Correlation between Quality of Work Life (QWL) of Library Professionals and their Job Satisfaction

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ARTICLE INFO	ABSTRACT
	Quality of work life is one of the most important factors for human motivation and improvement in job satisfaction. In this study, we use the variables of status and interpersonal relations to examine the relationship between QWL and job satisfaction. A sample population out of a total of 20 engineering Institutions of Jaipur as a universe is being decided. Out of the above-listed engineering universities and institutes of repute in Jaipur, 65 library professionals were found working in those colleges. Hence, all 65 professionals were included in the study. **Keywords**: Quality of Work Life, Interpersonal Relations, Status, Job, Satisfaction, Professionals

Introduction

Quality of Work Life (QWL) of library professionals has a positive correlation with the level of job satisfaction among library professionals in terms of status and resources, motivates, and keeps hold of its employees. Today's organizations need to be more flexible and understanding so that they are well-prepared to develop their employees and enjoy their interpersonal relationships.

"Quality of Work Life" can reflect the needs and aspirations of the workforce concerning working conditions, remunerations, chances for professional development, work-family life balance, job security, and social relations. QWL is a collection of workplace policies, processes, and environments that improve and bear the personnel's satisfaction by aiming to improve working conditions.

One of the most important factors influencing human motivation and job satisfaction is the quality of work life. The different variables to be considered for job satisfaction

Several aspects regulate the meaning of "quality of work life," but the most meticulously influencing is the environment in which one works. The changes in the library environment have assured the library staff of a quality work life (QWL).

"QWL had been defined as the quality of the relationship between the employees and the total working environment. The key concept of encouraging conditions in a working environment is QWL. A better quality of work life improves the growth of the employee along with the organization's growth.

One of the most important factors that affect QWL is interpersonal relationships. From top to bottom, library professionals must maintain a healthy relationship with their entire team. This gives employees ease of work, which leads to job satisfaction and ultimately user satisfaction.

Every employee desire that their performance is appreciated by top-level management and that their personal as well as professional status be updated in terms of permanence, motivation, increment, performance bonus, performance appraisal, etc. It gives them a sense of delight in their professional life which again results in user satisfaction.

Review of Literature

A. Wilcock and M. Wright (1991) studied the work life of 275 randomly decided employees inside the Knitwear sector of the Canadian textile enterprise. They identified 3 tiers of QWL activities, which had been; (1) active agencies but non-unionized with high annual income, (2) mid-variety personal agencies with a medium level of an era, (3) Quiet younger non-public enterprises with low generation. Every level of QWL interest changed into studied with the aid of inclusive components of Walton version naming;

reimbursement, running conditions, professional improvement, alertness, the possibility for growth societal amalgamation among peers, regulations, job and social lifestyles, and community significance of work. It discovered that the employees of mid-variety companies had more contended with the working situations, social integration, constitutionalism, and work& lifestyles characteristics in their jobs when compared to the personnel of the energetic companies. There were minor efforts made to enhance employee participation and choice-making in inactive younger privately owned corporations.

T. M. Hovekamp (1995) tried to observe the unionization and job satisfaction of librarians in academic studies establishments in the U.S. The contributor's observations on this were permanent or temporary personnel with master's degrees or similar academic degrees. Out of the pattern of 32 libraries decided on for taking a look at, nineteen were unionized and thirteen had been non-unionized. 200 experts were randomly selected to represent both the unionized and without unionized libraries research gathering the facts for the take a look at. Through relating the survey effects of organized and unorganized contributors, it was determined that the existence of organized has a poor bond concerning service pleasure.

T. T. Serey (2006) looks at QWL and defines it as significant and pleasurable service conditions. It comprises: (i)   A Chance to work out an individual's skills and abilities, to face hurdles and conditions that needed impartial inventiveness, (ii)   An action idea to be practical through the entities concerns, (iii) A pastime wherein one comprehends the position of the person that one shows within the fulfillment of a few average objectives, and (iv)   A feel of taking self-importance in what individual is the deed.

Rethinam & Ismail (2008) define the quality of work life as the helpfulness of work situation that communicates to the meaningful employer and individual requirements in determining the values of the staff that helps and indorses better strength and health, job security, job satisfaction, proficiency growth and balance between work and family life.

Aziz, R. A., Nadzar, F. M., Husaini, H., Maarof, A., Radzi, S. M., & Ismail, I. (2011). The outcomes of this study revealed that there were clear correlations between all variables in work and nonwork, as well as the quality of work life. In the past, the organization of adult life was very uniform, with clear distinctions between job and family options. However, as the family structure and the employing organization have grown more diversified, varied, and sophisticated, work and non-work life have become increasingly entwined.

A safe and healthy environment is also emphasized, with a focus on the physical environment's risks. Employees' focus can be affected by high-risk and dangerous work conditions, and accidents have been known to occur as a result of this loss of focus. As a result, individuals are compelled to stop working, either temporarily or permanently. As a result, their job performance will suffer.

S. Usha and V. Rohini (2018) took up an exploratory study where the impact of QWL on work outcomes is being tested. The findings confirm that safe and healthy work conditions, job characteristics, pay and benefits, and an opportunity for development and motivation influence the QWL and QWL has an impact on work performance job satisfaction, and organizational commitments. In their research work, they studied factors affecting favorable work outcomes. By focusing on a different factor exploring well-designed QWL authors established a strategy to motivate job satisfaction too. This study also analyses how to involve the QWL of the employee to manage human resources effectively.

Rao & Verma (2019) Mentioned in their research paper about determinant factors of quality of work life, in this identify major determinant factors likewise service condition, status, interpersonal relationship, promotion policies and inspiration for future jobs and learning behaviors of employees, and also discuss this factor interrelations.

Rao (2020) defined quality of work life (QWL) in his paper "Quality of Work Life (QWL) motivates library professionals highly to learn further and develop skills" The majority of employees receive complete support and inspiration from their superiors and coworkers, and the most participants expressed satisfaction with the positive learning environment at the library, which inspires them to learn and build skills, as well as improves their QWL. In their employment, 90.46 percent of employees said they always get complete support and motivation from their bosses and coworkers. The majority of library professionals (84 percent) ranked a good learning environment in the library as the second most important factor motivating them to develop learning behavior and skills development.

Objectives of the Study
1. To study the impact of status on job satisfaction.
2. To study the impact of interpersonal relations on job satisfaction.

Data Analysis and Interpretation
Quality of Work Life (QWL) of library professionals has a positive relationship with the level of job satisfaction in terms of status and interpersonal relations. The different variables that can be considered for job satisfaction are presented in this study in terms of Status and Interpersonal Relationships.

Role of Job Satisfaction in term of Status
Quality of work life is one of the most important factors for human motivation and improvement in job satisfaction. The different variables that can be considered for job satisfaction are presented in this study in terms of Status.

First point of view – Likert Five-Point Scale
The table presented below highlights the response of Library Professionals regarding job satisfaction in terms of status on a five-point Likert scale.

Table 1: The level of agreement about Status of Library Professionals term of Job Satisfaction

Status	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Observations (%)	31.65	34.29	15.38	12.09	6.59

As far as the opinion of the library professionals about the status is concerned, we find the view as reflected in the above. 34.29% of the respondents agree and 31.65% of library professionals are showing their strong satisfaction regarding their present status in library setup 12.09% and 6.59% of library professionals either disagree or strongly disagree about QWL.
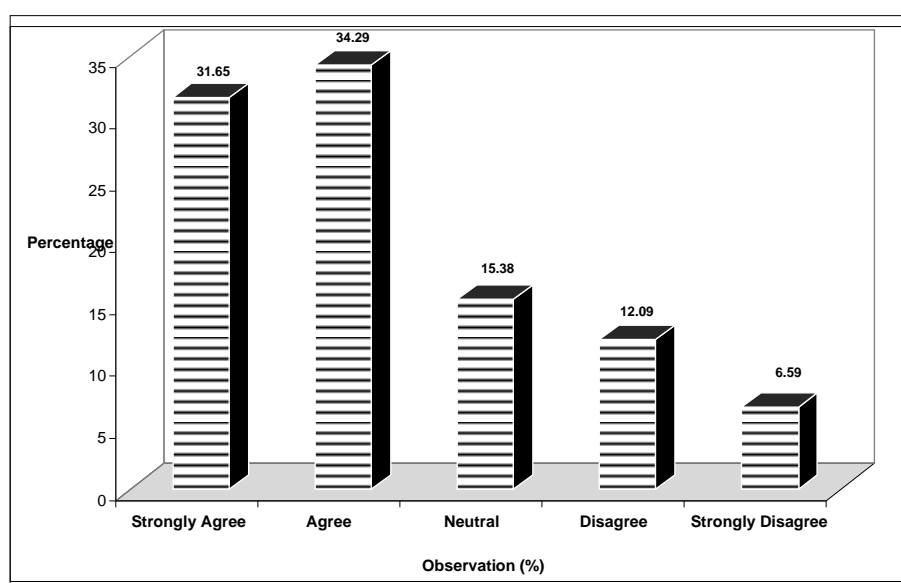
Figure 1: Agreement about Status of Library Professionals in term of Job satisfaction

Concerning the status of library professionals, it is reported by the majority of respondents that it is very essential for any employee to have comfortable and promising status at the workplace. The status of employees is the second determinant factor of quality of work life tested in the present study based on the Likert Five Point Scale reflects a positive mindset about the status of library professionals. It is observed that 65.94% of library professionals are satisfied (34.29% agreed and 31.65% strongly agreed) with their current status, whereas 15.38% are expressing neutral status, and 18.68% have shown disagreement regarding their status.

Table 2: Rank Oder of Status – By Library Professionals

| Statements of Status	Agree upon Statement (%)	Rank Order
As a library professional I am contributing to the growth and development of the society	88.62	1
My current status (permanent/temporary) in library is satisfactory	80.62	2
Library supervision is done by library professional	74.15	3
Library supervision is done by other than library professional	68.62	4
The present Occupation is not as per my expectation	60.31	5
Average % overall agreed upon statement	74.46	

As per the interpretation based on rank order as shown in table 2, the overall status in engineering libraries is satisfactory. Out of the total responses, on average 74.46% of professionals agreed upon the good status concerning their working position. The library professionals also responded about the status of their job profiles, rules, and position in libraries. 88.62% of professionals have the feeling of satisfaction as their status is associated with the growth of society. 80.62% satisfaction of library professionals has been recorded as the second level of satisfaction so far as their position in the library is concerned (permanent/temporary).

Respondents have also expressed that their present position is not as per expectation, ranking given as lowest as 68.62% and 60.31% respectively.

Majority of professionals who are permanent in their setup after completion of two years of probation comfortably feel secure in their jobs. Although they are aspirants for government jobs and also trying for the same.

Table 3 : The Level of agreement about Interpersonal Relations of Library Professionals term of Job satisfaction

Interpersonal Relations	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Observations (%)	38.46	40.16	12.63	5.59	3.16
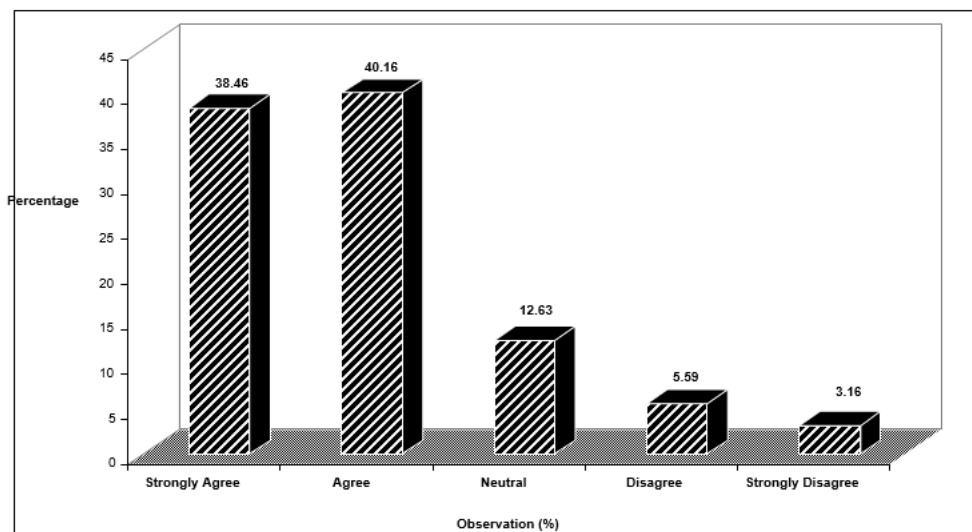
Figure 2: Level of agreement about Interpersonal Relations of Library Professionals term of Job satisfaction

Largely, interpersonal relationship in engineering libraries is found fairly satisfactory. The majority of them have a good interpersonal relationship with their organization, seniors, colleagues & users. A high level of cooperation and interpersonal relations is noted among library professionals to cater to maximum satisfaction to their users through their services. Maximum library professionals are satisfied with their organizational relationship and relationship with their immediate superiors. However, some of them complained that many times they are unable to attend to their work due to the demands of their job.

Above table and figure indicate the level of agreement about interpersonal relations of library professionals on a five-point Likert scale. 78.62% of library professionals (40.16% agree and 38.46% strongly agree) are fully satisfied with their interpersonal relationships at the workplace. Only 8.75% of respondents (including 5.59% who disagree and 3.16% who strongly disagree) do not have a good interpersonal relationship with their colleagues.

Table 4: Rank Order of Interpersonal Relations – of Library Professionals

| Statement of Interpersonal Relation	Agree upon Statement (%)	Rank Order
I have strong sense of belongingness towards my organization	93.23	1
Issue and return process is satisfactory (on time) in our library	92.00	2
Experienced library professionals support understands users' problem promptly	82.15	3
I am unable to attend to my personal work due to the demands made by my job	57.85	4
I am discriminated on my job because of my gender	37.54	5
Average % of overall agreed upon statement	72.55	

Table 4 presented the rank order of interpersonal relations of library professionals. Data reveal that the overall interpersonal relationship in engineering libraries is very satisfactory. 72.55% of professionals agree upon having a good interpersonal relationship with the organization, colleagues & users. A high level of cooperation and good interpersonal relationship is noted by library professionals to provide maximum satisfaction to their users through their services. The highest ranking of library professionals (93.23%) has been observed regarding their sense of belongingness to the organization. 92.00% of professionals found this sense to be satisfactory, whereas about 82.15% of respondents are moderately satisfied on the ground that understands users' problem promptly. 57.85% of respondents were panic and complain that many times they were unable to attend their work due to the nature of their job. Only 37.54% of respondents complain about discrimination based on gender female, which is mostly related to evening shift duty.

Good quality interpersonal relations with the users, colleagues, and seniors are very much required to give a high level of quality services to them. As depicted above in the table and figure the data represent a positive sign of satisfaction among library professionals regarding their interpersonal relationships. 40.16% and 38.46% of library professionals agree or strongly agree respectively on this aspect. Whereas, only 3.15% of respondents expressed strong disagreement and 5.59% of employees showed mere disagreement on the view of good interpersonal relationships at their workplace.

The table presented below indicates the level of agreement about overall Quality of Work Life of Library Professionals on five-point rating scale.

Table 5. The level of agreement about overall Quality of Work Life of Library Professionals

QWL (overall)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Observations (%)	29.98	36.95	15.52	11.38	6.18
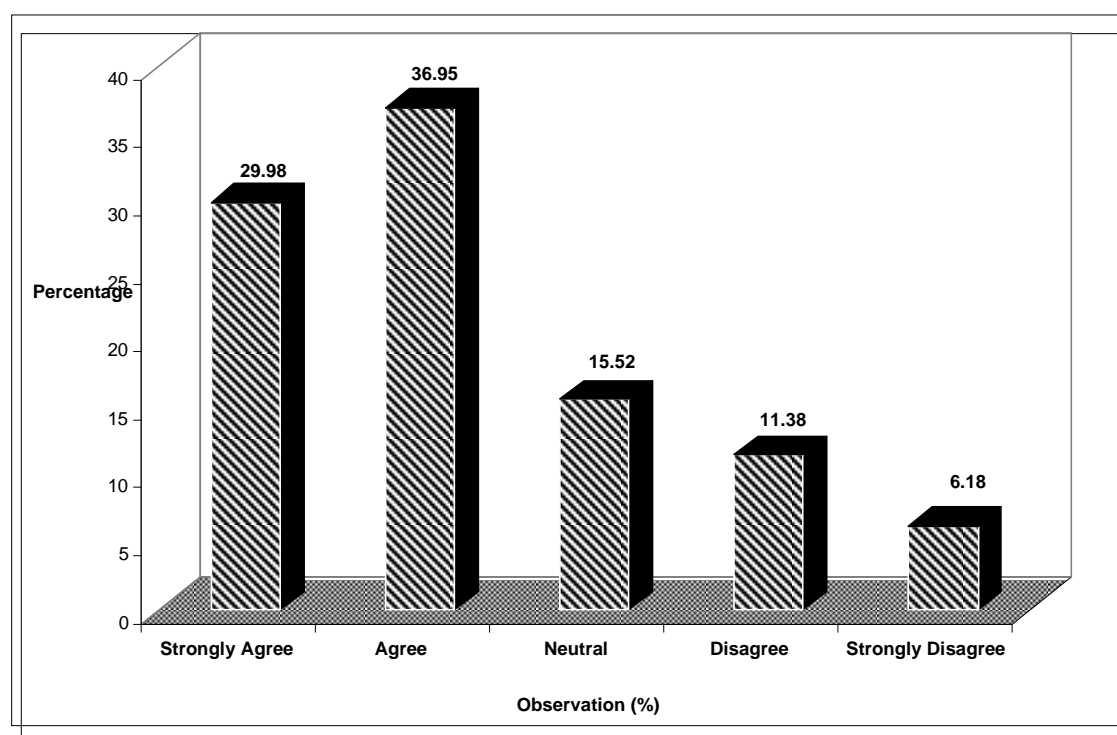
Figure 3: Level of agreement about overall Quality of Work Life of Library Professionals

The table and figure depict a five-point Likert rating scale reflecting the division of opinion of library professionals on determinant factors used in this research to trace the Quality of work life and job satisfaction of library professionals.There are five points in which the respondents have given their opinion as strongly disagree, disagree, neutral, agree, and strongly agree about their job satisfaction and Quality of work life. A majority of library professionals (36.95% agree and 29.98% strongly agree). They are of the clear view that there is a positive relation between all the determinant factors and the quality of work life of library professionals. Whereas 15.52% of professionals are found to be neutral about their opinion. The result shows that majority of the library professionals observe all five determinant factors as the source of job satisfaction and good Quality of work life. Only 6.18% and 11.38% of library professionals differ on this opinion and showed strong disagreement and disagreement respectively. It means that there is an overall improvement in the Quality of work life to provide better services to the users. When we make provision for all the determinant factors for the library professionals.

Spearman Correlation Test
The table presented below highlighted the relationship between rank order-based Quality of Work Life of Library Staff and the overall Quality of Work Life of Library Staff with Status and Interpersonal Relations

Table 6 : Relationship of Quality of Work Life and Job Satisfaction of library staff

Library Staff	Rank Order Based Quality of Work Life of Library Staff			Quality of Work Life of Library St3aff		
	Total Sample	Male	Female	Total Sample	Male	Female
Status	.714**	.732**	.633**	.823**	.836**	.774**
Interpersonal Relation	.909**	.908**	.914**	.881**	.887**	.874**

When we analyze the relationship between status and interpersonal relations with the quality of work life of library professionals at 0.01 level of significance, it is found that they are highly correlated. Whereas when we cross-check interpersonal relations and status it has been identified that it is highly correlated with QWL and job satisfaction.
Hence, we can conclude that the understanding that the QWL of the working life of Library Professionals has a positive relationship with the level of job satisfaction among library professionals in terms of interpersonal relationships and status.
 The important findings regarding suggestive measures for improving the library professionals' Quality of Work Life (QWL) due attention be given to the factors shown as a permanent status
 A clear understanding of the relationship of QWL of library professionals and library and their job satisfaction was examined based on factors categorically and resulted under interpersonal relationship and status

Discussion

When the correlation of status and interpersonal relations is measured with rank order based QWL and overall quality of work life of library professionals, it is proven statically that there is a high level of correlation. Whereas, when the interpersonal relationship with status is compared it has been identified that the interpersonal relationship of library professionals is more highly correlated with QWL than the status
When we look at this whole context, the QWL that the status and interpersonal relation results from the two conditions is obtained by analyzing the data, it is clear that if the employee's status is good then his job satisfaction is high, similarly, the Interpersonal Relation is good with others employees' and organization means job satisfaction is also high.

Conclusion

Therefore, it can be concluded based on the five-point Likert scale, Rank Order, and Spearman Correlation test as shown in the table and figure that positive Correlation between the Quality of Work Life (QWL) of library professionals and their job satisfaction.
Whereas when we cross-check interpersonal relations and status it has been identified that it is highly correlated with QWL and job satisfaction. The understanding is that the QWL of Library Professionals has a positive relationship with the level of job satisfaction among library professionals in terms of interpersonal relationships and status

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