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# **Quality of Work Life (QWL) motivates library professionals highly to learn further and develop skills**

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The study was carried out to investigate the Quality of Work Life (QWL) motivates library professionals highly to learn further and develop skills in the 20 engineering colleges of Jaipur region and 65 library professionals covering the categories such as Librarians, Assistant Librarians, and Library Assistants was selected from the total population of library professionals. The data for the present study has been collected using a structured questionnaire. This paper aims to measure the Quality of Work Life (QWL) motivates library professionals highly to learn further and develop skills. For this purpose library professionals working in Engineering Institutes of Jaipur region have been surveyed Likert's 5-point scale has been used. A questionnaire was used for data collection which has been analyzed using statistical techniques such as Likert Five Point Scale, Rank order, and rank order Correlation T-test,

Keyword: Quality of Work Life (QWL), Motivation, Library Professional, Learn, Determinant, Skills

## **Introduction**

Heskett, Sasser and Schlesinger (1997)<sup>40</sup> were of the view that "QWL is the feelings that employees have about their jobs, co-workers and organization in general that act as a catalyst resulting in the organizations growth and profitability". A positive inclination towards their activity mirrors that the representatives are cheerful doing work and a fantastic workplace expands efficiency. A person's view of his activity, meeting life's desire and the social and physical condition of the activity decides to a huge degree fulfillment at work. This can drive profitability and employment execution. Work is an ordinary commitment of the person.

Librarianship is in a service oriented profession and their main role focuses towards providing information to satisfy users' needs.

Quality of Work Life (QWL) is a life style of a person that includes his concern about every aspect of his work. Quality of Work Life (QWL) includes all inclusive and exclusive traits of an individual such as motivation, rewards, protections, working environment and interpersonal behavioural patterns, etc. This quality of work life reflects directly on one's professional as well as personal life.

The term QWL is broadly refereeing to condition how the functions and life of an individual is being operated and expressively addresses the issues related to work and life balance. It is an arrangement of views or the components that are appropriate to a person's prosperity in association which comprises of the task, the work environment, colleague relationship, organisational outline and link between personal and professional life. A QWL consideration part differs from breaks given to the workers in their organization to take interest in managing basic leadership, fulfillment of work, and change in work etc., In fact in some cases it is combination of much more of the above mentioned factors. In this way, QWL is an exhaustive development that incorporates an individual's help and support, the level of work output as satisfying, stress free and unfavorable.

Motivation for future roles of employees is observed in several studies as an important role in any organizational sector. There is a vast difference seen in organizational growth where the employees lack motivation compared to the organization where there is consistent motivation and deep encouragement in terms of performance appraisal, training and development for updating the employees, freedom of speech etc.

## Review of Literature

Peter Warr, John Cook & Toby Wall (1979)<sup>13</sup> took up survey of QWL. They pondered a scope of deceptively important variables, work inclusion, inherent employment inspiration, higher request require quality, apparent inherent work attributes, work fulfillment, life fulfillment, joy, and self-appraised uneasiness. They built up a scope of relationships coming because of their work, for example, those between work interest and employment fulfillment, essential occupation inspiration and employment fulfillment, and supposed basic work qualities and occupation fulfillment. Exactly, they discovered confirmation for a sensible

relationship between add up to work fulfillment and aggregate life fulfillment and also satisfaction, with a less solid, yet critical relationship with self-evaluated concern.

R. Cohen and E. Rosenthal (1980)<sup>14</sup> finding of the study characterized “QWL as a purposefully outlined effort to realize expanded work administration collaboration to together taking care of the issue for enhancing authoritative execution and representative fulfillment.”

E. Lawler (1982)<sup>15</sup> defines in his research paper "Strategies for Improving the Quality of Work Life" QWL as far as occupation elements and working situation. Author stressed upon focal measurement of the whole QWL in the association is to create staff's welfare and output. The widely recognized connection that identifies with a change of representatives welfare and yield is the outline of the occupation. The occupation outline that can give higher representative fulfillment is expected to be more profitable.

Beverly P. Lynch and Jo A. Verdin (1983)<sup>17</sup> considered the work pleasure is always similar to the overall satisfaction related material staff and other gatherings inside libraries. The connections of years spent in profession, gender, and age wise job satisfaction of library representatives were investigated. The findings recommend some essential facts about satisfying mechanisms as accomplishment and recognition, and the head disappointing elements were official strategy, management, regulation, and relational connections. The associating library professionals employed in scholarly reference libraries were extra fulfilled as compare to traditional library professionals. No significant differences were secured among age and positional status or in the period of job. Satisfaction inclined in general increment with experience, work convenience, and status of the post and furthermore with administrative positions

Mfon E. Etuk (1989)<sup>20</sup> effectively examined “work fulfillment of the subordinate library professional in the University of Calabar Library in Nigeria.” The examination was intended to watch the variables that affect the work state of their mind. Information was accumulated by online services from thirty chosen tests from the staff of university library. The significant determinants considered for researching the service performance and overall satisfaction of library personal were salary, Safety, Degree of the reasonableness of the administration, Employed Environments, Contribution in basic leadership, utilization of ability, appreciation and applaud received from manager and so forth. The investigation of the data discloses that

the greater part of the staff was unhappy with their salary, service situation, shortage of offices to enhance their gifts and so forth. It recommends enhanced relations among the juniors and superiors inclusion of subordinate professionals in arranging, basic leadership and so forth.

G. Considine and R. Callus (2002) made a telephonic survey of Australian employees by way of using stratified random sampling approach in terms of region, nation of residence, gender and age representing countrywide group of workers of 1001 hired. The survey required to test employees' emotions, approximately a number of 14 key items that have an impact on their QWL. Those items had been; real and affordable pay, worry about losing one's task, sexual harassment or discrimination at the workplace, agreement with the seniors, thrilling and pleasurable work, harmony at work place, appreciation and motivation by immediate senior, available career potentialities over subsequent two years, quality control, health and protection requirements, balance among time spent at work. The results revealed that the general public of Australian workers felt that having good relationships at workplace and fulfilling work conditions were the maximum crucial troubles for a high work potential.

Manju Gehlawat (2013) in her thesis studied on the organizational dedication in terms of process pleasure and work motivation of secondary faculty teachers operating in unique styles of colleges. It designed to set up the effect of kind of faculties, job satisfaction, work motivation, gender and teaching experience at the organizational commitment of the lecturers. The organizational commitment has been taken as the established variable while kind of schools, job pleasure, job motivation, gender and coaching have been the impartial variables for observation. It also tested the double and triple interplay outcomes of the independent variables viz. kind of faculties, process pride, work motivation, gender and coaching experience on the structured variable of organizational dedication. The speculation set as was that there exists no significant and interaction outcomes between kind of colleges, process delight, work motivation, gender and teaching experience on the organizational dedication of the academics.

## **Methodology**

The data for the present study has been collected using a structured questionnaire. The questionnaire made use of both open and close ended questions and the results are based on responses from library professionals in engineering colleges of Jaipur region.

A random sample of 65 library professionals covering the categories such as Librarians, Assistant Librarians, and Library Assistants was selected from the total population of library professionals in 20 engineering colleges of Jaipur region.

### **Statistical Techniques**

The data was entered in MS Excel and percentage, Likert Five Point Scale, Rank order, and rank order Correlation T-test, were used at appropriate places for analysis of the data.

### **Statement of the Problem**

#### **Motivation for Employees**

Motivation of employees involves several aspects to develop their skills. Moreover, in library set up, it is required for library staff to enrich of library users' satisfaction. Motivation of employees is also concerned with assessment policy, employees' stimulation, flexibility to grow and provide perfection in services in order to gain maximum satisfaction towards their job.

Objective: To study correlation between Quality of Work Life (QWL) and Motivation for Employee's Learning Behaviour for future roles and develop skills.

#### **Relationship of Motivation for Employees' and QWL**

The below table presented emphasized on the rank order of QWL based on Motivation for Employee's Learning Behavior and Future Roles and skill develop skills.

The table clearly depicted percentage and rank order of QWL and Motivation for employee's learning behavior, future roles and develop skills. 90.46 % employees reported they always gets full support and motivation from their seniors and colleagues in their work.

#### **QWL and Motivation for Employee's Learning Behavior and**

#### **Future Roles and Develop Skills (Rank order)**

<b>QWL and Motivation for Employee's Learning Behavior and Future Roles and skill develop skills</b>	<b>Agree upon Statement (%)</b>	<b>Rank Order</b>
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Always get full support and motivation from seniors and colleagues	90.46	1
We have good learning environment at our library	84.00	2
Training programs in our institute help library staff to achieve the required skill for performing the job effectively.	76.62	3
Employee's welfare service are not sufficient	62.77	4
Financial assistance for career development is satisfactory	60.62	5
Overall	74.89	

Majority (84%) library professionals gave 2<sup>nd</sup> ranking to good learning environment in library that motivates them for developing learning behavior and skill development. 76.62% respondents ranked the impact of training as moderately. Whereas, library professionals are not comparatively satisfied the services related to welfare and assistance for career development as shown in the above table 62.77% and 60.62% respectively expressed their view. Motivation as determinant factor of QWL is highly encouraging and extremely relevant with regards to their learning behavior and future roles and skill development.

**Relationship between Quality of Work Life and Motivation of**

**Library Professional to Learn Further and Develop Skills (Correlation)**

Library Staff	Quality of Work Life of Library Staff		
	Total Sample	Male	Female
Motivation for employees learning behavior and future roles to develop skills.	.800**	.819**	.735**

*\*\* Correlation is significant at the 0.01 level*

When we observed the relation of motivation of library professional to learn further and develop skills with Quality of work life of library professionals (table 6.20) it is of 0.01 level of significance. It is found that both are highly correlated having value of .800\*\*. If we compare and analyze on the basis of gender we found that male are more correlated (.819\*\*) as compared to female (.735\*\*), hence the data shown in various ranking of determinant factor of Quality of work life, correlation test and percentage of satisfaction are highly

positive and Quality of work life (QWL) of library professionals motivates highly to learn further roles and develop their skills in engineering college libraries.

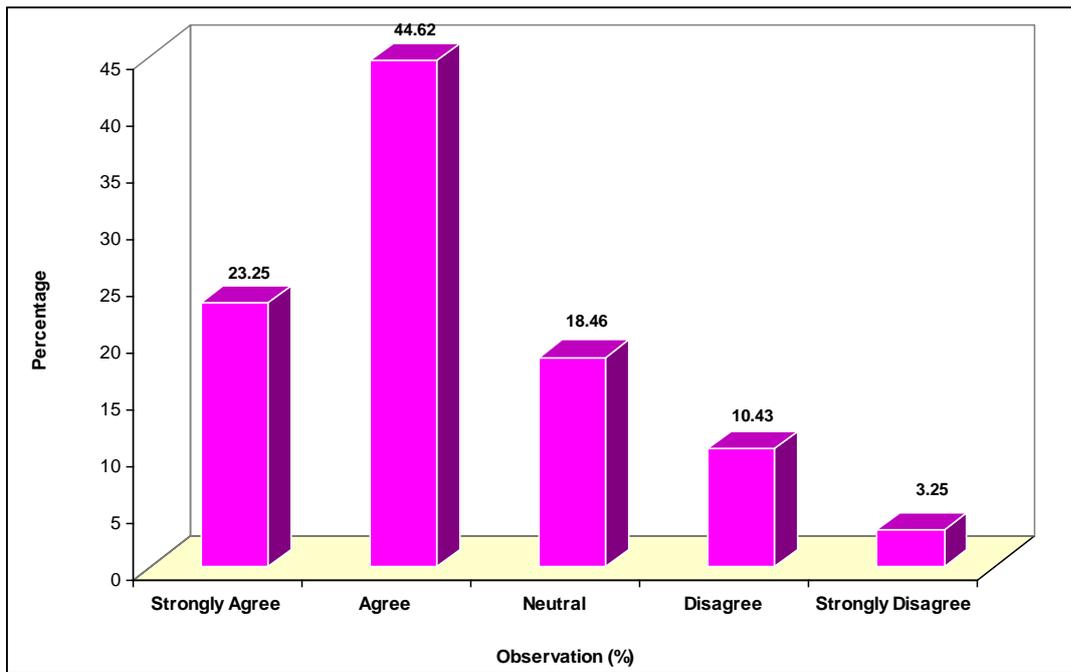
Motivation for employees has an important role in any organizational success. In present study relationship between QWL and motivation for employees is verified and further tested and the result presented in below table

**First point of view – Likert Five Point Scale**

**Level of Agreement about Motivation to Library Professionals  
to Learn Further Roles and Develop Skills**

<b>Motivation</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Observations (%)	23.25	44.62	18.46	10.43	3.25

It is observed in above table 44.62% respondents agree and 23.25% strongly agree on the role of Motivation for Employee's Learning Behavior and their Further Roles and Develop Skills. 18.46% respondents remained neutral on this point whereas, 3.25% responses of library professionals showed their disagreement and 10.43% of the library professionals opined their strong disagreement. Thus it can be concluded that QWL highly motivates library professionals to learn further and develop skills.



**Agreement about Motivation to Library Professionals to  
learn Further Roles and Develop Skills**

In almost every library setup the administrators generally provide some or other type of factors and facility to motivate library professionals for learning and develop their skills. It is noticed that they get full support and motivation from their senior colleagues. The working environment of the institute is also made such that the employees get highly motivated. Paid academic leave to the library professionals is found satisfactory to motivate them.

### Findings and Conclusion

It is found that majority of employees always get full support and motivation from seniors and colleagues similarly majority of respondents were satisfied with the good learning environment at library, which motivates them for learning behaviour and skill development and also enhances their QWL

44.62% respondents (table 6.18 and figure 6.12) agree and 23.25% strongly agree on the role of motivation for employee's learning behavior and their further roles and develop skills. 18.46% respondents remained neutral on this point whereas, 3.25% responses of library professionals showed their disagreement and 10.43% of the library professionals opined their strong disagreement. Table 6.19 clearly depicted percentage and rank order of QWL and

motivation for employee's learning behaviour and future roles and develop skills. 90.46 % employees reported that they always get full support and motivation from their seniors and colleagues in their work. Majority of the (84%) library professionals gave 2<sup>nd</sup> ranking to good learning environment in library that motivates them for developing learning behavior and skill development. 76.62% respondents ranked the impact of training as moderately good. Whereas, library professionals are not comparatively satisfied the services related to welfare and assistance for career development 62.77% and 60.62% respectively expressed their view. When we observed (table 6.20) correlation table it is found that both are highly correlated having value of .800\*\*. If we compare and analyse on the basis of gender we found that male are more correlated (.819\*\*) as compared to female (.735\*\*).

Majority of library professionals gave a clear picture about the aspect of motivation for employee's learning behavior and future role and also reported their satisfaction regarding learning environment, training programme and technical up-gradation. Still the clear demand for financial assistance were raised by majority of respondents.

Overall it is observed that library professionals found good exposure in their jobs and are having agreement on satisfactory relationship with all five determinant factors of QWL in order to give good services to the library users.

Hence, the data shown in various ranking of determinant factors of quality of work life, correlation test and percentage of satisfaction are highly positive and quality of work life (QWL) of library professionals motivates highly to learn further roles and develop their skills in engineering college libraries.

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