SUMMARY, FINDINGS AND SUGGESTIONS

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SUMMARY, FINDINGS AND SUGGESTIONS

In this chapter, an overview of the important aspects of the investigation, the major findings, their practical implications and proposals for further research are presented in brief.

5.1 STUDY IN RETROSPECT

The different stages of the investigation such as the statement of the problem, selection of variables, objectives and hypotheses, methodology used, are viewed retrospectively.

5.1.1 Restatement of the Problem

As stated earlier, the investigation was intended to examine the extent of Quality of Work Life and Occupational Stress among the library professionals in Kerala and to identify the correlates of these variables. The problem for the study was stated as ‘Quality of Work Life and Occupational Stress among the Library Professionals in Kerala’.

5.1.2 Variables of the Study

The study was designed with the following two sets of variables:

(1) Dependent Variables

The study warrants two dependent variables:

(i) Quality of Work Life    (ii) Occupational Stress.
(2) Independent Variables

The dependent variables were analysed in relation with the independent variables (viz.) Gender, Age, Marital status, Number of children, Educational background, Job title category, Professional experience, Primary functional area, Salary range, Involvement in IT applications, Number of supervisors, Work schedule, Type of library, Size of library, and Type of management.

5.1.3 Objectives of the Study

The study has been designed to attain the following objectives.

1. To find out the extent and levels of ‘Quality of Work Life’ and ‘Occupational Stress’ among the Library Professionals in Kerala.

2. To compare the ‘Quality of Work Life’ among the Library Professionals in Kerala (taken in pairs) categorised on the basis of select independent variables.

3. To compare the level of ‘Occupational Stress’ among the Library Professionals in Kerala (taken in pairs) categorised on the basis of select independent variables.

4. To estimate the relationship between the ‘Quality of Work Life’ of Library Professionals in Kerala and each of the select independent variables.
5. To estimate the relationship between the ‘Occupational Stress’ of Library Professionals in Kerala and each of the select independent variables.

6. To study the extent of association between ‘Quality of Work Life’ and ‘Occupational Stress’ among the Library Professionals in Kerala.

5.1.4 Methodology

The methodology used for the study is briefly described as follows:

5.1.4.1 Tools used for measurement

The following two tools were specifically constructed and standardised by the investigator for the purpose of the study.

i) Quality of Work Life Scale for Library Professionals (QWLSLP)

The QWLSLP was designed in Likert format to get the index of Quality of Work Life of the sample.

ii) Occupational Stress Inventory for Library Professionals (OSILP)

The OSILP was constructed by the investigator to measure the Occupational Stress of Library Professionals. The scale was constructed in five point scale format.

Besides, data on independent variables were collected using a General Data Sheet.
5.1.4.2 Sample for the Study

The target population for the study is the professionally qualified librarians working in various libraries of Kerala State. The study was conducted on a representative sample of 300 professional librarians drawn from various libraries in Kerala. Stratified sampling procedure was used to draw the sample.

5.1.4.3 Analysis of Data

The following statistical techniques were used to analyse the data collected, to throw light on the information sought from the investigation (listed objectives).

a) Percentage Analysis
b) Pearson’s Product Moment Coefficient of Correlation.
c) Test of significance of difference between means.
d) One-way ANOVA for comparing the means of more than two groups.
e) Scheffe’ test of multiple comparison for the post-hoc comparison of different groups.
f) Chi-Square test of independence to examine the nature of relationship between the dependent variables and each of the independent variables.

5.2 MAJOR FINDINGS

The major findings of the study are given below:
5.2.1 Extent and Level of Quality of Work Life among the Library Professionals

The percentage of library professionals having high level of QWL is significantly high. The population value of the percentage lies between 70 and 80 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 Kerala are not very high.

5.2.2 Extent and Level of Occupational Stress among the Library Professionals

The percentage of librarians having high level of ‘Occupational Stress’ is zero. The magnitude of the mean score of OS is 118.89 in the sample with a standard deviation of 14.39. Therefore it is observed that the library professionals working in different types of libraries in Kerala do not experience any Stress in their occupation.

5.2.3 Group Difference in mean QWL scores

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 summarised as follows:
a) Significant difference in mean QWL scores was found to exist between supervisory librarians and non-supervisory librarians at 0.01 level.

b) No significant difference in mean QWL scores was noticed among the groups of librarians categorised on the basis of the following characteristics (taken in pairs):

(i) Gender (ii) Age (iii) Marital status (iv) Number of children (v) Educational background (vi) Professional experience (vii) Primary functional area (viii) Salary range (ix) Involvement in IT applications (x) Number of supervisors (xi) Work schedule (xii) Type of library (xiii) size of library (xiv) Type of management.

5.2.4 **Group Difference in Mean OS scores**

All the respondents in the sample experienced only low stress in their occupation. Consequently, it was concluded that the library professionals in Kerala did not have Occupational Stress at all. Therefore comparisons of the mean OS scores of relevant subsamples were not attempted.

5.2.5 **Association between QWL and the Independent Variables**

Association between QWL and select independent variables were investigated using Chi-square test of independence. The results are summarised as follows:
a) Significant association was found to exist between QWL and three out of seventeen independent variables selected for the study. These variables are listed in the descending order of the magnitude of C-coefficient.

<table>
<thead>
<tr>
<th>Independent variables</th>
<th>Chi-square value</th>
<th>Value of C-coefficient</th>
<th>Level of significance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Library size in terms of number of books</td>
<td>31.309</td>
<td>0.3074</td>
<td>0.05</td>
</tr>
<tr>
<td>2. Professional experience</td>
<td>21.726</td>
<td>0.2599</td>
<td>0.01</td>
</tr>
<tr>
<td>3. Job title category</td>
<td>7.313</td>
<td>0.1543</td>
<td>0.05</td>
</tr>
</tbody>
</table>

b) QWL of the professional librarians in Kerala was found not related significantly with the following independent variables:

(i) Gender (ii) Age (iii) Marital status (iv) Number of children  v) Educational background (vi) Primary functional area (vii) Salary range (viii) Involvement in IT applications (ix) Number of supervisors (x) Work schedule (xi) Type of library (xii) size of library in terms of number of journal titles (xiii) size of library in terms of number of staff (xiv) Type of management.

5.2.6 Association between OS and Independent Variables

Association between OS and select independent variables were studied using Chi-square test. The results are summarised as follows
a) Significant association was found to exist between OS and three out of seventeen independent variables selected for the study. These variables are listed below:

<table>
<thead>
<tr>
<th>Independent variables</th>
<th>Chi-square value</th>
<th>Value of C-coefficient</th>
<th>Level of significance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Library size in terms of number of staff</td>
<td>22.638</td>
<td>0.2649</td>
<td>0.05</td>
</tr>
<tr>
<td>2. Age</td>
<td>17.275</td>
<td>0.2333</td>
<td>0.01</td>
</tr>
<tr>
<td>3. Involvement in IT applications</td>
<td>7.699</td>
<td>0.1582</td>
<td>0.05</td>
</tr>
</tbody>
</table>

b) Occupational Stress of the library professionals in Kerala was found not related significantly with the following independent variables:

(i) Gender (ii) Marital status (iii) Number of children (iv) Educational background (v) Job title category (vi) Professional experience (vii) Primary functional area (viii) Salary range (ix) Number of supervisors (x) Work schedule (xi) Type of library (xii) Size of library in terms of number of books (xiii) Size of library in terms of number of journals (xiv) Type of management.

5.2.7 Association between Quality of Work Life and Occupational Stress

Relationship between QWL and OS was studied using Chi-square test and Pearson’s Coefficient of Correlation. The variables were found to be
significantly related at 0.01 level. The Coefficient of correlation showed that the variables were negatively correlated.

5.3 TENABILITY OF HYPOTHESES

Seven hypotheses were formulated for the study. On the light of the major findings, the tenability of these hypotheses is tested:

5.3.1 The **first** hypothesis states: "The percentage of Library Professionals in Kerala having high level of ‘Quality of Work Life’ will be significant”.

It was found that 75.67 percentage of library professionals in the sample have high level of QWL. The population value for this lies in the interval (70.81-80.53) at 95% confidence level. Hence the first hypothesis is substantiated fully.

5.3.2 The **second** hypothesis states: "The percentage of Library Professionals in Kerala having high level of ‘Occupational Stress’ will be significant”.

As per table 4.6, the Occupational Stress scores of all the respondents in the sample are less than 185 which is the lower limit set for high stress. The magnitude of the mean score of OS in the sample is 118.89. Thus the percentage of library professionals in Kerala having high level of OS is found to be zero at 95% confidence level. Hence the second hypothesis is rejected.
5.3.3 The **third** hypothesis states: “*There will be significant difference in the mean ‘Quality of Work Life’ scores of the subsamples (taken in pairs) when Library Professionals categorised on the basis of each of the select independent variables are compared.*”

The group difference in means of QWL scores were investigated among relevant subgroups formed on the basis of fifteen characteristics. Only one group pair formed on the basis of the characteristic ‘Job category’ showed significant difference at 0.05 level in their mean QWL scores. All the other group pairs formed on the basis of other select characteristics showed no significant difference even at 0.05 level. Hence the third hypothesis is only partially substantiated.

5.3.4 The **fourth** hypothesis states: “*There will be significant difference in the mean ‘Occupational Stress’ scores of the subsamples (taken in pairs) when Library Professionals categorised on the basis of each of the select independent variables are compared.*”

Since all the respondents in the sample showed low level of stress (as revealed in section 4.2), group comparisons of the mean OS scores of relevant subsamples were not necessary in the context of the study. Therefore the fourth hypothesis is rejected.

5.3.5 The **fifth** hypothesis states: “*The relationship between ‘Quality of Work Life’ of Library Professionals in Kerala and each of the select*
independent variables (viz) gender, age, marital status, number of children, educational background, job title category, professional experience, primary functional area, salary range, involvement in IT applications, number of supervisors, work schedule, type of library, size of library, type of management will be significant”.

While estimating the association between QWL and the select independent variables using chi-square test of independence, only three independent variables showed significant relationship with QWL as per Table 4.28. The values of C-coefficient computed showed that the associations were only negligible. All the other 14 chi-square tests revealed no significant association. Hence the fifth hypothesis is only partially substantiated.

5.3.6 The sixth hypothesis states: “The relationship between ‘Occupational Stress’ of Library Professionals in Kerala and each of the select independent variables (viz) gender, age, marital status, number of children, educational background, job title category, professional experience, primary functional area, salary range, involvement in IT applications, number of supervisors, work schedule, type of library, size of library, type of management will be significant”.

When chi-square test of independence was applied, significant association was found to exist between OS and the independent variables age, involvement in IT applications and library size in terms of number of staff
(Table 4.29). OS was found not related significantly with other 14 variables. Hence the sixth hypothesis is also partially substantiated.

5.3.7 The seventh hypothesis states: “The relationship between ‘Quality of Work Life’ and ‘Occupational Stress’ of Library Professionals in Kerala will be significant”.

Chi-square test of independence was applied to find out whether significant relationship existed between QWL and OS. The chi-square value in Table 4.30 shows that QWL is significantly related to OS. Again, the Pearson’s Correlation Coefficient computed shows that the variables are negatively correlated at 0.01 level of significance. Hence the seventh hypothesis is accepted fully.

5.4 IMPLICATIONS OF THE STUDY

The main aim of the study was an in-depth examination of the relationship of Quality of Work Life and Occupational Stress 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 and OS of library professionals in Kerala.

1) To improve the Quality of Work Life of the librarians in Kerala, Work 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.

2) 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.

3) Professionals at entry cadres and junior level librarians may be given on-the-job training to make the job and the service more qualitative and useful. Also efforts may be made to find out the skills and talents and the area of interest of the professionals and tap it for the improvement of ones own welfare and that of the organisation, which may improve the work efficiency.

4) 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, Information Scientist etc.

5) There shall be chances of open forums for professionals to have better exchange of their professional matters and discuss their problems to improve their service quality and to make themselves satisfied in their job. The proposed ‘Quality Circle’s are small informal units of
professionals formed in the organisation for meeting the professionals at frequent intervals. The professionals shall meet at short intervals in their work place to discuss their professional matters which will help them to make radical changes in their services and may also help to find remedies in the crisis they confront in their day today professional life. This may improve the quality of work life of the individuals.

6) Fringe benefits given to the library staff may be enhanced. The employees shall be provided with canteen, crèche, recreation and entertainment, health facilities etc. in their work place.

7) Librarians may be made very friendly with usages of modern information gadgets like Internet and computer technologies. They shall be imparted proper training and orientation to equip themselves to rise up to meet the current requirements.

8) QWL and OS of librarians are found significantly and negatively correlated. So reducing the levels of stress is one of the best ways to enhance QWL. Hence it is suggested that, on the basis of the outcome of the study, effective stress management programmes may be adopted in libraries in Kerala to maintain the stress at reasonable and acceptable levels.
5.5 SUGGESTIONS FOR FURTHER RESEARCH

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 and Occupational Stress of librarians.

1. The study can be extended to identify the pattern of relationship among different dimensions of Quality of Work Life of library professionals.

2. A factor comparison of Quality of Work Life of librarians in Kerala with respect to select variables can be made.

3. The study can be extended to identify the major stressors in the library and information profession in Kerala.

4. The study can be extended incorporating psychological and institutional variables such as
   a) Self concept
   b) Achievement motivation
   c) Motivation to manage
   d) Amount of technology
   e) Organisational climate
5. 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.

6. Quality of Work Life and Occupational Stress of other professionals like teachers and scientists can be explored and compared with that of librarians.