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QUALITY OF WORK LIFE AMONG LIBRARY PROFESSIONALS IN HARYANA STATE

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ABSTRACT

The success of any organization is highly dependent on how it attracts recruits, motivates, and retains its workforce. Today's organizations need to be more flexible so that they are equipped to develop their workforce and enjoy their commitment. Therefore, organizations are required to adopt a strategy to improve the employees 'quality of work life' (QWL) to satisfy both the organizational objectives and employee needs. The data pertaining to the study have been collected from Library professionals working in private engineering colleges of Haryana to find the quality work life level. Here we also try to find out the quality work life among library professionals that can be fruitful in this respect. The study will focus on the significance of difference between mean Quality work life scores of library professionals and independent variables. The T-test is used for this purpose and data was collected from both primary and secondary sources. A structured questionnaire was constructed in the two parts: General Data Sheet and Quality of Work life to collect the data.

KEYWORDS

Quality Work Life, Library Professional, Private Engineering Colleges.

INTRODUCTION

The Quality of Work depends on the Quality of Work Life. The phrase "Quality of Work Life" (QWL) has come in use to evoke a broad range of working conditions and the related aspirations and expectations of the employees. The QWL can be described as the subjectively perceived satisfaction in one's different aspects of work life as reported by the individual. It is an index of what people find interesting and satisfying at their work. For this reason, one needs to be sensitive to the factors related to performance, recognition, work content, responsibility, promotion and pay, organizational policies, working conditions etc. Quality of Work Life is a concern not only to improve life at work, but also life outside work. Hence it encompasses a wide variety of programmes and techniques that have been developed to endeavor to reconcile the twin goals of an individual and the organization, i.e. Quality of Life and Organizational Growth. The Quality of Work Life has, therefore become key area of consideration now a days. The adverse effects of stress situation will impinge upon the running of an organization. Unnecessary tensions may be created, employer-employee relationships as well as staff-clientele relations may deteriorate, and inaccuracies may develop in work, and so on. More serious effects of Job Stress could include employee absenteeism and burnouts, which in turn could increase the load of fellow workers. The stress management has therefore got enough significance in improving the Quality of Work Life. As such it is felt that much exploration has to be ventured in the area of Quality of Work Life in connection with Job Stress. However, this sort of problems cannot be orally touched; it requires in-depth study, investigation and research for reaching palpable solutions.

QUALITY OF WORK LIFE

The term quality of work life refers to the favourable or unfavourable conditions of a total job environment for people. It means having good supervision, good working conditions, good packages and benefits and an interesting, challenging and rewarding job. High QWL is sought through an employee relations philosophy that encourages the use of QWL efforts, which are systematic attempts by an organization to give workers greater opportunities to affect their jobs and their contributions to the organization's overall effectiveness. That is, a proactive human resource department finds ways to empower employees so that they draw on their "brains and wits," usually by getting the employees more involved in the decision-making process. The Quality of Work Life is a vast, broader and diverging concept to be covered into a single or a few terms. It cannot be defined or connoted in a few terms or sentences as it is the convergence of various factors like nature of the job, nature of the individual employee and employer, work environment, social condition, job facilities, objectives and goals of the organization, qualification, experience and visions of the human elements involved etc.

FIGURE: 1 MODEL OF QWL**JOB SATISFACTION**

Whilst there has, for many years, been much research into job satisfaction, and, more recently, an interest has arisen into the broader concepts of stress and subjective well being, the precise nature of the relationship between these concepts has still been little explored. Stress at work is often considered in isolation, wherein it is assessed on the basis that attention to an individual's stress management skills or the sources of stress will prove to provide a good enough basis for effective intervention. Alternatively, job satisfaction may be assessed, so that action can be taken which will enhance an individual's performance.

WORKPLACE STRESS

However, more complex models of an individual's experience in the workplace often appear to be set aside in an endeavour to simplify the process of trying to measuring "stress" or some similarly apparently discrete entity. It may be, however, that the consideration of the bigger, more complex picture is essential, if

targeted, effective action is to be taken to address quality of working life or any of its sub-components in such a way as to produce real benefits, be they for the individual or the organization.

QUALITY OF LIFE

Quality of working life has been differentiated from the broader concept of quality of life. To some degree, this may be overly simplistic that quality of work performance is affected by quality of life as well as quality of working life. It will be discussed here that the specific attention to work-related aspects of quality of life is valid. Whilst quality of life has been more widely studied, quality of working life remains relatively unexplored and unexplained. The whole is greater than the sum of the parts as regards quality of working life, and, therefore, the failure to attend to the bigger picture may lead to the failure of interventions which tackle only one aspect. A clear understanding of the inter-relationship of the various facets of quality of working life offers the opportunity for improved analysis of cause and effect in the workplace. This consideration of quality of working life as the greater context for various factors in the workplace, such as job satisfaction and stress, may offer opportunity for more cost-effective interventions in the workplace. The effective targeting of stress reduction, for example, may otherwise prove a hopeless task for employers pressured to take action to meet governmental requirements.

MEASURES OF QUALITY OF WORKING LIFE

There are few recognized measures of quality of working life, and of those that exist few have evidence of validity and reliability. There is a very limited literature based on peer reviewed evaluations of available assessments. A statistical analysis of a new measure, the **Work-Related Quality of Life scale (WRQoL)**, indicates that this assessment device should prove to be a useful instrument, although further evaluation would be useful. The WRQoL measure uses six core factors to explain most of the variation in an individual's quality of working life: Job and Career Satisfaction; Working Conditions; General Well-Being; Home-Work Interface; Stress at Work and Control at Work.

LITERATURE REVIEW

Rice (1985) emphasized the relationship between work satisfaction and Quality of people's lives. He contended that work experiences and outcomes can affect person's general Quality of life, both directly and indirectly through their effects on family interactions, leisure activities and levels of health and energy. The study conducted by Karrir and Khurana (1996) found significant correlations of Quality of work life of managers from three sectors of industry viz., Public, Private and Cooperative, with some of the background variables (education qualification, native/migrant status, income level) and with all of the motivational variables like job satisfaction and job involvement. Bhatia and Valecha (1981) studied the absenteeism rates of textile factory and recommended that closer attention should be paid to improve the Quality of Work Life. Kavoussi (1978) compared the unauthorized absenteeism rates in two large textile factories and recommended that closer attention be paid for improving the Quality of Work Life. Raghvan (1978), the ExChairman of BHEL, a public sector organization, stressed the need for worker's participation in management. According to him, "participation of workers in the management of undertakings, establishments, or other organizations engaged in any industry is underscored by Constitution of India".

RESEARCH METHODOLOGY

Sample: A sample of 100 library professional working in private engineering & management colleges of Haryana was selected. The present data were collected with the help of a well design online questionnaire. The obtained data were processed for the computation of Mean, Std. Error of Mean, Median, Mode, Std. Deviation, Variance, Skewness, Std. Error of Skewness, Kurtosis, Range, Minimum and Maximum. All the Statistical Analysis was performed with the help of SPSS. For this Gender, Marital Status, Supervisory status, Involvement in IT and Residential Area (Rural/Urban) independent variables are selected.

DATA ANALYSIS AND INTERPRETATION

Having gathered the data from primary and secondary sources, the next step is to draw conclusions by logical inference. The data, after collection, has to be processed and analyzed in accordance with the outline so laid for the purpose. This is essential to ensure that all the relevant data is used for making comparisons and analysis. Analysis thus refers to the computation of certain measures along with searching for patterns of relationships that exists among data groups. Thus it is refinement and manipulation of data that prepares them for application of logical inference. Interpretation is to cover raw data into information.

INTERPRETATION

In respondents 57% are male and 43% are female, 39% are married and 61% are unmarried. 63% respondents have supervisory designation and 37% have non supervisory designation. 91% library professionals are involved in IT but 9% are not involved. In respondents 71% library professionals belongs to Urban and 29% belong to Rural.

Statistical Constants for the distribution of QWL scores for the total sample (N = 100)

TABLE -1 STATISTICS

N	Valid	100
	Missing	0
Mean		166.6900
Std. Error of Mean		1.87529
Median		163.0000
Mode		153.00
Std. Deviation		18.75288
Variance		351.671
Skewness		1.144
Std. Error of Skewness		.241
Kurtosis		.938
Std. Error of Kurtosis		.478
Range		74.00
Minimum		142.00
Maximum		216.00
Minimum Possible		50
Maximum Possible		250

T-Test for the significance of difference between mean QWL scores of male and female Library Professionals

HYPOTHESES

H₀ There is no significance difference between Male and Female about Quality Work Life factors.

H₁ There is significance difference between Male and Female about Quality Work Life factors.

TABLE 2

Group Statistics					
	Sex	N	Mean	Std. Deviation	Std. Error Mean
QWL	Male	57	167.6316	19.80407	2.62311
	Female	43	165.4419	17.41278	2.65542

TABLE 3

Independent Samples Test								
	Levene's Test for Equality of Variances		t-test for Equality of Means					
	F	Sig.	t	Df	Sig. (2-tailed)	Mean Diff	Std. Error Diff	95% Confidence Interval of the Difference
Equal variances assumed	.957	.330	.576	98	.566	2.18972	3.80073	Lower
								Upper
								9.73214

INTERPRETATION

Since the calculated value is less than the critical value (.576 < 1.96). Accept the null hypotheses. There is no significance difference between about Male and Female about Quality Work Life factors.

T-Test for the significance of difference between mean QWL scores of marital status library professionals**HYPOTHESES**

H₀: There is no significance difference according to marital status about Quality Work Life factors.

H₁: There is significance difference according to marital status about Quality Work Life factors.

TABLE 4

Group Statistics					
	Marital Status	N	Mean	Std. Deviation	Std. Error Mean
QWL	Single	39	167.7436	19.69867	3.15431
	Married	61	166.0164	18.25695	2.33756

TABLE 5

Independent Samples Test								
	Levene's Test for Equality of Variances		t-test for Equality of Means					
	F	Sig.	t	Df	Sig. (2-tailed)	Mean Diff	Std. Error Difference	95% Confidence Interval of the Difference
Equal variances assumed	.116	.734	.447	98	.656	1.72720	3.86040	Lower
								Upper
								9.38803

INTERPRETATION

Since the calculated value is less than the critical value (.447 < 1.96). Accept the null hypotheses. There is no significance difference according to marital status about Quality Work Life factors.

T-Test for the significance of difference between mean QWL scores of Nature of Job (Supervisory and Non-supervisory) of library professionals**HYPOTHESES**

H₀: There is no significance difference according to Nature of Job (Supervisor/Non Supervisor) about Quality Work Life factors.

H₁: There is significance difference according to Nature of Job (Supervisor/Non Supervisor) about Quality Work Life factors.

TABLE 6

Group Statistics					
	Supervisory / Non Supervisory	N	Mean	Std. Deviation	Std. Error Mean
QWL	Supervisory	63	167.3175	19.01513	2.39568
	Non Supervisory	37	165.6216	18.50728	3.04258

TABLE 7

Independent Samples Test								
	Levene's Test for Equality of Variances		t-test for Equality of Means					
	F	Sig.	T	Df	Sig. (2-tailed)	Mean Diff	Std. Error Difference	95% Confidence Interval of the Difference
Equal variances assumed	.057	.811	.435	98	.665	1.69584	3.90016	Lower
								Upper
								9.43559

INTERPRETATION

Since the calculated value is less than the critical value (.435 < 1.96). Accept the null hypotheses. There is no significance difference according to Nature of Job (Supervisor/Non Supervisor) about Quality Work Life factors.

T-Test for the significance of difference between mean QWL scores of Involvement in IT or Not library professionals**HYPOTHESES**

H₀: There is no significance difference according to Involvement in IT about Quality Work Life factors.

H₁: There is significance difference according to Involvement in IT about Quality Work Life factors.

TABLE 8

Group Statistics					
		N	Mean	Std. Deviation	Std. Error Mean
QWL	Involve	91	167.1648	19.36622	2.03013
	Not Involve	9	161.8889	10.20349	3.40116

TABLE 9

Independent Samples Test								
	Levene's Test for Equality of Variances		t-test for Equality of Means					
	F	Sig.	t	Df	Sig. (2-tailed)	Mean Diff	Std. Error Difference	95% Confidence Interval of the Difference
Equal variances assumed	2.228	.139	.804	98	.424	5.27595	6.56454	Lower
								Upper
								18.30306

INTERPRETATION

Since the calculated value is less than the critical value (.804 < 1.96). Accept the null hypotheses. There is no significance difference according to involvement in IT about Quality Work Life factors.

T-Test for the significance of difference between mean QWL scores of Urban and Rural library professionals**HYPOTHESES**

H₀: There is no significance difference according to library professional (urban/rural) about Quality Work Life factors.

H₁: There is significance difference according to library professional (urban/rural) about Quality Work Life factors.

TABLE 10

Group Statistics				
	N	Mean	Std. Deviation	Std. Error Mean
QWL Urban	71	167.1127	19.32618	2.29360
Rural	29	165.6552	17.55252	3.25942

TABLE 11

Independent Samples Test								
	Levene's Test for Equality of Variances		t-test for Equality of Means					
	F	Sig.	T	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference Lower Upper
Equal variances assumed	.142	.707	.351	98	.726	1.45750	4.15118	-6.78038 9.69538

INTERPRETATION

Since the calculated value is less than the critical value (.351 < 1.96). Accept the null hypotheses. There is no significance difference according to library professional (urban/rural) about Quality Work Life factors.

FINDINGS SUGGESTIONS & RECOMMENDATIONS

The percentage of library professionals having high level of QWL is significantly high. The population value of the percentage lies between 145 and 175 at 95% confidence level. However librarians with highest level of QWL are only 5 to 11 percentage at 95% confidence level. Further, the magnitude of the mean value of QWL suggests that the QWL experienced by the librarians in Haryana are not very high. Group difference in mean QWL scores were investigated among relevant subgroups formed on the basis of select independent characteristics. The results of the comparisons are summarized as follows: No significant difference in mean QWL scores was noticed among the groups of librarians categorized on the basis of the following characteristics (taken in pairs): Gender, Marital Status, Supervisory status, Involvement in IT and Residential Area (Rural/Urban).

The main aim of the study was an in-depth examination of the relationship of Quality of Work Life of librarians with the independent variables. Based on the findings evolved from the investigation, the investigator made an attempt to put forth the following suggestions regarding the QWL of library professionals in Haryana State. To improve the Quality of Work Life of the librarians in Haryana State, Work can improve the performance as well as reduce the stress among employee. Assessment Committees may be constituted in the organisations, headed by a qualified professional. The Committee shall meet frequently and assess the performance and appreciate the sincere efforts made by the professionals. The librarians may be given due participation while framing policies in the organisation they serve, which will give them a feeling of being a part of the whole. This will help them to contribute to the achievement of the institution's goals. In the current scenario, the librarians do not identify their position in the organisation they serve and in the society they live. To solve the identity crisis, their present designations as Librarian, Catalogue Assistant, Reference Librarian, Archivist etc. may be changed to Scientist, Jr. Scientist, Sr. Scientist, and Information Scientist etc.

The findings of the present study are reasonably limited in its scope with regard to many aspects. The results can be made more elaborate if a number of future scientific enquiries are conducted in this area. Hence the following research areas are identified and suggested for further research on the Quality of Work Life of library professionals. The study can be extended to identify the pattern of relationship among different dimensions of Quality of Work Life of library professionals. A factor comparison of Quality of Work Life of librarians in Haryana with respect to select variables can be made. A study can be conducted to explore the Quality of Work Life and Occupational Stress of semi professionals in the libraries and to compare the results with that of professional librarians. Quality of Work Life and Occupational Stress of other professionals like teachers and scientists can be explored and compared with that of librarians.

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