

Capacity Building of Human Resources: A Case Study of Central and Private Universities of Assam

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Abstract

Capacity building includes skill development, enhancement of efficiency etc. to achieve the desired organizational goals. With the advancement of technologies, it becomes very essential for the library professionals to be up to date in their field, so that they can provide best services to their users and can effectively cope up with the crisis and situations. Academic knowledge and competence development should go hand in hand. Technological inventions have made it clear that if an organization has to get success or reach its ultimate goal, it must develop or train its human resource. Nowadays, library needs multi-skilled professionals to work efficiently in order to meet its user's needs. Universities are the largest academic organizations, where they have to cater a huge clientele with varied interests; therefore, capacity building programs are very essential to enhance their abilities. The study mainly discusses the concept of capacity building, management level initiatives, barriers and various challenges etc., faced by the library professionals. The paper further gives light on capacity building initiatives taken by different central and private universities. As the research paper is mainly a survey based study, survey based methods have been used and therefore, both the primary and secondary data have been used to write this paper. Through the findings, it has been found that Central Universities promotes capacity development programs very well and the professionals are more or less satisfied, where as Private Universities have a long way to go.

Keywords: Capacity Building, Library Staff, Central University, Private University, Human Resource, Skill Development

1. Introduction

Capacity building may be defined as the process of strengthening and developing the abilities, instincts, processes, resources, skills etc. that the communities and organizations needs to adapt, thrive and survive in this fast-changing world. For the development of the human capital, capacity building is necessary, which leads to achieve sustainable and measurable

results of the individual, institutional and societal level-enhancing skills and knowledge.

In today's information and technological environment, to offer an effective service to the users, the library personals must have proficiency and in-depth knowledge of the recent technologies. Skills and competencies are rendered as the basic building blocks of human resource management and therefore, the success or failure of a library largely depends upon these skills and competencies of the library professionals. That is why, institutions, librarians and other information specialists should



always pay attention to the recruitment, training, evaluation, promoting and paying for the development of the skills and competencies and sourcing the information about training programs, seminars/conferences/workshops, forthcoming events, job advertisements, professional meetings etc., by providing them as notices.

2. Objectives of the Study

The main objectives of the study are:

- ❖ To know about the present working status of the library staff in the selected central and private universities of Assam.
- ❖ To overview about the position and status of the library staff in the selected central and private universities of Assam.
- ❖ To know about the present scenario of capacity building strategies for their continuous professional development in the selected central and private universities of Assam.

3. Methodology of the Study

Both the primary and secondary data have been used to write this paper. As the research paper is mainly a survey based study, survey based methods have been used to write this paper. A well-structured questionnaire has been given to the librarians of the selected university libraries to collect the data. Secondary data have also been collected through different textbooks, reference books, websites, dictionaries etc.

4. Scope of the Study

The research paper mainly explores the present working conditions of the library professionals and

their continuous process of professional development in the selected 2 (two) renowned central universities of Assam i.e. Assam and Tezpur university and selected private universities of Assam. Thus, the study mainly employs the analytical and exploratory case-study method to get to know how the library staffs or human resources of all these selected university libraries are updating their knowledge in order to provide better services to the library users. This study is mainly based on questionnaire method to get to know the views of the human resources of the selected university libraries.

5. Limitations

As we have selected central and private universities of Assam, there are 2 (two) central libraries and 4 (four) private libraries which falls in this category. Assam Down Town University when asked for answers said they do not have any such capacity building policies in their university, therefore it was excluded from the study.

6. Literature Review

According to Bhattacharjee and Bhattacharjee¹, assessment and evaluation are important for any capacity building programme. Goswami², in his study has emphasized that in order to keep pace with the progressive trends of ICT and information the urge of the hour is to opt the library capacity building for expanding the horizon of information preservation, processing and subsequent utilization. Obasola and et al³, have found that success of the capacity building workshop for CARTA (Consortium for advanced Research Training in Africa) librarians

could be sustained through regular needs assessments and continued training and retraining of librarians. Sarmah⁴, in his study stated that capacity building in library is an investment in the future sustainability. When capacity building is successful, it strengthens a library's ability to fulfill its mission over time, and enhance library's ability to have a positive impact on lives and communities.

7. Results and Discussion

Data shows that, Assam university central library has the highest number of library staff. It has 30 numbers of library staff which include nine professionals, twelve semi-professionals and nine non-professionals. Followed by Assam University Central library, Tezpur university central library has 21 numbers of library staff, which include eight professionals, seven semi- professionals and six non-professionals. Don Bosco University library has six numbers of staff which include four professionals and two non-professionals. With five non-professionals and two professionals altogether, there are seven library staff at Kaziranga University library. Royal Global University has four library staff. Three of them are professionals and one non-professional. No library staff was found at Assam Down Town University during the study.

Data also revealed the capacity building programs undertaken by the management of the universities under study. Three (50%), out of the six universities, have conducted conference. Total four universities (66%), has organized seminars. Five, out of the six universities, have conducted on site training as a part of their capacity building program. Don Bosco University and Kaziranga University have

undertaken classroom lecture method. Only Don Bosco University has imparted consultant and special training. 60% of the universities under the study have undertaken in service training. Two (33%) of the universities have sent their staffs for short term training courses to the institutes like NISCAIR, INFLIBNET etc., and 33% of the universities have sent their staff for refresher course. No library has adopted library school course.

While assessing impact of capacity building programs. It was found that capacity building programs have increased the staff efficiency of five (83%) universities. Four of the six universities, are of the view that capacity building programs have improved the productivity of the university library and has motivated the library professionals. From the data, it is evident that five (83%) of the university library staff have increased skills as result of capacity building programs. Two universities mentioned that capacity building programs have increased co-operation among the staff. Four out of the six universities are of the view that capacity building programs have reduced cost of operation. Assam University Central library has mentioned that they are providing better user services after adopting capacity building programs.

Study also shows that library staff of the three (50%) of the university library perceived that the capacity building programs are adequate and 50% of the universities under study mentioned that it should be improved. No university library has mentioned that it is inadequate.

While analyzing the level of commitment of the management to staff's capacity building. From the

data it is evident that regular trainings are provided by two out of the six universities under study. Funds for training are available at two universities and training allowances are available at two universities. Only Tezpur University provides permission to take part/full time course. Three of the six universities under study provides study leaves for qualified staffs. Management of one university is not committed to any capacity building programs for library.

Regarding the opinion on improving capacity building programs. Four universities suggested for regular training programs. Five universities suggested that right training techniques should be employed. Four universities opined rewards for outstanding performance. One university mentioned that proper training need assessment. One university mentioned that funds should be made available for capacity building.

While assessing the barriers in the area of training programs. One university library replied that training programs are not conducted at convenient time. Three universities mentioned that less number of training programs is being organized at the universities nearby locality. Two universities stated about the lack of time and one university about the lack of willingness.

From data, it is evident that two universities are of the view that contribution of LIS professional in publications is a way to judge the quality of capacity development in library whereas one university is against this opinion.

8. Conclusion

Capacity building is very essential for any organization to which requires financial commitment also. central universities are stronger than private universities in human resources as well as financial resources. Central universities promote capacity development programs very well and the professionals are more or less satisfied whereas private universities have a long way to go. Among two central universities, only Tezpur University gives permission for part time and full-time courses. For overall development of any organization, capacity development is an integral part.

Further Reading

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Note:

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