

The impact of attitude on job performance of library attendants of public libraries in Vavuniya district

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An employee's attitude has a potential to impact his interactions with others and his individual job performance. The main objective of this study is to identify the impact of attitude on job performance of Library Attendants of Public Libraries in Vavuniya District. All total population of 23 Library Attendants were selected from five Public Libraries in the district for this purpose. Survey method was followed to collect the data and the questionnaire was used as a principal tool for the data collection. The questionnaire measures the attitude on three facets: Job Satisfaction, Job Involvement and Organizational Commitment on the achievement of Job Performance. Data was analyzed by using the SPSS statistical package. The results show that job satisfaction highly correlates with job performance ($R = 0.550$ and the p value is less than 0.05). Job involvement positively correlates with job performance ($R = 0.454$ and the p value is less than 0.05) and organizational commitment positively impacts on job performance ($R = 0.476$ and the p value is less than 0.05). Therefore, the attitude of Library Attendants positively impact on job performance in the Public Libraries ($R = 0.584$ and the p value is less than 0.05). The attitude explains only 48.6% of the variance in job performance ($R^2 = 0.486$). Hence the unexplained portion (51.4%) may be due to some other factors such as work stress, working environment etc., which impact on job performance. Some of the Library Attendants (29%) are not satisfied with their jobs as they are under employed. It is recommended to improve the positive attitude of the Library Attendants by establishing promotional prospects, appropriate salary scale and providing better working environment to have stronger job performance. An action should also be taken by the management to train the Library Attendants in professional manner to improve their job performance.

Keywords: Attitude, Job performance, Library attendants, Public library