ABSTRACT

Technologies have created a new service environment in every sphere of activities and have pushed conventional boundaries of the entire organisation especially in libraries and information centres much farther with the risk and opportunities. The technology, in combination with communication and information tool facilitates in generation, acquisition, storage, organisation, searching, retrieval and transformation of information using electronic means. These electronic information sources, used initially to transport textual information, today permits other form of information such as images, videos, and audios. These electronic sources, initially served for specialized clients, now accessed by a wide range of users, ranging from computer specialists, discipline experts, laymen including the novice computer users at all levels.

The development of new capabilities, an expanded ability to keep pace with, will create new opportunities in the present competitive environment. This creates ability among the professionals to capitalize an unexpected challenges and change. This goes beyond returning to established benchmarks to see professional capability as an important factor enabling a library to leverage its resources and capabilities not only to resolve current dilemmas but to exploit opportunities and build a successful future. Capable people are more likely to be able to deal effectively with turbulent environment in which
they live by possessing all round capacity. Preparedness for continual change is a key attribute for people in any workplace.

Today, organisations including service industries strive continuously to improve their performance as a business; it becomes mandatory to have the real and continuous change in the development and integration of the system. Methods have been devised to analyse the performance of process, people and manipulate it such that it has attained a standard. This is done by checking for the existence of evidence of the process. The process assessment has two principle contexts such as improvement and capability determination. Assessment can be used as a part of process management such as skill transfer, motivation for change, exploring needs, continuous improvement, analyzing the improvement, pinpointing the improvement and benchmarking the capability. This performance process paved way for assessing the capabilities among the LIS professionals.

The People Capability was measured under three categories such as Working Environment, Organisational Environment and Professional Environment. A questionnaire was administrated among 364 LIS professionals working in 127 engineering institutions in and around Chennai. A total of 318 LIS Professionals have responded and response rate is 87.36%.

The empirical data thus collected from the respondents through questionnaire has been analysed to the hypotheses framed and fulfill the stated objectives. For this purposes, SPSS software package has been used. Statistical analysis techniques such as frequency distribution, percentage
analysis, weighted arithmetic mean and standard deviation have been employed depending on the nature of the data collected from the respondents.

Out of 318 respondents, 205 (64.46%) are male, 113 (35.53%) are female professionals, 119 (37.42%) are librarians and 199 (62.56%) are assistant librarians, 36 (11.3%) professionals are U.G qualified, 124 (38.99%) are P.G, 146 (45.91%) are M.Phil and 12 (3.77%) professionals with Ph.D qualification, 92 (28.9%) professionals are having less than 5 years of experience, 124 (38.9%) professionals with 6 to 10 years, 73 (22.9%) professionals between 11 to 15 years, 15 (4.71%) professionals with 16 to 20 years and 14 (4.40%) with more than 20 years of experience, 33 (10.4%) Professionals working in Government, 127 (39.9%) are working in Self Financing Minority and 158 (49.7%) are working in Self Financing Non-Minority institutions.

The thesis has been presented in five chapters. Chapter 1 highlights the need, proposed research, objectives, hypothesis, limitations, significance of the study and methodology adopted in the data collection and analysis. Chapter 2 deals with the review of related literature. Chapter 3 discusses People Capability Maturity. Chapter 4 deals with the analysis of data and discusses the results of the analysis of the data and inferences. The last Chapter provides the summary of the major findings and observations in the study. Further this chapter offers suggestions and recommendations and provides direction for further research. The thesis concludes with a list of bibliographic references and appendices.