A Study to Measure the Impact of Quality Work Life on Job Professionals

Babita Garg* and Surya Nath Singh**


Abstract
For the full and complete enjoyment of life, it is necessary to keep a check on its quality. Work life accounts for an average of one-third of adult life. An analysis, thus, on the quality of work life is essential to ensure happiness and contentment at the workplace. A good work life encourages job satisfaction among the employees, which results in several benefits for the employer company, namely a boost in productivity and job loyalty, amid others. The present paper takes a look at the significance of assessing the quality of work life among employees, and its correlation with job satisfaction between them. The paper analyses this relationship in the field of Library and Information Science professionals in India, and determines factors that enable or accentuate the connection between them, namely job assignment, financial rewards and benefits, healthy working conditions and work allocation. It supports the relationship between quality of work life and job satisfaction level through findings from a survey conducted between the professionals belonging to the field of Library and Information sciences.

Key Terms: Quality, Work, Life, Job Satisfaction, Professionals, India, Haryana, Library, Information Science.

Introduction
The human perspective to living goes beyond being a mere compilation of breaths. It demands that life must not only be lived but also lived well. The concept of a quality life is thus the idea of experiencing the best that can be offered in any circumstances to achieve individual fulfillment. However, life is a sum of its parts, comprising of several environments that work in tandem with each other Nordenfelt. Work is a major aspect of human existence, with an average one-third of lives being spent at work. It surely follows that the work life of a person must be optimal to enjoy a wholesome existence. Quality of work life is the sense of contentment a person seeks to experience in their vocation. If the quality of work life is absent, a person experiences uneasiness in their profession which hinders their ability to perform their tasks. It is an arrangement of standards that an employee establishes to perform their tasks. It is an arrangement of standards that an employee establishes to evaluate the reap and benefits in return for his inputs into the job. It has been discovered to significantly impact employee conduct and attitude towards the job. It thus elevates the employee to a greater status than another cog in the working machinery. The importance of a good quality of work life was realized post-Industrial Revolution era, with employees demanding work to be more than a pursuit of regular salary. Quality of work life now measures itself through various qualitative factors like the nature of work, availability of opportunities and social status, as well as other quantitative factors like financial rewards and number of work hours. Additional factors also take workplace conditions, ability assortment, input scale and coworkers' attitudes into account while calculating the quality of work life for a person. In its broadest sense, Quality of work life also demands the fulfillment of constitutionalism, including the rights of labour, privacy and personal protection to be made available to the worker. It is possible to determine the quality of work life through the perspectives of different stakeholders—namely, administration and management, employees and workers, institute or associations, and the general public Hackman & Olhdam. Based on such opinions, the key components to a healthy work life can be established Shaw. Developing an understanding of the parameters is essential to determine issues with work-life management for the workers. These issues can exist in the forms of high-performance pressure, lack of...
acknowledgement and appreciation, stressful professional relations, low financial benefits or more Shaw. Measures can then be taken to avoid or resolve such issues and improve the quality of work-life. Motivational exercises for workers, restructuring of the organization and better dialogue between the parties are some ways to resolve the situation. A resultant high quality of work life paves way for job satisfaction. It is a necessary indicator of employee well-being and productivity. Multiple studies Skalli et al. & Guna Seelam Rehnam Mainumah pin quality of work life as a major determinant of job satisfaction, which is highly warranted. It is indisputable that a satisfied employee boosts work effectiveness and proves to be a worthy asset for the company. A well-maintained quality of life at work encourages loyalty and dedication among satisfied workers, which results intangibly better results. In the fields of work that demand great mental capacity and efficiency from the workers, quality of work life becomes a crucial aspect to be taken care of. In a library, professional librarians bridge the gap between people and massive volumes and tomes of information. They need to be equipped with the mental agility and alertness to curate, segregate, sort, filter, analyze, categorize and locate vast amounts of knowledge and information. They are also responsible for extending a sense of community in the society, and build better resources and efficiently manage them, usually for low pay or social recognition. The librarians also face the challenge of frequent updates like changes in filing and documentation rules, outdated systems with a lack of automation Shaw and a shortage of placated administrators Chopra. Such an arduous job description can be even more taxing in a hostile work life. Thus, there is a dire need to evaluate and improve the quality of work life for library professionals, in order to ensure absolute job satisfaction. In India, the quality of work life, particularly in the library sector, has not been studied in any focused manner. It is an urgent need to conduct a deep-rooted analysis into the issues and challenges faced by the professionals in this industry and establish the status of quality in their work lives in relation to securing job satisfaction. The study becomes even more significant when seen through the prism of globalization and technological advancements that have stirred the field, and created a shift in work expectations. The findings of the study shall help in planning and management for recruiting, salary, structure promotion and training among the library professionals.

Literature Review

For the present study about understanding the quality of work life in relation to job satisfaction among library professionals, all the relevant literature was reviewed. The following presents a summarized review of literature contributed by information scientists, research scholars and library professionals to this field of study.

A good and quality life is a multi-dimensional concept. It incorporates valuable experiences in both personal and social environments. Human life as a whole is viewed in different domains, such as religious life, personal life. Work life is a major aspect of human existence and exists as equivalent to work life in all other aspects of life. Buchmanan. It is hence vital to assess the standard of work life a person lives. Quality of work life is the idea that a workplace must exist in a manner that satisfies employees’ expectations and is not exploitative in its demands from them. It is the foundation of work culture Walton and an individual worker’s standard for measurement of work Gupta. It connects personal needs to the workplace Hackman & Oldham; Wyatt also adding to the mental and material wealth of employees Harrison.

Quality of work life is necessary to be ensured since employees are the most vital assets in an association and can render even the best and latest equipped organizations non-functional. Employees today recognize this need and demand better work-life than one with mere financial benefits. An employee that spends a major portion of his or her life at the work-place, wishes for quality management that inspires belongingness and loyalty to the organization Singh. Job satisfaction is the outcome of different weighted aspects of work Skalli et al. and shares meaningful interrelation with the quality of work life. A lack of guidance can be costly, affecting an employee’s sense of fulfillment and causes a lack of interest and input. There thus exists a positive relationship between high-quality work life and greater occupation fulfillment Sayeed & Sinha. It can measure many variables like departmental relations, compensation, statistic factors and network benefits Chay & Wyatt. This association of job satisfaction and quality working environment Mathur & Paranjpe is noteworthy to achieve higher growth results for the organization. Multiple studies have shown that advanced quality of work life results in low worker turnover rate (Mohammed Massad Health Policy Management, 2013) and also reduces absenteeism rates Bhata & Valecha. An organization that does not adequately cater to the needs of its employees is bound to face a shortage of placated administrators Chopra. Such an apparatus cannot achieve productive results Sinha & Sahaya. It must provide the requisite conditions of work to create job satisfaction and boost employee performance to the maximum levels. In an Indian context, quality of work-life included merely the concepts of wages or working hours in the initial years Sekharan. A gradual realization has been that work-life needs to be strengthened by focusing on different sectors of an organization. It can be done via improving worker participation and skill development, providing labor amenities and job security, and promising ready support to the workers Tandon. Indian employees also consider work assortment, stress levels and reliable correspondence as important factors in forming an opinion about job satisfaction Sekharan. In the field of libraries, employees are required to put in long hours of work and perform multiple tasks, ranging from collection and curation to categorization and organization. The library professionals also aid in establishing a sense of social community and resource sharing. These knowledge powerhouses serve as foundations for both academic and administration institutes. It is thus crucial to know whether the employees are satisfied in their job security and social and esteem needs Bhosshan Lal. The profession must also move along with advancements in technology and regularly update itself with new resource sharing methods, such as automation Shaw. In such scenarios, attention must be paid to bookkeepers and administrators, to keep them content and efficient in their jobs. A successful way to achieve the highest functionality of the employees is to provide facilities like promotion opportunities, decent pay-scales and appropriate working conditions Chopra. The existing literature relevant to examine quality levels of work among library employees in India is scarce and inadequate. There is a pressing need to determine the standards of quality of work life among professionals in the library and information centers in India. Insights into the association between quality of work life and job satisfaction need to be made, to figure out the challenges that hinder the growth of this sector. The present study attempts to find any direct correlation between the quality of work and job satisfaction, and perceived issues that cause job stress and discontentment among the professionals in library and information centers.
**Objective**

- It is necessary to evaluate the status of work life for professionals employed in the library and information sciences fields.
- This paper aims at measuring the impact of quality work life on job satisfaction for such professionals.

**Methodology**

The present study focuses on the measurement of quality of work-life for professionals from library and information science fields and its relationship with job satisfaction among them. For the purpose, the study relies on relevant research material on the topics of quality of work life and job satisfaction, as aforementioned. It also collects data from various library and information science professionals-information scientists, research scholars and library professionals, working in Haryana, India. It collects information on background factors that influence the work-life like educational qualification, experience and job location. It also analyzed answers to questions on the pay scale and financial incentives, as well as professional support and encouragement for availing growth opportunities. Lastly, to establish the relationship with the sense of contentment among the employees, the study focuses on questions that pertain to factors that determined a quality work life, such as financial rewards, allotment of tasks and duties, and working conditions. The employees were asked to rate the happiness that they derived from these factors to understand the measure of job satisfaction in their work life as a professional. The study revealed that quality work life had a significant impact on establishing the levels of job satisfaction among the surveyed professionals.

**Data Analysis**

- **Job and Financial Satisfaction**

  Quality must be maintained well in work life to guarantee satisfaction with the demands of the job. An employee must be secure and gratified with the duties he or she needs to perform. The assurance of job satisfaction can be provided with a deeper assessment of the following factors that affect the quality of work-life for the professionals.

- **Job Assignment and Financial Records**

  The job must be assigned after grave consideration to the person’s qualification and experience for the tasks it demands to be performed. Both academic, as well as career qualification, is essential to be kept in mind. Any seniority perks should also be taken into account before putting the employees to task as per their job designation.

<table>
<thead>
<tr>
<th>Satisfaction level</th>
<th>Respondents</th>
<th>%age</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfied</td>
<td>125</td>
<td>62.5</td>
</tr>
<tr>
<td>Partially satisfied</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>38</td>
<td>19</td>
</tr>
<tr>
<td>Not satisfied</td>
<td>31</td>
<td>15.5</td>
</tr>
<tr>
<td>Total</td>
<td>200</td>
<td>100</td>
</tr>
</tbody>
</table>

As table 1 shows, in the present study, 125(62.5%) respondents were satisfied with their job, 6(3%) partially satisfied, 38(19%) very satisfied and 31(15.5%) were found to be not satisfied. This has a direct impact on the employee’s attitude and perspective towards work life.

- **Financial Rewards and Benefits**

  To ensure a work life that fits the expectations of the employees, financial rewards and benefits must be properly assessed. A decent pay scale, appropriate to the employment status and job profile, should be determined to the contentment of the employee and time given.

**Table 2: Satisfaction Level with Present Salary**

<table>
<thead>
<tr>
<th>Satisfaction level</th>
<th>Respondents</th>
<th>%age</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfied</td>
<td>103</td>
<td>51.5</td>
</tr>
<tr>
<td>Partially satisfied</td>
<td>31</td>
<td>15.5</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>12</td>
<td>6</td>
</tr>
<tr>
<td>Not satisfied</td>
<td>54</td>
<td>27</td>
</tr>
<tr>
<td>Total</td>
<td>200</td>
<td>100</td>
</tr>
</tbody>
</table>

Table 2 shows that in the present study, it is observed that more than 50% of the respondents were satisfied with their present salary as they revealed during the filling of the questionnaire with the researcher. A total of 31(15.5%) were partially satisfied, 12(6%) very satisfied and 54(27%) were not satisfied.

**Fig. 1: Satisfaction Level with the Present Salary**

Fig. 1 illustrates the findings from table 2. Salary is the key factor to denote the job satisfaction related to salary. Money plays important role in everyone life. Every human while working, his or her satisfaction towards life totally depends upon their economic condition. How much they are earning, either they are earning according to their qualification and experience and they are receiving the proper salary in lieu of this.

- **Healthy Working Conditions**

  Quality work life is a myth until the working conditions for the employees are well- maintained. This not only consists of physical amenities like proper facilities for work and recreation but also a better organizational environment. A work life that causes much stress will brew dissatisfaction among the professionals, and lower productivity. However, a cooperative conduct by the employers can help in great measures. Supportive management and administration attitude remove isolation and jealousy between professionals. It results in higher job satisfaction by encouraging mutual camaraderie at work. All the respondents were questioned about the working condition of their libraries.
if they have any quest for knowledge, the user’s need, action take to achieve user’s need, if they have leadership quality, the involvement of all working staff members, team spirit and any methods to measure the progress etc.

$X^2 = 716.89, df=12, p<0.001$ Significant

Table 3 shows that all the respondents were agreed with respect to these queries i.e. 97%, 100%, 96.5%, 47.5%, 100% and 78%, respectively. Only 50 respondents (25%) didn’t respond to leadership quality and 42(21%) regarding progress measurement. Calculated chi-square value is 716.89. It is higher than table value 21.02. Hence, there is a significant difference among different responses.

**Fig. 2 Working Condition of Library Professionals**

In the digital era, various factors are responsible for the better functioning of any library. Fig. 2 illustrates the data findings from Table 3 regarding the respondents’ satisfaction levels based on their assessment of their working conditions.

- **Allotted Work**
  The nature of work allotted to a professional goes a long way in ensuring the level of satisfaction for the job. It is important to ensure that the work should be suited to the expectations of the job as well as the organization. It must also be evenly and justly allotted as per the skills and position of the professional. Quality of work should also be kept in mind. It must be interesting and exciting, but not too demanding and cause issues of stress or job insecurities. Respondents, i.e. field professionals were asked to report on whether they found that the work allotted to them are fair and appropriate to their qualification, experience and seniority.

**Table 4: Job Allotted According to Qualification and Experience**

<table>
<thead>
<tr>
<th>Job allotted</th>
<th>Respondents</th>
<th>%age</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>188</td>
<td>94</td>
</tr>
<tr>
<td>No</td>
<td>12</td>
<td>6</td>
</tr>
<tr>
<td>Total</td>
<td>200</td>
<td>100</td>
</tr>
</tbody>
</table>

Table 4 shows that the maximum number of respondents 188(94%) accepted that they have been allotted job according to their present qualification. Only 12(6%) reported negatively.

**Conclusion**

A good quality in work life is a key player in determining the job satisfaction levels for a professional. For Library and information sciences professionals, the presence of a favorable work life gives a feeling of contentment regarding their work. The present paper finds out that the quality of work life can have a significant consequence in maintaining the levels of job satisfaction, especially for allotment of work and specific tasks. The study thus finds that quality work life has a direct and positive correlation with satisfaction for the job. To boost productivity and employee satisfaction, the organization must be careful to maintain a workplace standard that is suited to help the employees bring out their best abilities in their performance. Such quality levels can be ensured by keeping a check on various factors such as suitable job assignments, provision of decent physical facilities, and fair and growth-oriented allocation of work to various professionals as per their abilities and experience. Financial rewards and benefits are also essential elements to feeling job satisfaction, and must be justly distributed, to avoid discontentment and resentment from breeding in the employees’ attitudes. Such factors together establish a decent work life for professionals, which ensures complete job satisfaction within professionals, and enables high productivity for the organization.

**References**


