Chapter 1

Introduction: The Problem and Methodology
CHAPTER – 1

INTRODUCTION: THE PROBLEM AND METHODOLOGY

The science of librarianship hinges on one thing i.e. librarian’s physical contact with books. The librarian sees, touches and breathes books greatly, lovingly, usefully and rewardingly. He/She reads books so that he/she may know more and serve the knowledge to people. A librarian is like an engineer who brings about physical contact of books and readers through scientific methods and techniques of library science. A library is a living organism pulsating with life in which the collection of the writer or printed word and thought of the past and the present is carefully conserved and widely made known to men and women by the intellect and intelligence of the person called librarian.

1.1 NEED FOR THE STUDY

In the existing literature there seems to be no empirical study made in India to ascertain Stress and Burnout among the library professionals and to establish the relationship between Stress and Burnout among the library professionals. If the library professionals does not enjoy occupational adjustment, he/she may become the victim of Stress and Burnout. The present study will help in establishing the relationship between Stress and Burnout among library professionals of
colleges and universities and will also be of help to research workers engaged on similar problem. Having this in mind, the study was undertaken which is stated as follows:

1.2 STATEMENT OF THE PROBLEM

"Stress and Burnout among library professionals in the universities and colleges of Punjab, Haryana and Chandigarh".

1.3 OBJECTIVES OF THIS STUDY

The objectives of the present study are as under:

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.

1.4 HYPOTHESES

The data collected has been analysed to test the following hypotheses:

1) There is likely to exist significant difference between male and female library professionals on the variables of Stress and Burnout.

2) There is likely to exist significant difference between library professionals on the variables of Stress and Burnout.

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

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

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

6) There is likely to exist significant difference between library professionals having urban and rural background on the variables of Stress and Burnout.

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

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

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

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

1.5 LIMITATIONS OF THE STUDY

The present study is limited to the library professionals of university and college libraries, who at least have attained degree in
library science. No attempt has been made to cover certificate/ diploma holders or junior librarians.

This study include library professionals of only three states of northern India i.e. Punjab, Haryana and Union Territory, Chandigarh. This is because of the reason that India is such a vast country having many states and Union territories that it is not possible to cover all the states. It is hoped that the pattern emerging from this study could be equally applicable to the rest of the university and college libraries in India.

The study is limited to academic libraries covering only university and college libraries, the study does not include school libraries.

This study is limited to the Questionnaire developed by Maslach (MBI, 1981) and Srivastava's (O.S.I.). Data is collected using questionnaire only.

1.6 METHODOLOGY AND PROCEDURE

The present research entitled, "Stress and Burnout Among Library Professionals in the Universities and Colleges of Punjab, Haryana and Chandigarh" falls mainly within the perview of survey research design. Survey research studies large and small population by selecting samples chosen from the populations to discover the relative incidence, distribution and interrelations of sociological and psychological variables and are best used when focusing on people, the vital facts of people and
their beliefs, opinions attitudes, motivations and behaviour.

Survey method requires careful analysis, interpretation of data gathered and logical and skillful reporting of the findings. The study has been conducted by adopting in the following methodology:

1.6.1 Sample

India is a vast country having more than 8000 colleges and near about 200 universities. It is not possible to cover all of them. The present study is limited to the library professionals of universities and colleges of the state of Punjab, Haryana and Chandigarh. It is hoped that the result obtained will be applicable to other regions of the country also. Hence the following universities and their constituent colleges will form the basis of the present study:

1) Panjab University, Chandigarh.
2) Punjab Agricultural University, Ludhiana.
3) Punjabi University, Patiala.
4) Punjab Science and Technology University, Jallandhar.
5) Guru Nanak Dev University, Amritsar.
6) Kurukshetra University, Kurukshetra.
7) Maharishi Dayanand University, Rohtak.
8) Haryana Agricultural University, Hissar.
9) Guru Jambheshwar University, Hissar.
An overall sample in the study involved 318 library professionals from university and college libraries of Punjab, Haryana and Union territory, Chandigarh.

1.6.2 Collection of Data

The questionnaire method has been used for the collection of data for the present study keeping in mind the merits and demerits of various methodologies. The observation method is very time consuming and it has been seen that at times the subjects do not allow to be observed. And while observing, the scholar can become subjective. Similarly, the interview method is again very time-consuming and expensive. It is not possible to interview subjects when they are scattered over distant places. So, keeping in mind all the merits and demerits of various methodologies, the questionnaire method was chosen for the present study because only a well-developed questionnaire is only able to overcome the shortcomings of these methods to gather comparable information about the manager’s roles.

The data has been collected by using Maslach Burnout Inventory (MBI) and Occupational Stress Index (OSI). Copies of the questionnaire were mailed to the subjects of the universities and colleges of Punjab and Haryana. The researcher personally visited many of the libraries in Chandigarh and around Chandigarh to request the respondents to provide the information by filling all the parts of the both questionnaire.
In the Part I of the questionnaire the respondents were asked to provide personal information about themselves which included: Name, Parent organization, sex, marital status, place of birth (Rural/Urban), experience, academic qualifications, professional qualifications and age.

Part II consists of Occupational Stress Index and Part III consists of Maslach Burnout Inventory.

1.6.3 Tools Employed

For the collection of data for the present study following tools (questionnaires) were employed:

1.6.3.1 Maslach Burnout Inventory (MBI), 1981.

Maslach's (MBI) Burnout Inventory was used in the present investigation for the purpose of testing the level of the Burnout of the library professionals.

i) Levels of Burnout

The Maslach Burnout Inventory (MBI) is designed to access the three aspects of the Burnout syndrome emotional exhaustion, depersonalization and lack of personal accomplishment. Each aspect is measured by a separate subscale. The Emotional Exhaustion subscale assesses feelings of being emotionally overextended and exhausted by one's service, care, treatment, or instruction. The Personal Accomplishment subscale assesses feelings of competence and successful
achievement in one's work with people. The frequency that the respondent experiences feelings related to each subscale is assessed using a six point, fully anchored response format.

In total there are 22 items in the inventory. 9 of which load on the first factor (Emotional Exhaustion), 5 on the second factor (Depersonalization) and 8 on the third factor (Personal Accomplishment).

Burnout is conceptualized as a continuous variable, ranging from low to moderate to high degrees of experienced feelings. It is not viewed as a dichotomous variable, which is either present or absent. A high degree of Burnout is reflected in high scores on the Emotional Exhaustion and Depersonalization subscale and in low scores on the Personal Accomplishment subscale. An average degree of Burnout is reflected in average scores on the three subscales. A low degree of Burnout is reflected in low scores on the Emotional Exhaustion and Depersonalization subscale and in high scores on the Personal Accomplishment subscale.

At present scores are considered high if they are in the upper third of the normative distribution, average if they are in the middle third, and low if they are in the lower third. The scores for each subscale are considered separately and are not combined into a single total score. Thus, three subscales are computed for each respondent.
ii) **Administration**

The MBI takes about 10–15 minutes to fill out. It is self-administered. Complete instructions are provided for the respondent.

iii) **Test Setting**

The testing session should be characterized by the following to minimize response biases.

a) **Respondent Privacy** : Respondent's should complete the MBI privately, without knowing how other respondents are answering. They can be tested individually on in a group session in which privacy is insured.

b) **Respondent Confidentiality** : Although it is possible for respondents to take the MBI home and fill it out at their leisure. Because of sensitive nature sometimes, it is important that respondents feel comfortable about expressing their true feelings. Ideally they should be able to complete the MBI anonymously.

c) **Avoidance of Sensitization to Burnout** : The instrument seen by the respondent is entitled to Human Service Survey, to avoid biasing responses by giving knowledge that Burnout is being measured.

iv) **Reliability**

The MBI seems to be reliable with coefficients of Test retest (2–4 weeks) reliability range from .53 to .82.
v) **Validity**

The MBI has also proven to be valid because it correlates with behavioural ratings by observers, with the presence of certain job characteristics expected to contribute to Burnout, and with the measures of various outcomes hypothesized to be related to Burnout.

vi) **Scoring and Interpretation of Results**

Each respondent’s test form is scored by using a scoring key. It is easy and quick. Each score can be coded as low, average or high by using numerical cut off points listed on the scoring key.

1.6.3.2 **Occupational Stress Index (OSI)**

We are living in an era of growing complexities and pressures where human constitution and capacities are being taxed severely. The Stresses relating to job have become predominant feature of modern life, exerting for reaching effects on focal employees’ behaviour and adjustments on as well as off-the-job.

Occupational Stress Index was used in the present investigation for the purpose of testing the level of Stress of the professional librarians.

i) **Purpose**

The Occupational Stress Index purposes to measure the extent to Stress which employees perceive arising from various constituent and conditions of their job. The tool may conveniently be administered to the
employees of every level operating in context of industries or other non-production organizations.

ii) **Main Features of the Tool**

The scale consists of 46 items, each to be rated on the five-point scale. Out of 46 items, 28 are 'true-keyed' and rest 18 are 'false-keyed'. The items relate to almost all relevant components of the job life which cause Stress in some way or the other, such as, role overload, role ambiguity, role conflict, group and political pressures, responsibility for persons, under participation, powerlessness, poor peer relations, intrinsic impoverishment, low status, strenuous working conditions and unprofitability.

iii) **Reliability**

The reliability index ascertained by split (odd-even) method and Cronbach's alpha Coefficient for the scale as a whole were found to be .935 and .90 respectively. The reliability indices of the 12 sub-scales were also computed on the (split half) method.

iv) **Validity**

The validity of the OSI was determined by computing coefficients of correlation between the scales on the OSI and the various measures of job attitudes and job behaviour. The employee's scores on the OSI is likely to positively correlate with the scores on the measures of such work manifest attitudinal and motivational and personality variables.
which have been proved lowering or moderating the level of occupational Stress. The co-efficients of correlation between the scores on the OSI and the measures of Job Involvement, Work Motivation, Ego-Strength and Job satisfaction were found to be $-0.56$ (N=225), $-0.44$ (N=200), $-0.40$ (N=205), $-0.51$ (N=500), respectively. The correlation between the scores on the OSI and the measures of Job Anxiety was found to be $0.59$ (N=400).

v) Scoring

Since the questionnaire consists of both the true keyed and false-keyed items two different pattern of scoring have to be adopted for two types of items:

<table>
<thead>
<tr>
<th>Categories of Response</th>
<th>Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>For True Keyed</td>
</tr>
<tr>
<td>Never/Strongly disagree</td>
<td>1</td>
</tr>
<tr>
<td>Seldom/Disagree</td>
<td>2</td>
</tr>
<tr>
<td>Sometimes/Undecided</td>
<td>3</td>
</tr>
<tr>
<td>Mostly/Agree</td>
<td>4</td>
</tr>
<tr>
<td>Always/Strongly agree</td>
<td>5</td>
</tr>
</tbody>
</table>

vi) Norms

Norms have been prepared for the Occupational Stress Index as
a whole as well as for its twelve sub-scales separately on a representative sample of 700 employees of different cadres operating in various production and non-production organizations. The distribution of scores on the OSI was found to be slightly skewed in negative direction.

To prepare the norms three methods were adopted, i.e., normal distribution, percentile point and division of upper and lower halves.

The scores were divided into three categories i.e. high, moderate and low following the principles of normal distribution. The scores falling above $+1\sigma$, between $\pm 1\sigma$, and below $-1\sigma$ were categorized, respectively as to indicate high, moderate and low levels of occupational Stress.

The scores have been categorized as to indicate high, moderate and low levels of Occupational Stress also on the basis of its percentile values. The scores below $p_{25}$, between $p_{26}$ and $p_{75}$, and $p_{75}$ were taken as to indicate low, moderate and high levels of occupational Stress, respectively.

The scores were also divided into upper and lower halves on the basis of median point the distribution of the Stress scores. The score below median and above median were categorized, respectively as to indicate low and high levels of occupational Stress.

1.6.4 Statistics used for Description of Data

i) Frequency distribution and descriptive statistics such as Mean’s,
SD's, Sk, Ku were computed to study the nature of distribution for score for all the variables of Stress and Burnout.

(ii) The t-ratio's were obtained to find out the significance of difference between the means and to study the significance of difference between the two sexes, between marital status, between library professionals grouped on the basis of academic qualification, professional qualifications, experience, designation etc.

(iii) Product–Moment Coefficients of Correlations were worked out to study the inter-relationship of different variables.

1.6.5 Processing of Data

The raw data was statistically treated and processed on the computer installed in the Department of Computer Sciences and Applications, Panjab University, Chandigarh.

1.6.6 Chapterization

The present work has been divided in 8 chapters. Chapter–1 is entitled "Introduction : The Problem and Methodology", which includes the need for the study, objectives, hypotheses, limitations, tools employed, statistics, methodology and procedure used for the study. Chapter–2 explains the concept of Stress and Burnout.

Chapter–3 is entitled "Review of Related Literature", which covers
review of literature related to the present study. Chapter-4 is entitled, "Demographic Profiles" and it includes demographic profiles of the library professionals related to their age, marital status, professional experience, designation etc.

Chapter-5 deals with, "Descriptive Analysis", which presents description of distribution in terms of frequency distribution smoothed frequency distribution, cumulative frequency distribution, mean, standard deviation, skewness, kurtosis etc. to provide analytical view concerning Stress and Burnout. Chapter-6 discusses the "Differential Analysis", which includes comparison of library professionals grouped on the basis of age, sex, professional experience, marital status etc. on all the variables of Stress and Burnout.

Chapter-7 is entitled, "Correlational Approach", it includes the inter-correlation among the variables of Stress itself and Burnout itself. It also includes the inter-correlation between variables of Stress and Burnout. Chapter-8 is entitled, "Summary and Conclusion". It gives the summary of the whole research carried out and conclusions derived from the study. It also includes recommendations for further research on the related areas.

1.6.7 Bibliography and Appendices

A comprehensive bibliography has been provided at the end which lists all the sources consulted for the present study. The references
are arranged alphabetically, according to surnames of the authors. Full bibliographical details has been given in each entry, according to ISBD.

Three appendices have been given at the end. Appendix—"A" is "Demographic Profile of Library Professionals", which was used for collection of personal information e.g. age, sex, marital status, professional experience, designation etc. Appendix—B" is "Occupational Stress Index" by Dr. A.K. Srivastava and Dr. A.P. Singh. This questionnaire was meant for a psychological investigation. The questionnaire consists of some statements that employees say or feel about various components and conditions of their job. Appendix—"C" is "Maslach Burnout Inventory" by Christin Maslach; purpose of this inventory was to discover how educators view their job and the people with whom they work closely.