



WOMEN PERSPECTIVE AND UNIVERSAL DECLARATION OF HUMAN RIGHTS: A STUDY ON JOB SATISFACTION OF FEMALE LIBRARIANS IN KARACHI

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Abstract

The study examines women perspective and Universal Declaration of Human Rights on female librarian's job satisfaction. The main purpose of this study is to cover the factors such as discrepancy in the wages of women librarians, and gender discrimination, dissatisfaction is found in female librarians due to discrepancy in wages among the employees. Factors such as gender discrimination affect employee performance in the work place. In this research, qualitative methods of research have been used. In-depth study has been done through the method of observation and case study. Research results show that job satisfaction is a major issue for female librarians. Institutions need to pay attention to these important issues of women librarians. This will increase their efficiency and enable them to make progress.

Key words: Universal Declaration of Human Rights, Female Librarian, Job satisfaction, Wages, Gender discrimination.

Introduction

“All human beings are born free and equal and dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.”(UDHR, art.1)



The Universal Declaration of Human Rights (UDHR) is a landmark document in the history of human rights. Drafted by representatives of different legal and cultural backgrounds from all regions of the world, the Declaration was proclaimed at the United Nations General Assembly in Paris on 10 December 1948 (General Assembly Resolution 217 A) as a common standard of achievement for all peoples and all nations.

Goal 5 Sustainable Development Goal's, "Achieve gender equality and empower all women and girls" is known as a stand-alone gender goal because it works to achieve them. Profound legal and legislative reforms are needed to ensure women's rights around the world. By 2014, a record 143 countries had guaranteed gender equality in their constitutions, and another 52 had not taken that step. Pakistan currently has one of the worst gender parity countries, after Iraq, Yemen, and Afghanistan.

According to the Global Gender Gap Report 2021 published by the World Economic Forum (WEF), Pakistan rank 153rd out of 156 countries on the Gender Parity Index. The WEF ranks 156 countries using for sub-indices. Pakistan ranks 153rd in Health and Survival, 152nd in Economic Participation and Opportunity, 144th in Educational Attainment and 98th in Political Empowerment Index. The report reflects Pakistani's failure to improve its gender equality score over the past 16 years (0.553 in 2006 and 0.556 in 2021). The situation clearly indicated that Pakistan is far behind in improving gender relations and women empowerment.

In Pakistan, the concept of human rights does not exist in its best form. Many of these isolated areas of Pakistan have been deprived of basic necessities. Even men don't like contact opportunities for quality, science and technology education, economic resources, human capital and people deprived of political rights and constitutional rights. Female librarians face workplace harassment, gender inequality, pick and drop facilities, inflexible time, no maternity leave and social networking restrictions, etc.; these issues need to be passed government organizations that improve the working environment and the efficiency and productivity of employee.

Job satisfaction means that employees are socially, emotionally, mentally and physically connected towards their jobs. Optimistic behaviors and attitudes show job satisfaction whereas pessimistic behaviors and attitudes show jobs dissatisfaction. These are various definitions of the concept of job satisfaction. Some of them are as follows:

According to Vroom (1967), job satisfaction is the worker's response to their role in the job. Likewise, Naylor and Blum (1968) define job satisfaction as worker's perceptions of working conditions, wages, job related promotion, control, social relationship at work,



recognition of talent, and some similarities outside of work life. Variables, individual characteristics, and group relationship. Spiegler & Hoppock defines job satisfaction as a complete set of psychology, which persuades employees in physical and environmental conditions to acknowledge that they are satisfied and happy with their jobs. In addition, the role of employees in the workplace is highlighted as having an impact on various elements and internal staff organization.

From these definitions, we can define job satisfaction as the sum of all negative and positive aspects related to an individual's salary, her physical and emotional working conditions, the power of possessions, use of that and the autonomous power, the level of success she has maintained and rewards for success, the social regulations related to her work, and her relationship with colleagues and managers. Individual factors do not lead to job satisfaction. Job satisfaction can only be mentioned when all of these factors are present in a balanced way.

Female librarians and Job Satisfaction

Gender discrimination in employment involves unfair treatment based on gender in employment or job search. This discrimination is often direct against women and takes many forms including, discrimination in income, promotion, nature of work, benefits, and sexual harassment. There are different forms of these reasons. Gender discrimination makes a difference in the nature of work. The level of job satisfaction in women is very low due to gender discrimination. There are inequalities in the salaries of women workers that affect their job satisfaction. Different researches have examined the link between gender pay inequalities and women job satisfaction (Oladejo et al. (2012), Okpara (2004), Green et al. (2016), Mumford (2014), Mueller and Kim (2008), Davidson (2014)). The past decades women did not care about wages differentials (among other job characteristics) between men and women; hence despite these wages gap they had high job satisfaction. But now, female workers care about the wages they receive, so according to Green et al (2016), this difference does matter to them and therefore negatively affects their job satisfaction. According to Anker et al. (2003), one of the most damaging aspects of inequality is the professional segregation of women in the market. Because it leads to lower wages and worse working conditions of female employees. Yusuf (2010) argue that the sexual harassment is caused by an imbalance of power, that is, from subordinates to superiors, men because they hold high positions, that is why it is so easy for them to harass women. Sometime the opposite happens. The job satisfaction is affected by women sexual harassment by men in the work place. Job satisfaction is a major issue due to the lack of jobs for women. Male dominated prevalent system in Pakistan. Karachi is the biggest city in Pakistan but Patriarchal system effect of which is visible in every field of women.



The field of librarianship considered a feminized profession. There is no research on the job satisfaction of women librarians in Karachi that can be includes this research. Women's job satisfaction which matters as a result of psychological factors and work relationships personal result are the most important aspect of human life. According to statistics, in job and various job-related factors such as; salary advancement, working conditions, social status security, recognition, etc. are the main determinants, which determine overall satisfaction.

LITERATURE REVIEW

Women's rights are fundamentals human rights granted to every person on earth by the United Nations nearly 70 years ago. These rights include the right to live free from violence, slavery, and discrimination; to receive education; to own property; to vote; and receive fair and equal wages. Over the past few decades, many researchers have conducted research in the field of job satisfaction. Different authors described different contextual variables namely age, gender, level of education, marital status, institutions pay, promotion, working conditions, coworkers, job status, job security, recognition, supervision and social status which determine the degree of job satisfaction in different professionals. Libraries are the roots and achievement of civilization, libraries is inseparable from human resources especially service-oriented organizations like the libraries. Happock (1935) defines the first job satisfaction as the combination of psychological, physical and environmental circumstances that would cause a person to say "I am satisfied with my job". One of the important indicators of deteriorating organizational conditions is low job satisfaction. It is a cause of dissatisfaction, low productivity, discipline issues and other organizational conflicts. Attempts have been made to review literature related to job satisfaction among library professionals. Khaleque & Rahman (1987) and Alam et al. (2005) in their reviews, identified most of the job aspects that influence job satisfaction level. But Rahman's (1989) survey found that not only job aspects as well as job stress affect employees' job satisfaction. Consequently, Ashraf et al (2009) underline some dependent variables like carrier growth, training and development, professional evaluation, company loyalty, and relationship with job satisfaction. Shaheen (2014) highlighted the difference in job satisfaction between men and women in public institutes of Pakistan. Women's roles, responsibilities, behaviors and expectations are way more different from their male fellows. In Pakistan's banking sector, female employees are relatively less satisfied than male employees (Hunjra et al, 2010). Women earn less than male counterparts, have limited opportunities, there are biases in the job, choose whether and when to have children, and undertake a disproportionate share of house chores (Gilbert, 1994).



The most important evidence of deteriorating organizational performance is low job satisfaction. Job satisfaction is a necessary factor for a good institutional environment. Many factors are affecting the job satisfaction such as working hours, wages, autonomy to employees, institutional structure, and communication between management and employees. It is thought that when employees are dissatisfied with their jobs, as a result, there is a strong reaction among the employees against the management. Dissatisfaction is contagious spreads rapidly to other employees and may affect the morale and work of other employees and the image of the employee organization. Organizations use Top-Down approaches which creates a demonization and low morale attitudes in employees. Dissatisfied workers can cause serious damage to company reputation and property organization and harm its commercial interest. Work satisfaction/dissatisfaction is the result of various factors related to the current work situation.

The fact is that no organization can develop unless its employees are satisfied with their jobs. Dissatisfaction and frustration can lead to aggression. Due to frustration, it effects on employee's social life. Khan (1973) Job satisfaction is important for employee's motivation and contribution to the manufacturing process. Job satisfaction has been shown to reduce erratic attendance at work, worker replacement within a cycle and even accident rates.

Librarians have an important place in the information society. That is why job satisfaction services to librarians will affect the quality of best services.

Current economic issues in emerging countries have an impact on library budget. Due to this reason the status of librarians and the impact on their salaries. Librarians who can't earn enough wages and faces the problems of making ends meet. This problem makes librarians dissatisfied. The status of librarians in developing countries is uncertain promotion is not determined by objective criteria, but by the administrator's personal choices.

According to the Demirel (1989) that the independence, access to talent, actual working conditions, relationships with colleagues, recognition of the work performed, gaining respect and social security all influence librarian job satisfaction. Librarians convey dissatisfaction with promotions, wages, social status, social services, and lack of access to authority and responsibility. Very few librarians are satisfied and mostly librarians dissatisfied.

OBJECTIVES:

- To find out the female librarians are satisfied with their job.



- To explore that what steps the government has taken for women librarians.

Methodology

The qualitative research methods are used i.e. descriptive, qualitative and exploratory to find out the job satisfaction to female librarians in Karachi. The main purpose of this study to connect research participants with these research objectives for resolving future problems for female librarian. The data is collected from different academic, public and research libraries in Karachi. The population selected from public and private sector libraries of Karachi. The qualitative research methods were chosen for in-depth research through observation and case study methods. In this regard, the purposeful technique of non-probability sampling was used to bridge the information gap among female librarians in Karachi. Unstructured face-to-face interviews were conducted among different selected librarians in Karachi. In this research educational research is used to explore human experiences, problem solving, social engagement, and communication with the environment, while demonstrating community development practices. Data analysis is performed meticulously in segments. The questionnaire was initially conducted in Urdu to obtain explicit opinions and responses from the participants, and compiled as case study. The interview was translated into English for writing a case study and provides in-depth knowledge about the research topic and their objectives. Meanwhile, the observation is the systematic collection of data to record the opinions of people under given natural condition and to examine the observable facts arising from unintended situations and event under the given natural conditions. Observation is a long data-gathering process that continues until the research obtains the facts needed to draw conclusions. It is used to record the behavior of people in their daily life without intervention. Basically, it records things and events in the order in which they happened, without letting people know that their actions were recorded by researchers as part of their setup (Mc Burney & White, 2009).

Case study # 1

Mrs.X is working as a librarian in an educational institution, last for about four years. He obtained his MLIS degree from University of Karachi and then got the opportunity to work as a Librarian at University of Karachi for one year. At that time, she used to get three thousand as salary as per month. After that she applied for another job and you will get a job for fifteen thousand rupees. The job is still running. She is married and her husband works in the company. They have two children. They have a very small rented house and they live in Korangi area of Karachi.

Mr.'s salary as Lane 15000 and no additional allowance is available and there is no



transport medical facility. Their working hours are between 8.30 am to 3.00 pm and a lunch break. Salary is deducted and in case of leave and late arrival.

Mrs. X looks very disappointed with this profession. In her opinion, people are not aware of the importance of this profession, therefore the status of women associated with it decreases. Even in the minds of the people in the organization, people think about this profession. In this profession, everyone earns money to sit on a chair and anybody can do it so this professional must not be paid this much. While a librarian is doing a lot of work at the same time, he is also a source of campaign and access for researchers in his community.

Many of librarians get hired, fired or leave job from this institution because they do not increase salaries and salaries considered lesser in comparison with other librarians of public sector. Though the staff or personnel are very interactive and supportive, in their circle people used to ask that why you employed here when husband is already earning? But no one knows that our financial condition is not better, his earnings is fewer which cannot be enough for monthly expenses. She stated "I am working under pressure and massive work load of domestic chores and os office as well."

During illness it is very difficult to take care the household and office simultaneously, on the other side the healthcare services are expensive to bear, but manage to do so. In all such situations, she informed "I always tried to perform all my tasks on time, and my head never complained me, due to accomplishment of tasks my salary has been increased and give permission to attend all relevant seminars in other organizations as well." She believes that gender discrimination is common and seen in my institutions, salary gap among gender are major issues which are confronting women to enter into this field."

She shows hope to the researcher that her research might be effective in regards to solving women's problems. May feel safe and achieve a platform to succeed and prospers in their fields of interests.

Case Study #2

Nida lives in rented house of Karachi, she is unmarried and her father is the head of household and constitute on joint family system. She started working after completing her education. Nowadays she is working in academic institution.

She has taken keen interest in researches and participated very calmly in a best possible way. She has experience to work in different academic institutions. She has also



encountered a number of gender contradictions. She witnessed five years in an institution but her salary wasn't increased and they were not addressing her issues. She also had to be promoted which was not happening. Similarly, 2 years passed and nothing happened. After all it became necessary to talk because if there is not wage increment or promotion what was the use of the job.

She is very disappointed and says that because of this monarchy, men have become accustomed to ruling women and they always like to see women dependent. They don't like women's autonomy and do women always have to raise their voices for their right? For how long our society will face it? Women have all the virtues to perform their tasks as a best librarian. They can work with proffering. And it doesn't matter who holds this position better, it's irrespective of the gender.

She described the research as a better endeavor for women librarians and the researcher thanked her.

Case study # 3

Mrs. Rida is working as an assistant librarian in the Private College in Karachi. Library Information Science education was opted the degree from university of Karachi. She was good in studies, so remained class representative and teachers were happy with her. She applied to the college through online process and got the same job. She has been working for five years and six months and her working hours are from 8.00 am to 4.00 pm and Sunday is closed.

She described that she was unsatisfied with her job because the salary of a female librarian was so cheap that it was not enough for a professional field. This profession is not given as much importance as it is given to those who are involved in medical, engineer, or any other field. This profession trains teachers and helps them in their research, but when it comes to women belonging to this profession, they are not facilitated. According to her, she has been working in this position for a long time but she did not get any promotion. "We are monitored during our work, which distracts us from work," she said. It has been an observation during our work that women are discriminated against in institutions.

The government does not take any action for resolving the issues of female librarians. How is the institution functioning? Why women discriminated? Under what policy the salary is being given? The respondents said that female librarian should be given equal rights under the same roof and development should be done on the basis of equality and gender



discrimination in the institutions. At the same time, the announcement of medical, transport allowance for the benefit of women and girls should be given smoothly. She had appreciated the research work on female librarians status as women and the research would be the best way to identify the problems in the library sector.

Results and Discussion

This study is discussed on job satisfaction in female librarians in Karachi. Karachi is the largest city and center of industry in Pakistan. According to the government's 2020-2021 annual plans, Pakistan has the 9th largest workforce in the world and it is increasing every year. The number of employed workers will increase from 62.18 million in 2019-2020 to 62.91 million in 2020-21. In this modern era women are also working side by side of men, in every field of employment we can easily find women working in different posts in formal and informal sectors. Due to employment issues social problem also increased. Karachi is a cosmopolitan city, Karachi introduction the number of women employees in various sectors is increasing in Karachi.

The gender pay gap exists in many countries, sectors, professions and effect low-income women disproportionately. Pakistan is at the center of the inequality. Female participating in librarianship is increasing but unfortunately studies are revealed that female wages gap are exists in the field of librarianship. Female librarians are dissatisfied with their jobs. Wages in Pakistan differ significantly between men and women. According to the 2018/19 Global wage Report (ILO), women in Pakistan earn on average 34% less than men. The same report also found that Pakistan women make up 90 percent of the country's bottom 1 percent of wages earn. Here's to bridge the gender pay gap in Pakistan. Case studies show that dissatisfaction with employment of female librarians is also due to the instability in the salaries of librarians.

Discrimination against women has a long history. Gender discrimination in female employment is a common problem in all countries in today's society. The exploration of gender discrimination in female employment is also one of them hot issues that scholars from of all over the world pay close attention to. Some scholars also blame women on themselves causes of gender discrimination in employment. For example, the physical fitness of women is naturally weaker than men, women's own quality is low, and their competitiveness in the work place is weak. This study is taken from a Ph.D. dissertation. In which the researchers' table 12 shows that due to masculine dominance in the work place, gender discrepancy, is found in female librarians.

The above-mentioned case studies ensure that no steps have been taken by government



agencies for job satisfaction for women librarians.

Recommendations

A number of female employees are involved in the librarianship. Majority responded are dissatisfied for the career of female librarianship. It is therefore to restore the confidence of women librarians in this profession, and to ensure their job satisfaction. Low salaries issues, gender discrimination must be abolished from institutions. Government agencies should work with women librarians to formulate better policies. Job satisfaction will have a positive effect on female librarians. This will increase their efficiency. Which will lead to further development in this profession.



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