Summary and Conclusions
CHAPTER 8
SUMMARY AND CONCLUSIONS

The review of literature available on the subject discussed in Chapter 3 reveals that a few studies have been made in other countries to ascertain Stress and Burnout among library professionals. So far as India is concerned, although a few studies have been made on various aspects of Stress and Burnout of other professionals such as Teachers, Nurses, Administrators, Journalists etc., not a single systematic study based on the data has so far been made to assess Stress and Burnout among library professionals. The present study, "Stress and Burnout Among Library Professionals in the Universities and Colleges of Punjab, Haryana and Chandigarh" is aimed at filling this gap.

8.1 OBJECTIVES OF THIS STUDY

The study was conducted with the following objectives :

1) To study Stress and Burnout levels of library professionals working in college and university libraries.

2) To compare Stress and Burnout levels of male and female library professionals.

3) To compare Stress and Burnout levels of library professionals having different pay scales.
4) To compare Stress and Burnout levels of library professionals having different designations.

5) To compare Stress and Burnout levels of library professionals having different years of professional experience.

6) To compare Stress and Burnout levels of library professionals having urban and rural background.

7) To compare Stress and Burnout levels of library professionals having different marital status.

8) To compare Stress and Burnout levels of library professionals having different age groups.

9) To compare Stress and Burnout levels of library professionals having different academic qualifications.

10) To compare Stress and Burnout levels of library professionals having different professional qualifications.

11) To find out the relationship between Stress and Burnout.

8.2 HYPOTHESES

The study was pivoted around the framework of the following hypotheses in order to attain the above mentioned objectives:

1) There is likely to exist a significant difference between male and female library professionals on the variables of Stress and Burnout.
2) There is likely to exist a significant difference between library professionals having urban and rural background on the variables of Stress and Burnout.

3) There is likely to exist a significant difference between library professionals grouped on the basis of their marital status on the variables of Stress and Burnout.

4) There is likely to exist a significant difference between library professionals grouped on the basis of their age on the variables of Stress and Burnout.

5) There is likely to exist a significant difference between library professionals grouped on the basis of their academic qualifications on the variables of Stress and Burnout.

6) There is likely to exist a significant difference between library professionals grouped on the basis of their professional qualifications on the variables of Stress and Burnout.

7) There is likely to exist a significant difference between library professionals grouped on the basis of their professional experience on the variables of Stress and Burnout.

8) There is likely to exist a significant difference between library professionals grouped on the basis of their designation on the variables of Stress and Burnout.

9) There is likely to exist a significant difference between library professionals having urban and rural background on the variables of Stress and Burnout.
professionals grouped on the basis of their pay scales on the variables of Stress and Burnout.

10) There is likely to exist a positive relationship between Stress and Burnout.

8.3 METHOD AND PROCEDURE

The present study was described as a descriptive explanatory survey method. It was aimed at studying the relationship between Stress and Burnout among library professionals.

An overall sample involved in the study consisted of 318 library professionals. These library professionals were drawn from University and college libraries of Punjab, Haryana and Chandigarh. These libraries were chosen keeping in view their geographical location i.e. backward and advanced areas. Further stratification of the sample was done with respect to the criterion of sex, marital status, professional experience etc.

The data was collected from a "Stratified Random Sample" with the help of "Occupational Stress Index" and "Maslach Burnout Inventory".

8.4 STATISTICAL TECHNIQUES USED

Following statistical techniques were used for conducting the present study:

1) **Descriptive Analysis** — Namely mean, SD, skewness, Kurtosis were calculated for the variables of Stress and Burnout to find
out the nature of distribution of scores.

2) **Differential Analysis** — To determine the significance of difference between different groups of library professionals, t-test was applied on the scores of different groups.

3) **Correlation** — Product moment coefficient of correlation were worked out between different subscales of Stress and Burnout to study the interrelationship of the different variables.

The variables involved in the study are:

1) Role Overload
2) Role Ambiguity
3) Role Conflict
4) Unreasonable Group and Political Pressures
5) Responsibility for Persons
6) Underparticipation
7) Powerlessness
8) Poor Peer Relations
9) Intrinsic Impoverishment
10) Low Status
11) Strenuous Working Conditions
12) Unprofitability
13) Emotional Exhaustion
14) Depersonalization

15) Personal Accomplishment

The analysis of demographic profiles of library professionals given in Chapter 4 indicates that majority of them are male, married and belong to urban areas. Maximum of the library professionals are in the age group of 41–50 years. The analysis of academic and professional qualifications of library professionals shows that majority of the library professionals possess post-graduate degrees in social sciences or humanities. With regard to their professional qualifications it has been found that majority of them possess M.Lib.Sc. Whereas a few male library professionals also possess Doctoral Degree in Library and Information Science. Majority of the library professionals are having professionals experience of 21 years or more and majority of library professionals are working as "Assistant Librarians in Universities or Librarians in Colleges" in the pay scale of Rs.8,000–13,500.

Descriptive analysis of the distribution, in order to study the nature of variables, has been presented in Chapter 5. the frequency distribution, cumulative frequency distribution, mean, standard deviation, skewness, and kurtosis has been presented. The result of mean values of Stress subscales indicates that library professionals possess moderate/average level of Stress on all the areas. The analysis of mean scores of Burnout subscales also shows that library professionals are maintaining a
moderate level of Burnout. So, the result of descriptive analysis makes it clear that library professionals possess moderate level of both Stress and Burnout.

Chapter 6 covers differential analysis of the score. The t-values were computed in order to check the significance of difference between various groups of library professionals. The findings of library professionals grouped on the basis of sex i.e. male and female do not show any significant difference in respect of both Stress and Burnout variables. Hence, the hypothesis that, "there exists significant difference between male and female library professionals in respect of Stress and Burnout", has been refuted. The findings based on analysis of urban and rural library professionals reveals that urban library professionals are found to be more Stress ridden, than rural library professionals. There is no significant difference found on the variables of Burnout. So, the hypothesis that, "there exists significant difference between urban and rural library professionals in respect of Stress", is partially confirmed.

The result of analysis of library professionals grouped on the basis of marital status shows significant difference between different groups. The t-values were computed to check the difference between various groups. The result shows that there exists significant difference between library professionals for Role Ambiguity_{(V2)}, Underparticipation_{(V6)}, Poor Peer Relations_{(V8)}, Intrinsic
Impoverishment, Low Status, and Strenuous Working Conditions, all variables of Stress. There t-value between married and divorcee is significant negatively at .01 level for Role Ambiguity. Married library professionals are more clear about their work role, objectives and responsibility of the job than divorcee library professionals. There also exists significant difference between unmarried and divorcee and divorcee and widow/widower library professionals. For Underparticipation variable of Stress the analysis shows that there exists negative but significant difference between married and divorcee, on the other hand t-values between married and widow/widower, unmarried and widow/widower and divorcee and widow/widower shows positive and significant difference at .01 level.

For Poor Peer Relations variable of Stress the difference between married and widow/widower, unmarried and widow/widower, and divorcee and widow/widower is significant positively at .01 level. The mean values shows that widow/widower library professionals are more friendly than rest of the all groups. The result of the t-values for Intrinsic Impoverishment variable of Stress manifests significant but negative difference between married and divorcee library professionals and unmarried and divorcee library professionals but the difference between married and widow/widower and divorcee and widow/widower is positively significant. In all the groups widow/widower library
professionals shows more responsibility towards their job, are more skilled, accepts challenges, have the feelings of growth and achievement. On the contrary divorcee library professionals are the least to show the characteristics of intrinsic impoverishment.

There exists negative but significant difference between divorcee and widow/widower library professionals only for Low Status(v.10). Among rest of the groups no such difference was found. For Strenuous Working Conditions(v.11) variable of Stress, a positive and significant difference was found between unmarried and widow/widower and divorcee and widow/widower library professionals only. Widow/widower library professionals feels less strain at work than rest of the groups. Hence, the hypothesis that, "there exists significant difference between library professionals grouped on the basis of marital status is partially confirmed in respect of Stress only".

There was no significant difference found between any group of library professionals for any of the variable of Burnout.

The findings of analysis based on comparison between library professionals grouped on the basis of age shows significant difference. For Role Ambiguity(v.2) variable of Stress, it was found that there exists negative but significant difference between library professionals in the age group 31–40 years and more than 50 years and 41–50 years and more than 50 years. Library professionals in the age group 31–40 years
are more clear about the work objectives associated with the role and about the scope and responsibility of the job. There was no significant difference found among rest of the group of library professionals. The findings of analysis for Responsibility for Persons variable of Stress shows that there was a positive and significant difference between library professionals in the age group 31-40 years and 41-50 years and 31-40 years and more than 50 years. The t-values were found to be significant at .05 level. Library professionals in the age group 31-40 years were found to be less responsible for other persons than their counterparts in both the situations.

A positive and significant difference was found between library professionals in the age group 31-40 years and 41-50 years for Poor Peer Relations variable of Stress. Library professionals in the age group 41-50 years were found to be more friendly than their counterparts. There also exists negatively significant difference between library professionals in the age group 41-50 years and more than 50 years. Among all the groups 41-50 years were found to be more friendly than rest of the groups. For variable Unprofitability positive significant difference was found between library professionals in the age group 41-50 years and more than 50 years, which was found to be significant at .01 level. Library professionals in the age group 41-50 years feels less satisfied from financial point of view than their counterparts. A
comparison between library professionals in the age group 31–40 years and 41–50 years shows negative but significant difference between both the groups. Library professionals in the age group 31–40 years were found to be the least to have the feeling of unprofitability.

For the variables of Burnout significant difference was found among some of the groups of library professionals. For Emotional Exhaustion\textsubscript{(VI3)} variable of Burnout a positive significant difference was found between library professionals in the age group 21–30 years and 31–40 years. Library professionals in the age group 31–40 years get less exhausted physically and emotionally from work, they feel less fatigue and loss of energy than their counterparts. A negative and significant difference exists between those in the age group of 31–40 years and more than 50 years. It was found that those who are in the group of more than 50 years feels easily drained from work than their counterparts. No, such difference was found between rest of the groups. High score on Personal Accomplishment\textsubscript{(VI5)} variable of Burnout shows positive approach towards themselves. The t–value between library professionals in the age group of 31–40 years and 41–50 years was found to be positively significant at .05 level. Which shows that library professionals in the age group 31–40 years were found to be more competent and having feelings of competence and successful achievement in one's work. No such significant difference was found
among rest of the groups. Hence, the hypothesis that, "there exists significant difference between library professionals grouped on the basis of age is partially confirmed" in respect of both Stress and Burnout.

The findings of differential analysis of library professionals grouped on the basis of their academic qualifications shows significant difference among some of the groups for some of the variables of Stress only. For Role Conflict\(_{(v3)}\) variable of Stress, it was found that there exist positive and significant difference between library professionals holding graduate and doctoral degree. Library professionals with doctoral degree shows less role conflict, they feel less troubled while undertaking any task which he or she does not want to do. There was also positive and significant difference found between library professionals holding post-graduate and doctoral degrees. Among all the groups doctorate library professionals showed minimum role conflict than their counterparts. A positively significant difference was found between graduate and post-graduate library professionals only for Responsibility for Persons\(_{(v5)}\) variable of Stress. Post-graduate library professionals were found to be more responsible for other persons than their counterparts.

For Powerlessness\(_{(v7)}\) variable of Stress, a significant difference was found between graduate and post-graduate library professionals. The t-value was found to be significant at .05 level. The result of mean values manifests that graduate library professionals feels less
powerlessness than their counterparts. Among rest of the group no such difference was found. Library professionals holding graduate degree were found to be more friendly with their peer group than those with postgraduate degree. The difference was found to be significant at .01 level for Poor Peer Relations$_{(V8)}$. The $t$-value for Low Status$_{(V10)}$ variable of Stress shows significant difference at .05 level. Library professionals holding graduate degree were found to have the feeling of high status than their counterparts.

No such significant difference was found between all the groups for variables of Burnout. Hence, the hypothesis that, "there exists significant difference between library professionals grouped on the basis of academic qualifications is partially confirmed," in respect of Stress only.

The analysis of comparison between library professionals grouped on the basis of professional experience shows that there exists significant difference between some of the groups for some of the variables of Stress. The $t$-value for Unreasonable Group and Political Pressures$_{(V4)}$ variable of Stress shows there was a significant difference between library professionals having B.Lib.Sc. and M.Lib.Sc. degree. Library professionals having M.Lib.Sc. were found to be working order less pressures than their counterparts. No such significant difference was found between rest of the groups. For Underparticipation$_{(V6)}$ variable of
Stress, a significant difference was found between library professionals holding B.Lib.Sc. and Ph.D. degrees and M.Lib.Sc. and Ph.D. degrees. Among all the groups library professionals with B.Lib.Sc. degree were found to be less prone to the feeling of underparticipation than their counterparts.

A significant difference was found between library professionals holding B.Lib.Sc. and Ph.D. degree and between M.Lib.Sc. and Ph.D. degree holders for Poor Peer Relations (vs) variable of Stress. Among the three groups Ph.D. degree holder library professionals were found to be more friendly with peer group than their counterparts. For Unprofitability (vi2) variable of Stress a significant difference was found between library professionals holding B.Lib.Sc. and M.Lib.Sc. degree. Library professionals holding M.Lib.Sc. degree were found to be more satisfied with their job from financial point of view.

No significant difference was found for the variables of Burnout between any of the group.

Hence the hypothesis that, "there exists significant difference between library professionals grouped on the basis of professional qualifications," is partially confirmed in respect of Stress only. There exists no significant difference in respect of Burnout.

Findings based on comparison between library professionals grouped on the basis of professional experience for Role Ambiguity (v2)
variable of Stress shows that a significant difference was found between library professionals with experience between 11–20 years and 21 years or above. Library professionals with 11–20 years of experience shows less role ambiguity than their counterparts. For Underparticipation\(_{(v6)}\) variable of Stress a significant difference was found between library professionals having experience of 5 years or more and 6–20 years. The result manifests that library professionals with experience of 5 years or more are prone to underparticipate at work place than their counterparts. Library professionals with 6–10 years and 11–20 years of experience also showed significant difference between them. It was found that library professionals with 6–10 years of professional experience actively take part in job related works than their counterparts.

For Poor Peer Relations\(_{(v8)}\) variable of Stress, a significant difference was found between library professionals having experience between 5 years or less and 6–10 years, 6–10 years and 21 years or more. In both the situations library professionals with 6–10 years of experience were found to be more friendly than rest of the groups. The \(t\)-value for Intrinsic Impoverishment\(_{(v9)}\) variable of Stress, there was a significant difference found between library professionals with experience of 6–10 years and 11–20 years and between 6–10 years and 20 years or more. It was found that library professionals with professional experience of 6–10 years were found to be less prone to intrinsic impoverishment in
comparison to their counterparts.

A significant difference was also found for variables of Burnout also. Emotional Exhaustion variable of Burnout results when one gets emotionally drained from one's job. Library professionals with experience between 6–10 years were found to be less exhausted than those with professional experience of 20 years or more.

Hence, the hypothesis that, "there exists significant difference between library professionals grouped on the basis of professional experience" is partially confirmed in respect of both Stress and Burnout.

Findings based on comparison between library professionals grouped on the basis of designation and pay scale also showed significant difference among them. For Role Conflict variable of Stress, a significant difference was found only between library professionals working as a "Assistant Librarian in University/ Librarian in College and Library Assistant in University/ Deputy or Assistant Librarian in College". It was found that Library Assistant in University/Deputy or Assistant Librarian in college gets less torn by conflicting job demands or troubled by having to undertake tasks which he or she does not want to do. For Unreasonable Group and Political Pressures variable of Stress, a significant difference was found between "University Librarian (Rs.16,400–22,400) and Deputy Librarian in University/Selection Grade Librarian in College" (Rs.12,000-18,000), "Deputy Librarian in University/Selection Grade Librarian in College" (Rs.12,000-18,000), "Deputy Librarian in
University/Selection Grade Librarian in College (Rs13000–18300) and Senior Assistant Librarian in University/Senior Librarian in College (Rs.10,000–15,200), and Assistant Librarian in University/Librarian in College (Rs.8,000–13,500). Among all the groups library professionals working as a University Librarian were found to be more independent and working under less political or group pressures than rest of the groups.

For Poor Peer Relations (v8) variable of Stress, a significant difference was found between only one group i.e. between "Senior Assistant Librarian in University/Senior Librarian in College (Rs.10,000–15,200) and Assistant Librarian in University/Librarian in College" (Rs.8,000–13,500). The result showed that library professionals working as Assistant Librarian in University/Librarian in College in the pay scale of Rs.8,000–13,500 were found to be more friendly than their counterparts.

For Intrinsic Impoverishment (v9) variable of Stress a significant difference was found between "University Librarian (Rs.16,400–22,400) and Deputy Librarian in University or Selection grade Librarian in College (Rs.12,000–18,300)". Library professionals working as a University Librarian were found to be less prone to intrinsic unpoverishment than their counterparts. A significant difference was also found between University Librarian (Rs.16,400–22,400) and Senior Assistant Librarian in University/Selection Grade Librarian in College" (Rs.10,000–15,200), between "University Librarian (Rs16,400–22,400) and Assistant Librarian
in University/Librarian in College" (Rs.8,000–13,500), between University Librarian (Rs.16,400–22,400) and Library Assistant in University/Deputy or Assistant Librarian in College" (Rs.55,00–9,000) and also between Assistant Librarian (Senior scale) in University/Librarian (Senior scale) in College (Rs.10,000–15,200) and Assistant Librarian in University/Librarian in College" (Rs.8,000–13,500). It was found that among all the groups library professionals working as a University Librarian in the pay scale of Rs.16,400–22,400 were found to be more responsible, have feeling of achievement, recognition, growth etc.

A significant difference was also found between library professionals for Low Status(v_10) and Unprofitability_(v_12) variables of Stress. For Low Status(v_10) library professionals working as a University Librarian were found to be more satisfied from status point of view than their counterparts. For Unprofitability_(v_12) also University Librarian were the most satisfied library professionals.

There was also found a significant difference for Emotional Exhaustion_(v_13) variable of Burnout. A significant difference was found between "Deputy Librarian in University/Selection Grade Librarian in College (Rs.12,000–18,3000) and Assistant Librarian in University/ Librarian in College" (Rs.8,000–13,500). Library professionals working as Deputy Librarian in University/Selection Grade Librarian in College in the pay scale of Rs.12,000–18,300 were found to be more easily drained
from work than their counterparts.

Hence, both the hypothesis that, "there exists a significant difference between library professionals grouped on the basis of designations" is partially confirmed in respect of both Stress and Burnout.

And that, "there exists a significant difference between library professionals grouped on the basis of pay scales" is partially confirmed in respect of both Stress and Burnout.

Correlation among the subscales of Stress and Burnout is assessed in Chapter 7. The values of 'r' were computed to confirm the correlation between them. Findings based on inter-correlation among the subscales of Stress reveals that library professionals who is scoring high on one subscale also scores high on some of the other subscales of Stress.

The analysis of Burnout subscales shows that they correlates positively with each other. The result of analysis reveals that when library professionals display negative attitude or feeling of emotional exhaustion and depersonalization then a feeling of personal accomplishment also occurs. So, we can conclude that subscales of Burnout exist together.

Role Overload\((v_1)\) variable of Stress is found to be positively correlated with Emotional Exhaustion\(\eta_{(v13)}\) variable of Burnout Role Ambiguity\((v_2)\) correlates positively with Emotional Exhaustion\(\eta_{(v13)}\) and Depersonalization\(\eta_{(v14)}\) variables of Burnout. It was found that library
professionals having inadequate information about their work role, lack of clarity, scope and responsibility of work were also emotionally exhausted and showed negative attitude towards their colleagues or clients.

A significant correlation was found between Role Conflict\textsubscript{(V3)} variable of Stress and Emotional Exhaustion\textsubscript{(V13)} variable of Burnout. Variable Unreasonable Group and Political Pressures\textsubscript{(V4)} of Stress was also found significantly correlated with Emotional Exhaustion\textsubscript{(V13)}. Variable Responsibility for Persons\textsubscript{(V5)} showed no correlation with any of the subscales of Burnout. Underparticipation\textsubscript{(V6)} and Low Status\textsubscript{(V10)} was found to be correlated with Emotional Exhaustion\textsubscript{(V13)}. While Underparticipation\textsubscript{(V6)} variable of Stress also correlates with Depersonalization\textsubscript{(V14)} variable of Burnout.

Powerlessness\textsubscript{(V7)} showed no significant correlation with any of the variable of Burnout. Poor Peer Relations\textsubscript{(V8)} correlates positively with Depersonalization\textsubscript{(V14)} variable of Burnout. It was found that library professionals with poor relations with their colleagues were also prone to irritability, loss of idealism, and negative attitude. Poor Peer relations\textsubscript{(V8)} also correlates negatively with Personal Accomplishment\textsubscript{(V15)} variable of Burnout.

Intrinsic Impovershipment\textsubscript{(V9)} and Strenous Working Conditions\textsubscript{(V11)} variables of Stress correlates positively with Emotional Exhaustion\textsubscript{(V13)} and Depersonalization\textsubscript{(V14)} variables of Burnout. The result
manifested that library professionals who lacked challenge, recognition, 
and work under strenuous working conditions were also found to be Burned out. Positive correlation between Unprofitability\(^{(vi2)}\) variable of Stress and Emotional Exhaustion\(^{(v13)}\) variable of Burnout showed that both the subscale go together.

On the basis of correlation between Stress and Burnout we concludes that Stress and Burnout exist together in library professionals. Hence, the hypothesis that, "there exists positive and significant correlation between Stress and Burnout," is partially confirmed.

The result concluded that Stress among library professionals was directly responsible for Burnout among them.

8.5 SUGGESTIONS FOR FURTHER STUDY

i) The present study was confined to the states Punjab, Haryana and Chandigarh. Further research work can be undertaken to replicate the present study from the capitals of different states of India.

ii) The present study was confined to the library professionals of university and college libraries only. For further research the library professionals working in public libraries, special libraries, libraries can be covered.

iii) The present study was confined to certain demographic variables
of library professionals. For further research various other demographic variables can be studied.

The above suggested further studies can reveal the factors responsible for Stress and Burnout among different categories of Library professionals working in different states/geographical regions of the country and also working in different types of libraries in India. Their co-relation could be significant and revealing.