnaires were distributed to the professionals and were given enough time to go through it and respond to the questions therein. The data collected were tabulated and analyzed statistically using appropriate descriptive techniques included in Software Package for Social Sciences (SPSS) V.20.

Table 1 : Distribution of Questionnaire and Response Received

Nature of Library	Number of Questionnaires		Percentage of Response
	Distributed	Received	
Software Technology Library	80	57	71.3%

Table-1 illustrates that among total of 115 software technology library professionals, 80 questionnaires were distributed and managed to collect 57 filled questionnaires back with overall response rate of 71.3%.

Table 2 : Distribution of Professionals by Gender

Nature of Library	Gender		Total
	Male	Female	
Software Technology Library	33 (57.9%)	24 (41.1%)	57 (100%)

It is observed from the table-1 that, majority of 33 (57.9%) of professionals, belongs to male category and 24 (42.1%) of professionals are females category in software technology libraries.

Table 3 : Distribution of Professionals by Age

Nature of Library	Age (in Years)				Total
Software Technology Library	Less than 30 Years	31-40 Years	41-50 Years	51 & Above Years	
	2 (3.5%)	42 (73.7%)	10 (17.5%)	3 (5.3%)	57 (100%)

Data in table-3 indicates the different age group of software technology library professionals employed in Karnataka State. Above study found that, highest number 42 (73.7%) of professionals are in age group of 31-40 years, followed by 10 (17.5%) respondents are 41-50 years, 03 (5.3%) professionals are 51 and above years age group and remaining 2 (3.5%) of respondents are in less than 30 years of age group respectively.

Table-4 : Distribution of Professionals by Marital Status

Nature of Library	Marital Status		Total
	Married	**Unmarried**	
Software Technology Library	49 (86%)	8 (14%)	57 (100%)

Above table-4 articulates that, maximum number 49 (86%) of professionals are married and 8 (14%) are un-married in software technology libraries.

Table 5 : Distribution of Professionals by Social Background

Nature of Library	Social Background			Total
	Rural	Urban	Semi-urban	
Software Technology Library	15 (26.3%)	26 (45.6%)	16 (28.1%)	57 (100%)

It is clear from table-5 that, large number 26 (45.6%) of software technology library professionals are belongs to semi-urban category preceded by 16 (28.1%) are rural and 15 (26.3%) of professionals urban background.

Table 6 : Essentialness of Professionals Training

Nature of Library	Professional Training Essential			Total
	Highly Essential	Essential	Not Essential	
Software Technology Library	30 (52.6%)	18 (31.6%)	9 (15.8%)	57 (100%)

It depicts from the table-6 that, majority 30 (52.6%) of professionals strongly opined professional training program is highly essential to perform work in software industry libraries followed by 18 (31.6%) of professionals opined essential and finally 09 (15.8%) of professionals felt training is not essential.

Table 7 : Distribution of Professionals on Immediate Training after Placement

Nature of Library	Training After Placement		Total
	Yes	**No**	
Software Technology Library	56 (98.2%)	1 (1.8%)	57 (100%)

The above table-7 demonstrates that, 56 (98.2%) of professionals undergone immediate training after placement and 1 (1.8%) professionals not undergone any sort of training after placement.

Table 8 : Distribution of Professionals on Nature of Training

Nature of Library	Nature of Training			Total
	Only In-house training	Only External Training	Both	
Software Technology Library	3 (5.3%)	0 (0%)	54 (94.7%)	57 (100%)

While analyzing the table-8 it is revealed that, out of total 57 professionals maximum number 54 (94.7%) of professionals undergone both in-house and external training in their organization and 03 (5.3%) of professionals in-house training only.

Table 9 : Distribution of Professionals on Mode of Training Adopted

Nature of Library	Mode of Training Adopted			Total
	Manual	Electronic	Both	
Software Technology Library	2 (3.5%)	1 (1.8%)	54 (94.7%)	57 (100%)

The above table-9 shows that, maximum number of the 54 (94.7%) professionals are undergone both manual and electronic mode of training proceeded by 2 (3.5%) of professionals undergone only manual training and 01 (1.8%) of professionals only undergone electronic mode of training in software technology libraries..

Table 10 : Distribution of Professionals on Existence of Training Department in Organization

Nature of Library	Existence of Training Department		Total
	Yes	No	
Software Technology Library	55 (96.5%)	2 (3.5%)	57 (100%)

Data shown in table-10 describes that, 55 (96.5%) of the professionals opined existence of separate training department in organization and remaining 02 (3.5%) of professionals doesn't have separate training department in software technology libraries.
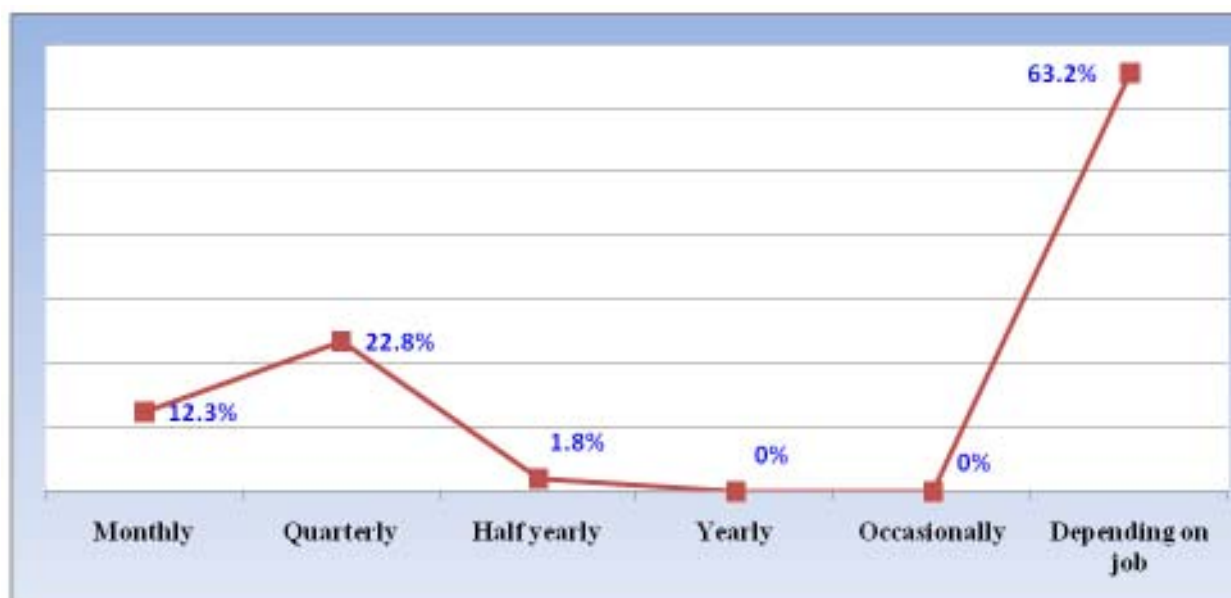
Table 11 : Distribution of Professionals by Satisfaction on Existing Training provided

Nature of Library	Satisfaction on Existing Training		Total
	Yes	No	
Software Technology Library	56 (98.2%)	1 (1.8%)	57 (100%)

Table-8 clearly portrays that, majority of 56 (98.2%) professionals expressed their satisfaction on training facility provided and 01 (1.8%) of professionals expressed their dissatisfaction on training facility of the software technology libraries.

Table 12 : Distributions of Professionals by Frequency of Training

Nature of Library	Frequency of Training							Total
	Monthly	Quarterly	Half yearly	Yearly	Occasionally	Depending upon job	NA	
Software Technology Library	7(12.3%)	1322.8%	1(1.8%)	0(0%)	0(0%)	36(63.2%)	0(0%)	57(100%)

Fig. 1 : Distributions of Professionals by Frequency of Training

9. Findings of the study

The findings of the study are as follows :

- Among media library professionals 57.9% are male and 42.1% are female.
- 86% professionals are married and 14% are unmarried category. The reason for majority in married professionals is because of among total number of professionals 96.5 % of the respondents are belongs to the age group of above 31 years and as per Indian standard average age of marriage is 27 years.
- Almost half of the professionals 45.6% are from semi-urban background and 28.1% are from rural background.
- 96.5% of software technology library professional's organization have separate training department.
- 98.2% of professionals opined that their organization providing training after placement.
- Surprisingly only 15.8% of software technology library professionals felt training program is necessary.
- Majority 94.7% of the library professionals undergone both electronic and manual training as well as internal and external mode of training.
- 98.2% professionals expressed their satisfaction on existing training facility provided by their organizations.
- Majority 72.4% of professionals are frequency of the training is depending upon the work to be performed.

10. Suggestions and conclusion

In the age of digital environment, the software technology library professionals realized the need of training facilities to provide up-to date information service to meet the requirements of the users. Training and development programmes are fundamental issues of career development of every employee in an institution. In order to facilitate quality services to the library users especially in IT environment, librarians and library staffs need to commit themselves to continuous learning and for that matter training and development activities. Hence, Software technology organizations are engaging their staff in training and development activities on regular basis and enable them to be more competitive in support of achieving organizational goals in well manner.

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