

Quality of Work Life among Library Professionals: A Study of Determinant Factors

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Abstract

Employees' mental discernment of the physical and psychological desirability in the work place is termed as Quality of Work Life (QWL). There are numerous aspects in the work environment that add to QWL which can be directly related to work conditions. A better working environment leads to gratified employees. Better organizational performance, effectiveness, innovativeness, etc. can be achieved through high QWL. QWL improves the family life as well as work life of an individual. ICT innovations have brought changes within the work environment of library professionals. This paper aims to measure the QWL of Library Professionals to identify the relation between QWL of library professionals and factors such as interpersonal relationship, status, service conditions, promotional policies, and motivation for employee's future role and develop skills. For this purpose library professionals working in Engineering Institutes of Jaipur region have been surveyed Likert's 5-point scale has been used. A questionnaire was used for data collection which has been analyzed using statistical techniques such as Weighted Arithmetic Mean (WAM), standard deviation, chi-square test, and t-Test.

Keywords: Interpersonal Relationship, Library Professionals, Organizational Culture, Promotional Policies, Service Conditions, Status, Quality of Work Life (QWL)

1. Introduction

QWL relates to certain organizational conditions and practices that are vital for organizational efficiency. Librarians are service professionals and their core role is to provide information to satisfy users' requirements.

The emergence of information and communication technology has resulted in major changes in their working environment.

These changes are leading to a feeling of insecurity among library professionals. This can affect the way professionals identify their roles and can have adverse impact on psychological comfort, even causing job stress and frustration. Stress may cause negative perceptions and reactions in work environments like dissatisfaction, illness, and low productivity. Five major determinant factors have been identified, viz., Interpersonal relationship, Status,

Service conditions, Promotional policies, and motivation as impacting QWL of library professionals.

1.1 The Concept of Quality of Work Life (QWL)

QWL is concerned with resolving complications at work place, improving institutional performance, and employees' performance and happiness. According to the American Society of Training and Development (1979), "it is a process of work organization which enables its members at all levels to actively participate in shaping the organization's environment, methods, and outcomes". According to Shamir and Salomon (1985) "QWL is a broad construct that includes an individual's job-related wellbeing and the extent to which work experiences are satisfying needs and free stress and other negative personal consequences". QWL methodology views people as an "asset" to the organization and believes that persons

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perform well when they are permitted to take part in managing their work and to make decisions”.

1.2 Literature Review

Taylor (1973) identifies eleven criteria of QWL; alienation, wellbeing and safety, financial security, pride, self-actualization, job situation, control and impact, institution inclusion, career ambitions and added activities. All these factors can be considered in measuring QWL of library professionals.

Lynch and Verdin (1983) study differences in job satisfaction among professional groups within libraries.

Chopra (1984) presents that suggest that librarians derived satisfaction from their work, social gratitude, work circumstances, job stability, and societal status. Sources of disappointment related to avenues for promotions and salary package.

Pratapa (2010) studied the QWL of staff in Public Libraries of Andhra Pradesh. The study aimed to assess the monetary aspects of QWL.

1.3 Statement of the Problem

Toady engineering institutions understand that library is a treasure house of information that serves as an effective mechanism for creation of fresh ideas and new knowledge. Appropriate transmission of information to users - scholars, teaching community, and researchers - can be assured when the library professionals are committed to their job and profession. The present study is an attempt to identify the factors determining QWL of library professionals, their job satisfaction.

1.4 Objectives of the Study

The objectives of the study are to:

1. Identify determinant factors of QWL of Librarians working in engineering institute of Jaipur region.
2. To study the impact of gender difference on QWL of library professionals.

1.5 Hypotheses

H1. Good Interpersonal Relationship contributed to enhancing QWL of Library Professionals. Gender is a factor affecting QWL of library professionals

2. Methodology

2.1 Primary Sources

The data for the present study has been collected using a structured questionnaire. The questionnaire made use of both open and close ended questions and the results are based on responses from library professionals in engineering colleges of Jaipur region.

A random sample of 65 library professionals covering the categories such as Librarians, Assistant Librarians, and Library Assistants was selected from the total population of library professionals in 20 engineering colleges of Jaipur region.

2.2 Statistical Techniques

The data was entered in MS Excel and percentage, Weight Average Mean (WAM), T-test, were used at appropriate places for analysis of the data.

3. Data Analysis and Interpretation

Hypothesis 1(H1): High level of Interpersonal Relationship contributes the most in enhancing QWL of Library Professionals.

Table 1 shows library professionals ratings of (QWL) on Likert's five-point scale. The percentage distribution of the individual variables show that the librarians rated high, 'I Always get full support and motivation from seniors and colleagues' (61.54%) and rated low, 'I get remuneration equal to teaching fraternity' (6.15%) as factors contributing to QWLto.

In terms of Interpersonal relations and societal importance of work life, majority rated 'there is a very cordial relationship with my immediate superior', as the major factor contributing to QWL as compared to other factors. They also rated high 'The whole library staff works as a team', 'There is a harmonious relationship with my colleagues.'

Respondents also reported that 'promotional policies' are a significant factor affecting QWL of library professionals. Average response was reported on 'Good welfare activities are provided by our institute', 'my salary is Competitive with incremental rises' and on 'Performance measurement process is transparent'.

Table 1. Quality of work life of librarians

Sl. No.	Statements	Opinion					WAM
		Strongly agree	Agree	Neutral	disagree	Strongly Disagree	
Service Conditions							
1	My working conditions (Assignments) motivate me for further skill enhancement	29 (44.62)	20 (33.85)	16 (24.62)	0 (0)	0 (0)	18.2
2	My working conditions (facilities and flexibility) motivate me for further skill enhancement	26 (40)	33 (30.77)	5 (7.69)	1 (1.54)	0 (0)	18.6
3	I get remuneration equal to teaching fraternity	4 (6.15)	14 (21.54)	10 (15.38)	13 (20)	24 (36.92)	10.4
Promotional Policies							
4	My salary is Competitive, with incremental rises	14 (21.54)	11 (16.92)	19 (29.23)	21 (32.31)	0 (0)	14.2
5	My performance measurement process is transparent	15 (23.08)	15 (23.08)	23 (35.38)	12 (18.46)	0 (0)	12.53
6	Good welfare activities are provided by my institute	17 (26.15)	9 (13.85)	17 (26.15)	22 (33.85)	0 (0)	14.4
Motivation for employee's future role and developing skills							
7	We have good learning environment in our library	19 (29.23)	40 (61.54)	6 (9.23)	0 (0)	0 (0)	18.2
8	Financial assistance for career development is satisfactory in my institute	12 (18.46)	13 (20)	14 (21.54)	17 (26.15)	9 (13.85)	13.13
9	I always get full support and motivation from seniors and colleagues	40 (61.54)	20 (30.77)	4 (6.15)	0 (0)	1 (1.54)	19.53
Interpersonal Relation							
10	There is a harmonious relationship with my colleagues.	26 (40)	37 (56.92)	1 (1.54)	1 (1.54)	0 (0)	18.93
11	There is a very cordial relationship with my immediate superior.	37 (56.92)	24 (36.92)	4 (6.15)	0 (0)	0 (0)	19.53
12	The whole library staff works as a team.	29 (44.61)	31 (47.69)	4 (6.15)	2 (3.08)	0 (0)	19
Status							
13	My current status (permanent / temporary) in library is satisfactory	23 (35.38)	29 (44.61)	6 (9.23)	6 (9.23)	1 (1.54)	17.467
14	I feel quite secured about my job	18 (27.69)	23 (35.38)	19 (29.23)	5 (7.69)	0 (0)	16.6
15	As a library professional, I am contributing to the growth and development of the society	33 (50.77)	28 (43.08)	3 (4.62)	2 (3.08)	0 (0)	19.33

Majority indicated average agreement on 'satisfaction in reference to status' and QWL. Library professionals rated 50.77% to 'As a library professional I am contributing to the development and improvement of the society' but a low 27.69% to the factor 'I feel quite secured about my job', whereas 35.38% strongly agreed on 'My current status (permanent/ temporary) in library is satisfactory' for QWL. In response to the factor 'I get remuneration as equal to teaching fraternity', library professionals feel they are not being adequately paid for their work.

'Interpersonal relations and motivation for skill development' are considered a major factor contributing to QWL. In reference to social inclusiveness in their organization, library professionals' feel that they have good relationship with colleagues and seniors in the work area. Respondents gave approximately equal rating to 'status' and 'service conditions' measures.

Data in Table 1 proves that our Hypothesis1 'Good interpersonal relation' contributes the most to enhancing QWL of library professionals is correct.

Hypothesis 2 (H2): Gender is a factor affecting QWL of library professionals.

To study whether gender difference has a bearing on QWL the data was analyzed using statistical measures such as Mean, Standard Deviation, Standard error of mean and t-test with degree of freedom. Some difference between male library professionals and female library professionals in relation to their QWL was found. However, the Data in Table 2 suggests that the difference is not statistically significant and it appears that gender is not a factor affecting QWL of library professionals.

Table 2-6 present data on individual aspects defining QWL such as service conditions, professional status, interpersonal relations, promotional policies, etc. *vis-à-vis* gender of library professionals.

Table 2. Gender and library professional's service conditions

Determinant factor	Gender	Mean	Std. Deviation	Std. Error Mean	t	df	Sig. Level
Service Condition	Male	86.18	8.480	1.211	0.411	63	Not Sig.
	Female	85.19	8.248	2.062			

There appears to be no significant relation between gender and library professionals' service conditions.

Table 3. Gender and library professionals' status

Determinant factor	Gender	Mean	Std. Deviation	Std. Error Mean	t	df	Sig. Level
Status	Male	26.27	3.252	.465	0.883	63	Not Sig.
	Female	25.44	3.265	.816			

There is no significant relation between gender and library professional's status.

Table 4. Gender and library professional's interpersonal relation

Determinant factor	Gender	Mean	Std. Deviation	Std. Error Mean	t	df	Sig. Level
Interpersonal Relation	Male	77.86	7.377	1.054	1.612	63	Not Sig.
	Female	74.31	8.420	2.105			

There is no significant relation between gender and library professional's interpersonal relations.

Table 5. Promotional policies gender and promotional policies

Determinant factor	Gender	Mean	Std. Deviation	Std. Error Mean	t	df	Sig. Level
Promotional Policies	Male	31.18	7.193	1.028	0.177	63	Not Sig.
	Female	30.81	7.530	1.882			

There is no significant relation between gender and promotional policies.

Table 6. Gender and 'library professional's motivation

Determinant factor	Gender	Mean	Std. Deviation	Std. Error Mean	T	df	Sig. Level
Motivation for Employee's Learning Behavior and Future Roles	Male	33.92	4.970	.710	0.678	63	Not Sig.
	Female	32.94	5.209	1.302			

Gender did appear to impact significantly a professional's motivation. Analysis of data in Table 3-6 clearly suggest that there is no significant difference between male and female library professionals in so far as some aspects that define QWL of professionals is concerned. Thus the hypothesis that gender is a factor affecting QWL of library professionals stands rejected.

4. Findings and Conclusion

This study suggests that a number of factors affect QWL of library professionals. Job security and interpersonal relations with senior staff are major factors affecting QWL. An acceptable level of quality of working life is necessary for a good balance between work and private life. Library professionals in the study expressed good QWL in relation to Promotional policies, Interpersonal relations, Status, Social integration and Social relevance for their work. Although motivational schemes for further learning and skill development and service conditions were felt to be fairly good by library professionals.

In relation to appropriate promotional policies and pay strategies, many respondents felt they need parity with teaching staff. It is found that performance-based

growth would enhance staff performance. Good QWL is essential for productivity.

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