

OCCUPATIONAL STRESS AMONG LIBRARY PROFESSIONALS IN HARYANA

Somvir*, Sudha Kaushik**

*Librarian, Ganga Institute of Technology and Management, Jhajjar, Haryana.

Email: somvirrathee9@gmail.com.

**Librarian, PDM College of Engineering, Bahadurgarh, Haryana.

Email: sudhakaushik2@yahoo.co.in.

Abstract Stress is a universal element which is faced by us in every walk of life and both employees and organizations are affected by it, in both positive and negative ways. Occupational stress is also called as burnout. Burnout is a physiological term and is a feeling of well-being. This is also simultaneously perceived as a sense of imbalance. Further, it is the way of reacting mentally, physically, and emotionally in different situations, which are not controllable. Another burnout in which the individual feels bad emotions like as anger, frustration, anxiety, tension and depression is the stress. With changing technological environment and information need in the present world, library professionals appear to suffer from occupational stress. A structured questionnaire was constructed in two parts: general data sheet and occupation stress was used to collect the primary data and distributed among a 100 library professionals who were randomly selected as a sample. The aim of this paper is to find out the stress among library professionals in Haryana.

Keywords: Occupational Stress, Library Professionals, Depersonalization, and Burnout.

1. INTRODUCTION

In Psychophysiology, stress refers to some stimulus resulting in a detectable strain that cannot be accommodated by the organism and which ultimately results in impaired health or behavior. Now researchers and practitioners visualize the phenomenon of stress in a new perspective. Each individual needs a moderate amount of stress to be alert and capable of functioning effectively in an organization. Physical and emotional are two types of stress and they are the cause of negative and positive feelings. As a positive influence stress can help us to compel action, result in a new awareness in an exciting new perspective. As a negative influence, it can result in feelings of distrust, rejection, anger, and depression, which in turn lead to frustration with work. With the development and application of information technologies, the library environment has changed from the traditional library to computerized library, then automated library and more recently digital library. The Library professionals experience stress as they readjust their lives with the changing library environment, job rotation, job promotion, etc. While adjusting to such changing library environment, stress will either help or interrupt us depending on how we react to it. There is a pressure on the library professionals to adopt knowledge of new technologies along with traditional

method of functions and services. But there is limited scope for training programs, higher studies, refresher courses, and this becomes a cause of stress among library professionals. The fear about job security is also a reason of stress among library professionals, because a lot of departments give appointment to the computer professionals. Positive stress also known as Eustress and to generate enthusiasm, productivity, creativity, etc., there is a strong need of some stress, because it is beneficial to motivate the person.

In Haryana state, most of the librarians are well qualified but they are directed for their work by institution's head or other senior staff, who are not aware of library functions or services. The situation becomes very awkward when librarians are compared with clerical staff and they have to work under the in-charge of library, who is related with other field, who doesn't know the designation of a librarian and what are the responsibilities and duties of librarian. The library professionals are frustrated due to low salary, status, and responsibility for the missing books, and these factors are discouraging librarians to provide better library services. The librarian has no say in the budget system. The implementation of new technologies is very necessary for the development of libraries, it become the cause of occupational stress which is techno stress. Library job is the teamwork and it can't be performed individually. There

is lack of interaction with others colleagues in the library profession, but for the development of profession, interaction is necessary.

2. LITERATURE REVIEW

Affleck (1996) had chosen emotional exhaustion, loss of feeling for users, and diminished feeling of personal accomplishment for the study on the Bibliographic Instruction Librarians in New England and selected 142 librarians for sample. She used the Maslach Burnout Inventory as the psychometric instrument to measure the burnout. The result shows that there was a high level of stress among 52.8 % of the people in a single dimension of the syndrome and 8.5% in all three dimensions. Odelia (1998) found a low level of stress among librarians in universities in Israel. The level of stress was fluctuating between low to medium based on the questionnaire. High degree of stress and dissatisfaction was found with respect to working condition and motivation. Khosravi (2000) investigated on the stress among library professionals in central university libraries in Iran. Fred Luthan's categorizations stressor is applied. This study includes 150 professionals as sample and for the questionnaire Likert Scale was used with 36 questions. Percentage and means are used for analyzing the data. Some factors that cause stress among library professionals are lack of library seniors' support, job security, senior's cooperation, correct measures for the encouragement, and scientific methods of performance evaluation. Poole and Denny (2001) investigated the aspects of techno stress of librarians owing to the introduction of new technologies in the library field. An exclusive survey has been conducted at the Community College Library in Florida in USA to study the impact of technology on the library professionals. In this study it is examined how library professionals behave with technological change in the work environment in the Florida Community College Library and Learning Resource Centers. The result of the investigation indicated that the staff is reacting positively to the technological change and there was only a negligible stress related consequence of the change. Haridasan and Sultan (2002) surveyed the library professionals of the Gorakhpur University to identify the role of different dimensions of stress experienced by the library staff working in different levels in the organization, and to study the personal factors causing the stress among library staff, etc. A sample of 62 members was taken to ascertain their stress experience. The findings show that the librarians are under stress as they are affected by role overload, role conflict, unreasonable group and political pressure, and under participation. The librarian also experience high levels of stress with the emotional exhaustion dimension. Sornam and Sudha (2003) attempted to study the influence of age, experience, marital status on ORS, and to find out the extent of association between selected socio demographic

variables and occupational role stress among women library professionals working in Bharathidasan University in Tamil Nadu. As statistical tool the median, chi-square, Karl Pearson's, and T-test were used. The results show that age, experience and marital status have significant association with ORS. The study undertaken by Togia (2005) mainly tries to measure the levels of stress among Greek Academic librarians and to assess its relation with certain background characteristics. The Maslach Burnout Inventory (MBI) was administered on a sample of 136 academic librarians across Greece. There were low levels of emotional exhaustion and depersonalization, and moderate levels of personal accomplishment were found in the study. Age, experience, and participation in decision making were found to be independent of the burnout experienced. Ajala (2011) studied on Work-related stress among Librarians and Information Professionals in a Nigerian University. In the study, the author found that there were inadequate working tools and resources; librarians don't have enough and adequate working tools in their own unit, which leads to work overload for them, the ergonomic problem affects their physical health; poor job incentives or rewards; interaction with other staff, i.e., dealing with conservative or bullying colleague and usage of harsh or abusive language. Home problems were also found a cause of stress. It was observed that librarians didn't have any fear about the job security in the Ibadan University library System. Males have more job dissatisfaction than the female staff; the older staff experience more job satisfaction than the younger staff.

3. RESEARCH METHODOLOGY

The research methodology is a way to systematically solve the research problem, i.e., it signifies how the research is being carried out. A sample of 100 library professionals working in private engineering & management colleges of Haryana were selected. The present data were collected with the help of a well designed online questionnaire. The obtained data were processed for the computation of Mean, Standard Error of Mean, Median, Mode, Standard Deviation, Variance, Skewness, Standard Error of Skewness, Kurtosis, Standard Error of Kurtosis, Range, Minimum, and Maximum. All the statistical analysis was performed with the help of SPSS. For this gender, marital Status, supervisory status, involvement in IT and residential areas (rural/urban) independent variables are selected.

4. DATA ANALYSIS AND INTERPRETATION

The data, after collection from primary and secondary sources, has to be processed and analyzed in accordance with the outline laid for the purpose. This is essential to ensure that all the relevant data is used for making comparisons and

analysis. Analysis thus refers to the computation of certain measures along with searching for patterns of relationships that exist among data groups. Interpretation is to cover raw data into information.

Table 1: Statistical constants for the distribution of OS scores for the total sample

N	Valid	100
	Missing	0
Mean	189.6200	
Std. Error of Mean	2.32082	
Median	189.0000	
Mode	193.00	
Std. Deviation	23.20823	
Variance	538.622	
Skewness	.879	
Std. Error of Skewness	.241	
Kurtosis	.925	
Std. Error of Kurtosis	.478	
Range	103.00	
Minimum	153.00	
Maximum	256.00	
Maximum Possible	300	
Minimum Possible	60	

4.1. Interpretation

In respondents, 57% are male and 43% are female, 39% are married and 61% are unmarried. 63% respondents have supervisory designation and 37% have non supervisory

designation. 91% library professionals are involved in IT but 9% are not involved. In respondents, 71% library professionals belong to Urban and 29% belong to Rural.

The measures of central tendency and dispersion of the Occupational Stress scores were computed. The statistical constant for distribution of OS scores is given in Table 1.

4.2. T-Test for the Significance of Difference between Mean OS Scores of Male and Female Library Professionals

Hypotheses (H₁): There is no significant difference between male and female employees in terms of occupational stress factors.

4.3. T-Test for the Significance of Difference between Mean OS Scores of Marital Status of Library Professionals:

Hypotheses (H₂): There is no significant difference among employees in terms of occupational stress factor according to the marital status.

4.4. T-Test for the Significance of Difference between Mean OS Scores of Nature of Job (Supervisory and Non-supervisory) of Library Professionals:

Hypotheses (H₃): There is no significant difference among employees regarding nature of job (supervisor/non-supervisor) and occupational stress factors.

Table 2: Group Statistics

	Sex	N	Mean	Std. Deviation	Std. Error Mean
OS	Male	57	190.4737	24.12919	3.19599
	Female	43	188.4884	22.15892	3.37920

Table 3: Independent Samples Test

	Levene's Test for Equality of Variances		t-test for Equality of Means						
	F	Sig.	t	Df	Sig. (2-tailed)	Mean Difference	Std. Error Diff.	95% Confidence Interval of the Difference	
								Lower	Upper
Equal variances assumed	.145	.705	.422	98	.674	1.98531	4.70740	-7.35637	11.32699

Table 4: Group Statistics

	Marital Status	N	Mean	Std. Deviation	Std. Error Mean
OS	Single	39	189.3590	21.68493	3.47237
	Married	61	189.7869	24.30714	3.11221

Table 5: Independent Samples Test

	Levene's Test for Equality of Variances		t-test for Equality of Means						
	F	Sig.	T	df	Sig. (2-tailed)	Mean Diff	Std. Error Dif	95% Confidence Interval of the Difference	
								Lower	Upper
Equal variances assumed	.889	.348	.089	98	.929	-.42791	4.78224	-9.91811	9.06229

4.5. T-Test for the Significance of Difference between Mean OS Scores of Involvement in IT of Library Professionals

Hypotheses (H₄): There is no significant difference among the employees according to Involvement in IT in terms of occupational stress factors.

between Mean OS Scores of Library Professionals (urban/rural)

Hypotheses (H₅): There is no significant difference among employees on the basis of library profession (urban/rural) in terms of occupational stress factors.

4.6. T-Test for the Significance of Difference

Table 6: Group Statistics

	Supervisory /Non -Supervisory	N	Mean	Std. Deviation	Std. Error Mean
OS	Supervisory	63	190.4762	23.41206	2.94964
	Non supervisory	37	188.1622	23.10305	3.79812

Table 7: Independent Samples Test

	Levene's Test for Equality of Variances		t-test for Equality of Means						
	F	Sig.	T	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
								Lower	Upper
Equal variances assumed	.002	.962	.480	98	.633	2.31403	4.82577	-7.26255	11.89061

Table 8: Group Statistics

	Involvement in IT/Not Involved	N	Mean	Std. Deviation	Std. Error Mean
OS	Involved	91	190.1319	23.65925	2.48016
	Non Involvement	9	184.4444	18.30376	6.10125

Table 9: Independent Samples Test

	Levene's Test for Equality of Variances		t-test for Equality of Means						
	F	Sig.	T	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
								Lower	Upper
Equal variances assumed	.249	.619	.700	98	.486	5.68742	8.13061	-10.44750	21.82235

Table 10: Group Statistics

	URBAN/RURAL	N	Mean	Std. Deviation	Std. Error Mean
OS	URBAN	71	189.4930	22.54258	2.67531
	RURAL	29	189.9310	25.17642	4.67514

Table 11: Independent Samples Test

	Levene's Test for Equality of Variances		t-test for Equality of Means						
	F	Sig.	T	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
								Lower	Upper
Equal variances assumed	.668	.416	.085	98	.932	-.43808	5.14046	-10.63916	9.76301

Table12: Output of the Hypotheses

Hypothesises	t –values	Results	Supported/not Supported
Hypothesises (H1)	.422	.422< 1.96	Supported
Hypothesises (H2)	.089	.089< 1.96	Supported
Hypothesises(H3)	.480	.480< 1.96	Supported
Hypothesises(H4)	.700	.700< 1.96	Supported
Hypothesises (H5)	.085	.085< 1.96	Supported

5. FINDINGS, SUGGESTIONS & RECOMMENDATIONS

The percentage of librarians having high level of occupational stress is zero. The magnitude of the mean score of OS is 189.62 in the sample with a standard deviation of 23.20. Therefore it is observed that the library professionals working in academic libraries of Private Engineering & Management Colleges in Haryana do not experience any Stress in their occupation. All the respondents in the sample experienced only low stress in their occupation. Consequently, it was

concluded that the library professionals in Haryana did not have occupational stress at all. Therefore comparisons of the mean OS scores of relevant subsamples were not attempted.

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 occupational stress of library professionals. The study can be extended to identify the major stressors in the library and information profession in Haryana. The study can be extended incorporating psychological and institutional variables such as Self-

concept: Self-respect refers to holding yourself in esteem and believing that you are good and worthy of being treated well. In our research we found out that if employees feel comfortable in organization environment, he /she will try to give more self-respect to him/ her.

Achievement Motivation: One theory of Achievement Motivation was proposed by Atkinson and Feather (1966). They stated that a person's achievement oriented behaviour is based on three factors: the first part being the individual's perception of value of the task, the second part being the probability of success, and third, the individual's predisposition to achievement. It means that if employees try to do some good things for organization then organization will provide some recognizable awards for motivation.^[9] A study can be conducted to explore the Occupational Stress of semi professionals in the libraries and to compare the results with that of professional librarians. Occupational stress of library professionals can be explored and compared with other professionals.

6. CONCLUSION

There is no significance difference related to gender, marital status, nature of job, involvement in IT, and library professional (urban/ rural) in terms of occupational stress factors among library professional. The study concludes that occupational stress factors equally affects everyone's productivity. Self-respect refers to holding yourself in esteem and believing that you are good and worthy of being treated well and in our study we found out that if employee (doesn't matter library professional or other professional) feel comfortable in organization environment, he /she will try to give more self-respect to him/ her. Timely achievement motivation awards, give the value of their work and give them a recognition in the organization so that they feel self respect within an organization and feel motivated. These things will increase their productivity and their courage about their work in a very good manner. There are many factors to reduce stress of employees like to give respect to their work, motivate them, try to listen their problems (family as well and work environment) so that he / she feels more comfortable during work time. One should also try do identify the factors of stress among employees in time and attend to them personally. These things definitely reduce stress among employees and increase their productivity.

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