

A STUDY ON USER SATISFACTION OF HIGHER EDUCATIONAL INSTITUTE LIBRARIES IN DINDIGUL Dt.

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ABSTRACT

This paper is discusses about the user satisfaction on higher educational institute libraries in Dindigul District. The Survey method was adopted to collect the data. 1414 questionnaire were distributed to the faculty members and 968 (68.45%) questionnaire were received. It found that the 414 (42.77) of faculty are 'highly satisfied' to the articles can be accessed online with free of charges. The faculty members give the confidence about the Institutional Repository. The majority of the faculty recognized the purpose of using SNS in academic library.

Keywords: Library resources, Academic library user, User satisfaction

INFORMATION

Information is power. It is a well known fact that the information has been increasing rapidly, and the increasing information is available in variety of different formats like e-books, e-magazines, e-journals, CD-ROM, DVD, etc. Information and communication technology (ICT) is the biggest achievement in the evolution of mankind. ICT is any system designed to gather, process or distribute information or it is the science and skill of all aspects of computing, data storage, and communication. It may be any combination of tools and procedures that facilitate the generation, acquisition, storage, organization, searching, retrieval, and transmission of information using electronic means. It fundamentally changes the access, storage and dissemination of information, and facilitates global interconnectivity, and accelerated information exchange. There is a growing concern over library professionals' insufficient level of ICT literacy. The ICT literacy skills, necessary for academician in the emerging knowledge driven society, are continuously changing. The faculty in developed countries moved quickly to learn and adopt new information technologies. Despite the high penetration rate of ICT and exponential growth of Internet, many faculty in India lack the ICT literacy skills.

Information as concepts remains tangled in a loosely defined terminology. Yet, everyone has to deal with it in many ways through their life. The simple meaning of information in a restricted science is a sensible statement, opinion, fact, concept of ideas, or an association of statements, opinions or ideas. Academic Libraries provide additional facilities for higher learning, research and dissemination of knowledge publications. The academic library is

governed by the statutory laws of the concerned higher education institution. Today academic libraries have a very large role to play to meet a variety of demands of information and knowledge to cope up with the multidimensional activities of higher education field.

REVIEW OF LITERATURE

Liao et al. (2007)³ conducted a comparative study of the information needs and information seeking behavior of international graduate students and American graduate students under title "Information-Seeking Behavior of International Graduate Students vs. American Graduate Students. They found the user were more satisfied by library services. Fatima and Ahmad (2008)⁴ carried out a study and found the Newspapers were the most used documents followed by use of books and journals. Carrier development was the most preferred response for seeking information. Ninety percent students agreed that students needed instruction on how to use information source in their subject area for the effective and efficient use of the information sources and services. Singh and Satija, (2008)⁵ revealed that library and information centres were the most preferred sources to meet information requirements of agriculture scientists. Users depended heavily on the computerized information search facility. The working culture of those who need information, facilities available for seeking information and knowledge about them, chances of getting the required information etc. affect the information seeking behaviour of the users.

Doraswamy (2015)⁶ found that the level of satisfaction of users in private colleges was more than the level of satisfaction of users in consent colleges in regard to text books, reference books, project reports and question papers. However, with regard to periodicals the users of concern colleges were more satisfied than the users of private colleges. Gareema Sanaman (2015)⁷ studied the useful for the LIS professionals and the research community to provide an insight into the current status of the AT available in NCR libraries, India. This study is first to explore the viewpoint of people with disabilities regarding the ATs available in NCR libraries of India. Rakesh Mohindra (2015)⁸ was found that library environment and library services significantly predict the user satisfaction. The level of quality of different attributes, i.e., library environment, collection, staff, and services were significantly different across academic discipline of respondents. The study will be helpful for libraries to improve their quality of services and increase user satisfaction.

OBJECTIVES OF THE STUDY

1. To identify the level of user satisfaction while accessing Institutional Repositories
2. To determine opinion about the web based technologies and tools services
3. To assess the purpose of SNS using in Academic Libraries

METHODOLOGY

This analysis is made an attempts to identify user satisfaction on higher educational institute libraries in Dindigul District. There are 20 Arts and Science Higher Educational Institutions available in Dindigul District. Totally 1414 Questionnaires were distributed to the faculties to Arts and Science Higher Educational Institutions in Dindigul District, out of this 968 were received back and the response rate is 68.45%. The collected data were classified and tabulated according to the objectives of the study by using WAM, Chi-Square Test and simple percentage analysis.

ANALYSIS AND INTERPRETATION

The collected data has been analyzed and the institution wise distribution of questionnaires are shown Figure .1

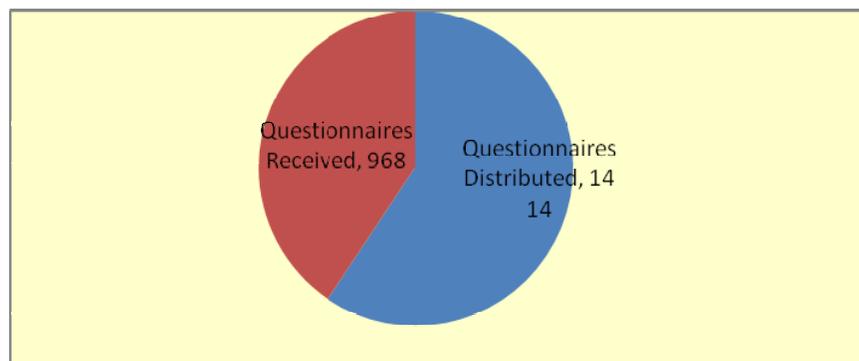


Figure.4.1: Distribution of Questionnaires

The Figure 1 shows the distribution of questionnaires among the Faculty of higher educational institutions in Dindigul District. Totally 20 Arts and Science Higher Educational Institutions were selected and 1414 questionnaires were distributed. Out of these, 968 questionnaires were replied after duly filled and the response rate is 68.45%.

Table 1 : Level of Satisfaction While Accessing Institutional Repositories

Sl.No	Statement	SDS	DS	NO	S	HS	M	SD	R
1.	Articles can be accessed online with free of charge	83 (8.57)	62 (6.40)	67 (6.92)	342 (35.33)	414 (42.77)	3.932	1.235	1
2.	Open access provides larger potential evidence and audience	98 (10.12)	68 (7.02)	66 (6.82)	308 (31.82)	428 (44.21)	3.930	1.304	6
3.	It increases impact of researcher’s work	75 (7.75)	83 (8.57)	75 (7.75)	345 (35.64)	390 (40.29)	3.921	1.231	7
4.	It makes for easy accessibility of the research work and create further research	107 (11.05)	83 (8.57)	66 (6.82)	421 (43.49)	291 (30.06)	3.729	1.279	8
5.	It provides free online access to the literature necessary for one’s research	70 (7.23)	87 (8.99)	46 (4.75)	390 (40.29)	375 (38.74)	3.943	1.201	3
6.	It provides opportunity to increased citation to published scholarly work	71 (7.33)	107 (11.05)	69 (7.13)	291 (30.06)	430 (44.42)	3.973	1.271	5
7.	It helps in career development and worldwide attraction	77 (7.95)	90 (9.30)	74 (7.64)	308 (31.82)	419 (43.29)	3.932	1.263	4
8.	Self-archiving is possible round the clock	77 (7.95)	85 (8.78)	75 (7.75)	298 (30.79)	433 (44.73)	3.956	1.262	2

Note : SDA-Strongly Dissatisfied, DA-Dissatisfied, NO- No opinion, S.Satisfied, HS-Highly Satisfied, M- Mean, SD-Standard Deviation, R-Rank, Percentage of the value shown in parenthesis

Table 1 indicated the level of satisfaction while accessing institutional repositories in Library. The faculty has given the first preference to the ‘Articles can be accessed online with free of charge’ used to the institutional repositories in Library. Second and third preference indicated by the faculty as the ‘Self-archiving is possible round the clock’ and ‘It provides free online access to the literature necessary for one’s research’. The least preference indicated by the faculty ‘It makes for easy accessibility of the research work and create further research’ to use the institutional repositories. The mean value range between 3.729 to 3.932. The level of satisfaction are in 'satisfied' and 'highly satisfied' while accessing institutional repositories in Library by the faculty.

Table 2: Level of Satisfaction while Accessing Institutional Repositories Vs Gender

Sl.No	Statement	Male			Female			Chi. Square
		M	SD	R	M	SD	R	
1.	Articles can be accessed online with free of charge	3.987	1.216	1	3.907	1.295	7	3.378
2.	Open access provides larger potential evidence and audience	3.907	1.336	6	3.940	1.290	5	2.192
3.	It increases impact of researcher's work	3.913	1.245	4	3.925	1.226	5	11.591
4.	It makes for easy accessibility of the research work and create further research	3.743	1.318	8	3.723	1.262	8	7.435
5.	It provides free online access to the literature necessary for one's research	3.910	1.255	5	3.958	1.178	2	3.772
6.	It provides opportunity to increased citation to published scholarly work	3.930	1.282	3	3.993	1.214	1	13.765
7.	It helps in career development and worldwide attraction	3.897	1.193	7	3.948	1.293	4	11.955
8.	Self-archiving is possible round the clock	3.947	1.279	2	3.960	1.255	3	.698

(M-Mean, SD-Standard Deviation, Degrees of Freedom=4; Table Value - 9.488)

Level of satisfaction while accessing institutional repositories in Library with Gender wise distribution indicated in the table 2. The Male faculty were given 'Articles can be accessed online with free of charge' as the first priority. 'Self-archiving is possible round the clock' and 'It provides opportunity to increased citation to published scholarly work' are other second and third preferences indicated. The least preference was given by them for 'It makes for easy accessibility of the research work and create further research'. The mean value of all the variables ranges between 3.743 to 3.987.

The Female faculty has given 'It provides opportunity to increased citation to published scholarly work' has been indicated as a first priority 'Satisfied with job' and 'It provides free online access to the literature necessary for one's research' are the second and third preferences indicated by female faculty. The least preference was given by them to 'It makes for easy accessibility of the research work and create further research' The mean value of all the variables ranges between 3.723 to 3.993.

Further, Chi-square test has been administered to identify the significance. The calculated value has been shown in Table 2. Table value is 9.488 at 5% level of significance the calculated value for all the values were less than the table value except three variable which indicated the variables are insignificant in difference opinion between male and female towards satisfaction while accessing institutional repositories in Library. Remaining variables that is 'It increases impact of researcher's work', 'It provides opportunity to increased citation to published scholarly work', 'It helps in career development and worldwide attraction' are significant because the calculated value greater than the table value.

Table 3: Level of Satisfaction While Accessing Institutional Repositories In Library Vs Type of Institution

Sl. No	Statement	Univ			Govt			SF			Chi-Square
		M	SD	R	M	SD	R	M	SD	R	
1	Articles can be accessed online with free of charge	3.908	1.257	6	3.781	1.407	6	4.065	1.133	1	25.357
2	Open access provides larger potential evidence and audience	4.042	1.126	4	3.820	1.419	5	3.993	1.239	5	41.153
3	It increases impact of researcher's work	4.217	1.070	1	3.735	1.375	7	4.002	1.115	4	43.623
4	It makes for easy accessibility of the research work and create further research	3.750	1.176	8	3.725	1.337	8	3.728	1.256	8	48.035
5	It provides free online access to the literature necessary for one's research	3.950	1.194	5	3.951	1.169	1	3.935	1.233	7	8.330
6	It provides opportunity to increased citation to published scholarly work	4.117	1.039	2	3.828	1.354	4	4.059	1.165	2	34.518
7	It helps in career development and worldwide attraction	4.092	1.021	3	3.887	1.386	3	3.928	1.208	6	41.130
8	Self-archiving is possible round the clock	3.792	1.365	7	3.910	1.290	2	4.037	1.204	3	17.518

(M-Mean, SD-Standard Deviation, R-Rank, Degrees of Freedom=8, Table value= 15.507)

Table 3 shows the level of satisfaction while accessing institutional repositories in Library with type of institution. It implied from Table 3 that the University faculty were given as the first priority to the 'It increases impact of researcher's work'. 'It provides opportunity to increased citation to published scholarly work' and 'It helps in career development and worldwide attraction' are other second and third preferences indicated by the University faculty. The least preference was given by them for 'It makes for easy accessibility of the research work and create further research'. The mean value of all the variables ranges between 3.750 to 4.217.

The table indicated by Government and Government Aided College faculty has given 'It provides free online access to the literature necessary for one's research' and the first priority. 'Self-archiving is possible round the clock' and 'It helps in career development and worldwide attraction' has been mentioned are the second and third preferences indicated by among that faculty. The least preference was given by them to 'It makes for easy accessibility of the research work and create further research' The mean value of all the variables ranges between 3.725 to 3.951.

In view of Self-financing Colleges, the faculty has been given 'Articles can be accessed online with free of charge' the first priority. 'It provides opportunity to increased citation to published scholarly work' and 'Self-archiving is possible round the clock' has been mentioned are the second and third preferences indicated by among that faculty. The least preference was given by them to 'It makes for easy accessibility of the research work and create further research'. The mean value for all the variables ranges between 3.728 to 4.065.

Chi-square test of analysis was performed to know the association between the level of satisfaction while accessing institutional repositories with type of institution. The Chi-square test showed that the calculated value for all the values were more than the table value 15.507

at 5% level of significance. It can be inferred that all the variables are significant towards level of satisfaction while accessing institutional repositories.

Table 4: Purpose of Social Networking Sites using in Academic Libraries

Sl No	Purpose of using SNS	SDS	DS	DK	S	HS	M	SD	R
1	Internet Messaging or Chatting	81 (8.37)	54 (5.58)	88 (9.09)	365 (37.71)	380 (39.26)	3.939	1.207	7
2	To interact with friends and Searching old friends	69 (7.13)	61 (6.30)	86 (8.88)	362 (37.40)	390 (40.29)	3.974	1.177	5
3	Promotion of my personal "Brand"	79 (8.16)	111 (11.47)	76 (7.85)	286 (29.55)	416 (42.98)	3.877	1.299	12
4	Meet New people	78 (8.06)	97 (10.02)	84 (8.68)	375 (38.74)	334 (34.50)	3.816	1.235	14
5	Exchange of Information	69 (7.13)	67 (6.92)	83 (8.57)	338 (34.92)	411 (42.46)	3.987	1.196	3
6	Sharing personal/public photos and videos	73 (7.54)	102 (10.54)	68 (7.02)	305 (31.51)	420 (43.39)	3.927	1.265	8
7	Comment on other's post	65 (6.71)	76 (7.85)	73 (7.54)	348 (35.95)	406 (41.94)	3.986	1.189	4
8	Academic purpose and update the knowledge	64 (6.61)	96 (9.92)	51 (5.27)	430 (44.42)	327 (33.78)	3.888	1.171	10
9	E book Access	76 (7.85)	59 (6.10)	94 (5.27)	269 (27.79)	470 (48.55)	4.031	1.238	2
10	E journals access	87 (8.99)	60 (6.20)	67 (6.92)	404 (41.74)	350 (36.16)	4.052	1.246	1
11	To promoting own knowledge	62 (6.40)	104 (10.74)	43 (4.44)	272 (28.10)	487 (50.31)	3.899	1.216	9
12	New arrivals Alert	71 (7.33)	96 (9.92)	89 (9.19)	334 (34.50)	378 (39.05)	3.880	1.236	11
13	Events organized	118 (12.19)	106 (10.95)	44 (4.55)	417 (43.08)	283 (29.24)	3.662	1.327	15
14	Open access e resources	91 (9.40)	92 (9.50)	88 (9.09)	293 (30.27)	404 (41.74)	3.854	1.310	13
15	Know my Library	60 (6.20)	88 (9.09)	70 (7.23)	352 (36.36)	398 (41.12)	3.971	1.186	6

Note: SDS-Strongly Dissatisfied, DS-Dissatisfied, DN-Don't Know, S-Satisfied, HS-Highly Satisfied, M- Mean, SD-Standard Deviation, R-Rank, Percentage of the value shown in parenthesis

Table 4 shows the Purpose of Social Networking Sites (SNS) using in Academic Library. The faculty were given to 'E-journal access' as the first preference indicated by them. 'E-Book access' and 'Exchange of Information' were the second and third preferences indicated by the faculty. 'To interact with friends and Searching old friends' and 'To interact with friends and Searching old friends' are the third and fourth preferences indicated by the faculty. The least preference was given by the faculty 'Open access e resources', 'Meet New people' and 'Events organized'. The mean value of all the variables ranges between 3.662 to 4.052. The deviation ranges between 1.246 to 1.327. It can be inferred that all the five variables lies between 'Agree' and 'Strongly Agree'.

Table 5 : Purpose of Social Networking Sites using in Academic Library Vs Gender

Sl No.	Purpose of using SNS	Male			Female			Chi-square
		M	SD	R	M	SD	R	
1	Internet Messaging or Chatting	3.880	1.243	11	3.966	1.191	5	1.725
2	To interact with friends and Searching old friends	3.923	1.237	8	3.997	1.150	2	2.408
3	Promotion of my personal "Brand"	3.903	1.243	9	3.865	1.324	12	3.132
4	Meet New people	3.817	1.203	14	3.816	1.250	14	1.677
5	Exchange of Information	4.010	1.132	4	3.976	1.224	4	8.732

6	Sharing personal/public photos and videos	3.930	1.269	7	3.925	1.264	8	4.699
7	Comment on other's post	4.040	1.156	2	3.961	1.204	7	2.848
8	Academic purpose and update the knowledge	3.843	1.150	12	3.909	1.180	9	3.862
9	E book Access	4.040	1.274	3	4.027	1.223	1	9.661
10	E journals access	4.197	1.108	1	3.987	1.299	3	8.528
11	To promoting own knowledge	3.967	1.210	6	3.868	1.219	11	4.501
12	New arrivals Alert	3.890	1.204	10	3.876	1.250	10	15.714
13	Events organized	3.497	1.464	15	3.737	1.254	15	16.321
14	Open access e resources	3.840	1.324	13	3.861	1.304	13	1.997
15	Know my Library	3.977	1.225	5	3.969	1.168	6	11.523

(M-Mean, SD-Standard Deviation, Degrees of Freedom=4; Table Value - 9.488)

Table 5 indicated by the purpose of Social Networking sites in Library with Gender wise distribution. It can be seen from Table 5 that the Male faculty has given 'E journals access' as the first priority. 'Comment on other's post' and 'E book Access' are other second and third preferences indicated by the male faculty. The least preference was given by them for 'Events organized'. The mean value of all the variables ranges between 3.497 to 4.197. The deviation ranges between 1.108 to 1.464.

The Female faculty has given 'E book Access' has been indicated as a first priority 'To interact with friends and Searching old friends' and 'E journals access' are the second and third preferences indicated by female faculty in academic library. The least preference was given by them to 'Events organized'. The mean value range between 3.737 to 4.027. The deviation ranges between 1.223 to 1.254.

Further, Chi-square test has been administered to identify the significance. The calculated value has been shown in Table 5. Table value is 9.488 at 5% level of significance the calculated value for all the values were less than the table value which indicated the variables are insignificant except 'New arrivals Alert', 'Events organized' and 'Know my Library'

Table 6 : Purpose of Social Networking Sites using in Academic Library Vs Type of Institution

Sl.No	Purpose of using SNS	Univ.			Govt.			SF			Chi. square
		M	SD	R	M	SD	R	M	SD	R	
1.	Internet Messaging or Chatting	4.000	1.123	6	3.882	1.317	10	3.972	1.130	7	34.773
2.	To interact with friends and Searching old friends	3.825	1.358	12	3.982	1.085	2	4.007	1.201	5	43.994
3.	Promotion of my personal "Brand"	3.642	1.389	15	3.954	1.329	4	3.874	1.244	11	29.293
4.	Meet New people	3.792	1.180	13	3.928	1.191	6	3.728	1.280	14	32.114
5.	Exchange of Information	3.992	1.134	7	3.928	1.258	7	4.035	1.157	4	20.565
6.	Sharing personal/public photos and videos	4.250	1.023	2	3.794	1.394	14	3.954	1.191	8	41.673
7.	Comment on other's post	4.317	.979	1	3.879	1.218	9	3.989	1.201	6	41.787
8.	Academic purpose and update the knowledge	4.017	.961	5	3.869	1.273	11	3.871	1.131	9	22.573
9.	E book Access	4.167	1.169	4	3.979	1.184	3	4.039	1.299	3	47.078

10.	E journals access	3.908	1.264	10	4.067	1.301	1	4.076	1.193	1	11.355
11.	To promoting own knowledge	3.917	1.254	9	3.925	1.189	5	3.871	1.230	10	13.803
12.	New arrivals Alert	3.842	1.230	11	3.913	1.148	8	3.863	1.309	12	32.003
13.	Events organized	3.725	1.347	14	3.620	1.306	15	3.682	1.341	15	7.111
14.	Open access e resources	3.967	1.209	8	3.838	1.303	12	3.839	1.341	13	10.868
15.	Know my Library	4.208	.978	3	3.792	1.282	13	4.061	1.129	2	55.617

(M-Mean, SD-Standard Deviation, R-Rank, Degrees of Freedom=8, Table value= 15.507)

Table 6 shows that the purpose of social network sites (SNS) using in library with cross tabulated by type of institution. The Faculty from Universities faculty has given 'Comment on other's post' as the first priority. 'Sharing personal/public photos and videos' and 'Know my Library' are the second and third preferences indicated by the University faculty. The least preferences were given for 'Promotion of my personal "Brand"'. The mean value of all the variables ranges between 3.642 to 4.317. The deviation ranges between 0.979 to 1.389.

The Faculty from Government and Government aided college has indicated about the purpose of using SNS that 'E journal accesses as the first priority. 'To interact with friends and Searching old friends' and 'To E-book access' were the second and third preferences indicated by them. The least preferences were given for 'Events organized' by the above faculty. The mean value of all the variables ranges between 3.620 to 4.067. The deviation ranges between 1.301 to 1.306.

The faculty from Self-financing colleges has given for 'E journal Access' as the first priority. The second and third priorities were 'Know my Library' and 'E book Access' and the least priorities has given 'Events organized'. The mean values of all the variables ranges between 4.076 to 3.682. The deviation ranges between 1.193 to 1.341.

Further, Chi-square test has been administered to identify the significance. The calculated value is shown in Table 6. Table value is 15.507 at 5% level of significance. The calculated value of the most of the variable were greater than the table value which indicated the variables are significant. Except the variable of 'Events organized' is less than the table which indicated it is insignificant.

CONCLUSION

The higher educational institutions library plays major role in the academic and research field. Now a days the academic library provides various resources through the Institutional Repositories as well as Social Networking Sites. The user community can access the resources the institutional repositories and SNS. So, the Faculty must cooperate to LIS professionals to provide a better service to the end users.

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