LIST OF ABBREVIATIONS

HRM Human Resource Management
HRD Human Resource Development
QWL Quality of Work Life
ICQWL International Council for Quality of Work Life
TQM Total Quality Management
NIRD National Institute of Rural Development
PICS Public Information Centres
IT Information Technology
UNESCO United Nations Educational, Scientific and Cultural Organization
SCL State Central Library
RLS Regional Libraries
ZGS Zilla Grandhalaya Samasthas
CGS City Grandhalaya Samasthas
RRRLF Raja Ram Mohun Roy Library Foundation
SILERT State Institute of Library Education Research and Training
DPL Directorate of Public Libraries
A.P Andhra Pradesh
APLA Andhra Pradesh Library Association
WA Weighted Average
SD Standard Deviation
HMS High or moderate Satisfaction
Sig Significant
df Degrees of freedom
α Significance level = 0.05