Annexure – 3

QUESTIONNAIRE – II
PERSONNEL PROBLEMS IN PUBLIC LIBRARY MANAGEMENT: A CASE STUDY OF ZILLA GRANDHALAYA SAMSTAS IN ANDHRA PRADESH

QUESTIONNAIRE – II
(Library Professionals: Librarian Gr. I, II, III)

I. PERSONAL DATA:

NAME :______________________________
BRANCH :______________________________
DISTRICT :______________________________

:. Please tick (✓) in the appropriate Box.

1. Designation of Librarian
   a. Grade I  
   b. Grade II  
   c. Grade III  
   d. Non-professional

2. Sex
   a. Male
   b. Female

3. Marital Status.
   a. Married
   b. Unmarried

4. Age
   a. Below 25 y.
   b. 26-35 y.
   c. 36-45 y.
   d. 46-55 y.
   e. above 55 y.

5. Educational Qualifications at the time of entry into present post.
   a. SSC/Inter
   b. Inter + C.LI.Sc.
   c. Degree + B.LI.Sc.
   d. M.LI.Sc
   e. PG + B.LI.Sc.
   f. PG + M.LI.Sc

6. Educational Qualification at present
   a. Inter + C.LI.Sc.
   b. Degree + B.LI.Sc.
   c. M.LI.Sc.
   d. PG + B.LI.Sc.
   e. PG + M.LI.Sc

7. Years of experience in Public Library Service.
   a. 0-5 years
   b. 6-10
   c. 11-15 years
   d. 16-20 years
   e. More than 20 years

8. Parents Education
   a. Both of them illiterate
   b. Mother/father literate
   c. Both of them literate

9. The background from which you have come.
   a. Village
   b. Mandal Headquarter
   c. Town
   d. City
   e. District Headquarter
10. Place of work
   a. Village  
   b. Mandal Headquarter  
   c. Town  
   d. City  
   e. District Headquarter

11. Are you associated with any professional organisation/Association
   a. Yes  
   b. No

12. If so, state to which you are Associated
   a. APLA  
   b. I.L.A.  
   c. IASLIC  
   d. ALDC  
   e. other Associations if any, Please specify

13. Do you have employees union/Association of your organisation.
   a. Yes  
   b. No

14. If yes, What is its jurisdiction.
   a. District Level  
   b. Regional Level  
   c. State level

15. Do your union/Association attends to staff grievances without any bias (Partiality)
   a. Yes  
   b. No

16. Do your management recognizes any staff problem represented by your Association.
   a. Yes  
   b. No

II. RECRUITMENT:

17. How could you enter into the present position
   a. Through open competition  
   b. Through internal promotion  
   c. Through deputation from another library

18. If you have entered into the present position through open competition, which is the recruitment body.
   1. District Authorities  
   2. Directorate of Public Libraries(DPL)  
   3. APPSC  
   4. Others (Please specify)

19. What type of merit considered for appointment.
   a. Academic Merit  
   b. Academic Merit and Interview  
   c. Through Written Exam Merit  
   d. Written Exam and Interview  
   e. Other Method

20. Are you unhappy in your present job.
   a. Yes  
   b. No
21. If yes, what are the factors

4. Little extent, 5. Not at all

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<td>3. Chances of future prospects</td>
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<td>4. Management/supervisory reasons</td>
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<td>6. Pay scale</td>
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**III. PHYSICAL FACILITIES:**

22. Are you satisfied with the following physical facilities provided in Z.G.S

4. Dissatisfaction, 5. More Dissatisfaction

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<td>a. Office Furniture and equipment</td>
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<td>b. Ventilation and Lighting</td>
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<td>c. Rest room/retiring room</td>
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<td>d. Toilet Facility</td>
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<td>e. Drinking Water</td>
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<td>f. Cafetaria</td>
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<td>g. Office stationary</td>
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<td>h. Transport Facility</td>
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<td>i. Communication system</td>
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<td>j. Working hours</td>
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<td>k. Medical facilities</td>
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<td>l. Computer equipment</td>
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**IV. WORKING CONDITIONS**

4. Little extent, 5. Not at all

23. Do you have enough opportunity to use your ability at your work? |   |   |   |   |   |
24. Do you have opportunity to learn more in your present job?  
25. Do you have fair autonomy to exercise your discretion in your work?  
26. Do you find your work place attractive with sufficient workspace?  
27. Are you really doing something worthwhile in your job?  
28. Are you enthusiastic most of the days about your work?  
29. Do you feel that library automation will influence on your job?  
30. Do you find that you have an opportunity to learn computerization in your job?  
31. Do you think that IT brought changes at your work place?  

V. INTER-PERSONAL RELATIONSHIP.  
V. A. Relationship with Superiors.  


32. Do your superior maintain cordial relationship with you?  
33. Do your superior appreciate for work well done by you?  
34. Do your superior encourage you to make suggestions for library improvement?  
35. Do your superior take you to task in front of others?  
36. Do your superior control his/her temper whenever he gets anger?  
37. Do your superior promote to establish cooperation among the staff?  
38. Do your superior allow you to represent your grievances?  
39. Do your superior give you a fair treatment on the job?
40. Do you have any grievance against management in the following issues?


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<td>Retrenchment</td>
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<td>In Service Training</td>
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41. Do your management come forward to solve problems arises among the staff.

1. Yes □  2. No □

**V.B. Relationship with Peers (Same cadre):**

42. Do the other co-professionals maintain cordial relationship with you?

43. Do your co-professionals give appreciation for your work well done?

44. Do your colleagues receive any guidance from you in discharging of their duties?

45. Do you take up the challenging assignments so as to rise in the esteem of your colleagues?

46. Do you ever compare your performance with that of other colleagues?

**V.C. Relationship with subordinates:**

47. Do your subordinates (Juniors) maintain good relationship with you.

48. Do your subordinates (juniors) receive your guidance in discharging their duties.

49. Do you allow your subordinates (juniors) to share their views with you in discharging their duties.

50. Do your subordinates (juniors) appreciate your attitude towards subordinates.
51. Do your subordinates (non-professionals) extend their full cooperation in all activities of the library.

52. Do the non-professionals cooperate with you in the library.

53. Do the non-professionals receive your suggestions to discharge their duties in the library.

V.D. Relationship with Readers:

54. Do you receive any appreciation from the readers for your library services extended to them.

55. Do your allow readers to represent their library problems and suggestions.

56. Do the readers maintain friendly relations with you.

57. Do the readers criticize the non-cooperation of the library staff, if any.

VI. MOTIVATION:

58. What factors motivated you to enter into the library Profession.


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<td>a. Economic Reasons</td>
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<td>b. Professional interest</td>
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<td>c. Chances of future promotion</td>
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<td>d. To get better status</td>
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<td>e. Domestic reasons</td>
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59. Who motivated you to join in this profession?


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<td>a. Parents</td>
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<td>b. Friends</td>
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</table>
c. Teachers □ □ □ □ □

d. Librarians □ □ □ □ □ □

e. Relatives □ □ □ □ □ □

f. Personal interest □ □ □ □ □ □

60. What motivated you to improve your qualifications?


1  2  3  4  5

a. To get promotion □ □ □ □ □

b. To get higher Scale of pay □ □ □ □ □

c. To achieve academic satisfaction □ □ □ □ □

d. Self Satisfaction (Social recognition)

61. Do you have any award system in recognition of your outstanding contribution/work in your library.

a. Yes □  b. No □

62. If so, which type of award system will motivate the staff


1  2  3  4  5

1. Merit Certificate □ □ □ □ □

2. Entries in the personal record/service register □ □ □ □ □

3. Merit promotion □ □ □ □ □

4. Cash award (economic incentive) □ □ □ □ □

5. Presenting momento □ □ □ □ □


63. Do you feel that your are considered for promotion by your hard work and sincerity?

1. □  2. □  3. □  4 □  5. □

64. Are you satisfied with the criteria for promotions in your organisation?

1. □  2. □  3. □  4 □  5. □
65. Do you feel that the existing service conditions are encouraging to extend better performance on your job?
   1. □ 2. □ 3. □ 4 □ 5. □

66. Do you feel that the transfers of professional staff often will improve job efficiency?
   1. □ 2. □ 3. □ 4 □ 5. □

67. Do you feel that your job carries social recognition?
   1. □ 2. □ 3. □ 4 □ 5. □

68. How much importance you attach to the following motivational factors for increasing efficiency?


   a. Monetary Gains □ □□□□
   b. Job security □ □□□□
   c. Working conditions □ □□□□
   d. Hours of work □ □□□□
   e. Good supervision □ □□□□
   f. Self esteem (pride in Job) □ □□□□
   g. Job actualization (personal growth and development) □ □□□□
   h. Recognition (Credit for the work done) □ □□□□

VII. JOB SATISFACTION


69. Are you happy in the present job.
   1. □ 2. □ 3. □ 4 □ 5. □

70. Are you utilizing your professional skills to the fullest extent in your present job.
   1. □ 2. □ 3. □ 4 □ 5. □

71. Do you feel that this profession is better than any other similar profession.
   1. □ 2. □ 3. □ 4 □ 5. □

72. Do you feel that this job is peaceful and pleasant.
   1. □ 2. □ 3. □ 4 □ 5. □
73. Do you enjoy yourself more at work than during leisure time.
   1. □ 2. □ 3. □ 4. □ 5. □

74. Do you find your job is challenging and involving.
   1. □ 2. □ 3. □ 4. □ 5. □

75. Are you satisfied with the following on your job.

   a. In-service training
   □ □ □ □ □

   b. Granting Study Leave
   □ □ □ □ □

   c. Deputation to attend Professional Seminars/ Conferences
   □ □ □ □ □

   d. Participation in the Decision Making
   □ □ □ □ □

   e. Job rotation practices
   □ □ □ □ □

   f. Promotional Benefits
   □ □ □ □ □

   g. Job security
   □ □ □ □ □

   **VIII. SOCIAL RECOGNITION:**


76. Do the other people in society respect/recognize your job
   1. □ 2. □ 3. □ 4. □ 5. □

77. Do you think that your job is an instrument to enhance your prestige in the social ladder.
   1. □ 2. □ 3. □ 4. □ 5. □

78. Do you think that the parity of the scale of pay of your job with the scale of pay of the academic staff will enhance your status.
   1. □ 2. □ 3. □ 4. □ 5. □

79. Do you find that the status of your job is enhanced with the qualifications.
   1. □ 2. □ 3. □ 4. □ 5. □

80. Do you enjoy the same privileges in the society on par with other employees of same scales.
   1. □ 2. □ 3. □ 4. □ 5. □
IX. **TRAINING AND DEVELOPMENT**


81. Do you find your job enhances your professional knowledge
   1. □  2. □  3. □  4. □  5. □

82. Do you think that further training will improve your job skills
   1. □  2. □  3. □  4. □  5. □

83. Do your organisation encourage for career development.
   1. □  2. □  3. □  4. □  5. □

84. Do you feel that the knowledge acquired through your qualifications is related to your present job.
   1. □  2. □  3. □  4. □  5. □

85. Do you feel that your job is difficult due to lack of proper training or current knowledge.
   1. □  2. □  3. □  4. □  5. □

86. Do you think that in-service training is essential to update the professional skills on the job.
   1. □  2. □  3. □  4. □  5. □

87. Have you acquired any additional qualification after entering in to the job.
   a. Yes □  b. No □

88. If yes, the additional training/qualification acquired is put to use in your job today?
   a. Yes □  b. No □

89. Have you participated in refresher course offered by RRRLF?
   a. Yes □  b. No □

90. If yes, you have benefited by attending the refresher course.
   a. Yes □  b. No □

91. Is there any type of staff evaluation/job evaluation in your ZGS?
   a. Yes □  b. No □

92. Which of the following the factors influence the Human Resource Development in Z.G.S.


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### STAFF ATTITUDE ON I.T. APPLICATIONS IN THE LIBRARY

93. Did your library adopt library automation and networking?
   a. Yes □   b. No □

94. Do you possess computer knowledge/training?
   a. Yes □   b. No □

95. If yes, you have obtained the computer training while doing:
   1. C.L.I.Sc. □   2. B.L.I.Sc. □
   3. M.L.I.Sc. □   4. Additional Training □

96. Do your management provide any inservice training in computer education without any financial commitment on the part of the staff (employees)?
   a. Yes □   b. No □

97. Are you in favour of library automation and networking?
   a. Yes □   b. No □
98. If yes, what are the following factors influencing you towards library automation and networking.


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<td>a. To improve communication</td>
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<td>b. To provide right information at the right time</td>
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<td>to the right reader</td>
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<td>c. To improve library service and raise library status</td>
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<td>d. To develop resource sharing</td>
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<td>e. To handle routine jobs very easily and effectively</td>
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<td>f. To get information quickly and exhaustively</td>
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99. If no, what are the following factors discourages you towards library automation and networking.


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<td>a. Fear of new Technology</td>
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<td>b. Fear of decreasing promotional opportunities</td>
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<td>c. Lack of initiation on the part of management to provide computer training facilities</td>
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<td>d. Non-availability of computer training in the local area (within the reach)</td>
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<td>e. Age problem (nearing to retirement) (Age advancement)</td>
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<td>f. No incentive/additional benefit for undertaking library automation and networking work</td>
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<td>g. Management showing discrimination in providing computer training (in service training) among the staff</td>
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XI. IMPACT OF LIBERALIZATION, PRIVATIZATION AND GLOBALIZATION (L.P.G.) ON H.R.D. IN Z.G.S.


100. Do you feel that liberalization will help staff development in Z.G.S. □ □ □ □ □

101. Do you prefer privatization of public library system. □ □ □ □ □

102. New economic policy of India will effect the recruitment policy in ZGS. □ □ □ □ □

103. Do the globalization will improve spirit of competitiveness in staff of ZGS. □ □ □ □ □

104. The LPG will improve participative management in ZGS system. □ □ □ □ □

105. The LPG will develop quality work life in the ZGS staff. □ □ □ □ □

106. The LPG will improve quality information service to users. □ □ □ □ □

107. The liberalization will develop the spirit of challenge towards new technologies. □ □ □ □ □

108. Do the LPG will help for staff empowerment in Z.G.S. □ □ □ □ □

109. Do the LPG will avoid rigid relationship such as bossoverism, dictatorship etc. □ □ □ □ □

XII. SUGGESTIONS RELATING TO STAFF PROBLEMS

110. Please list out any common problem of the staff (professional and non-professional) facing in the library.

1.
2.
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4.
5.

111. Please offer your suggestions to improve Human Resource Management (HRM) in the existing public library system.

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2.
3.
4.
5.