A Study on Users Satisfaction among PG Students in Anna University Regional Centre Library, Tirunelveli

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Abstract

This paper explores on Evaluative Study of User Satisfaction in the PG Students by Anna University Regional Centre in Tirunelveli. Academic libraries should strive to survive and grow their user base focusing on meeting their user's satisfaction. The 150 questionnaire were distributed and 125 are responded this survey. The results of the study revealed in 68% are male, frequency of visit the library daily are 52%, User Satisfaction with Library Services of registration of library users are 28% and Use of Library Level of Satisfaction are 36.80%.

Keywords

User Satisfaction; Academic Library; Information Sources and Services.

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1. INTRODUCTION

Today's academic libraries are confronted with challenges on several fronts: Mega bookstores, online information providers, multimedia products, document delivery services, and other competitive sources of information are apparently threatening their role and even their very survival. With evolving technological innovations and the variety and abundance of information that is becoming available to information users, competitive pressures will continue to intensify for academic libraries. User satisfaction is also presumed to be positively related to the user's degree of library use. With respect to customer orientation, quality in the library sector is defined as permanent customer satisfaction. It is important that quality is defined from the customer's perspective and that it is not predefined by the library's standards. Only a customer who regards the services as being of a high quality from his subjective point of view will remain a satisfied library customer in the long run.

Against this background in particular, it becomes apparent that it is not the outputs of a library which are decisive for user satisfaction but rather the outcomes. The outcomes are defined as "the uses made by the consumer of a given output and the degree of satisfaction felt with those outputs" [Abbott 1994]. There are sufficient standards for defining the quality of physical goods, and design codes for safeguarding this quality. A standard itself is relatively easy to define where as values and parameters for the quality of services are difficult to determine and standardization is only possible to a limited extent.

2. REVIEW OF LITERATURE

Ikolo, Violet, E. (2015) carried out a study on "User Satisfaction with Library Services: A Case study of Delta State University Library". The objective was to find out if users are satisfied with the services, facilities, the library environment, information sources and staff of the library. Using the descriptive survey design the population for the study consisted of all registered library users in the Site II of the Delta State University, Abraka Campus. The study employed the simple random sampling techniques in selecting the sample size for the study, and with a questionnaire data were collected. The findings revealed that the services offered at the Delta State University are inadequate and below average. Most users were satisfied with the availability of

information sources in the library but also registered that most of these information sources are not available for loan. The findings also showed that there is a significant relationship between the assessment of library collection by users and their satisfaction with information sources. The library environment is clean and the reading carrels are adequate but, there are no effective lightening and toilet facilities.

Motiang, Patrick (2014) indicates "An Evaluation of User Satisfaction with Library Services at the University of Limpopo, Medusas Campus". The study defined User Satisfaction as an evaluation of a product or service in terms of whether that product or service has met their needs and expectations. The aim of the study was to evaluate the services and resources which the library provide and find out if the users are satisfied with them. The library plays an important support role in any university. It supply information needs to students and staff. The study focused mainly on the following problem areas; type of services required by the users, adequacy of information resources and user satisfaction of the services they receive. Three hundred and twenty seven (327) questionnaires were distributed to students, academic staff and administrative staff. 233 out of 327 questionnaires issued were received back yielding a 71% response rate. Microsoft Excel was used to analyse data collected. It was discovered that the users do make significant use of the library, its services and resources. The following are the main findings: that users do visit the library frequently, make use of the books, are satisfied with library hours, registration process and the staff members. It was drawn that there are some areas that need attention like the increase of book and journal collection, photocopy machines, improvement of the internet service, increase of library hours and improvement of the services from library staff. The study therefore recommends the following: the increase of book and journal collections, improvement of internet facility and photocopy service, that the library hours are increased and that staff are trained in maintaining high level of user satisfaction.

Gomathi, P and Dhanavandan, S. (2012) revealed a study on "User Satisfaction of The Information Services in Government Engineering College Salem: A Study". This study has been evaluating the user's satisfaction of government engineering college Salem. In this study most of the respondents satisfied with the services. This paper reports the results of a survey of 178 patrons of an engineering library which demonstrate that (1) the construct is potentially useful for evaluating the performances of services within a library; (2) since the construct is affected by the demographic characteristics of the users, it should not be used to compare presumed levels of performance for libraries serving different communities; and (3) the construct is not related to the user's degree of library use.

3. ANNA UNIVERSITY REGIONAL CENTRE, TIRUNELVELI PROFILE

Anna University, one of the excellent institutions of the southern part of India has its acquisitions to many institutions in Tamil Nadu and one primary institution is the Regional Office: Anna University, Tirunelveli region started in the year 2008. This extends high quality teaching ensuring contiguous progress of the young minds. Our campus has grown into an institution that provides excellent technical education in the field of Engineering and Management, within a short period. It offers excellent platform for the students to show off their talents and equip the students with confidence and high image profile to compete with the fast paced ambitious world. There are 15 PG Courses (Full time and Part Time), MCA and MBA Courses are conducted in the campus.

The library has a very rich collection of 10, 000 books from top publishers of engineering books. Also the various journals like IEEE and others. Digital library with internet e-learning facilities is also provided so that students inculcate the habit of doing project work/research

4. OBJECTIVES OF THE STUDY

The objectives of the user satisfaction includes:-

1. To find out the user satisfaction of the University College of Engineering, Anna University Regional Centre, Tirunelveli
2. To identify the Gender wise distribution of respondents
3. To know the frequency of visit the library
4. To identify the User Satisfaction with Library Services and
5. To find out the Level of Satisfaction by the respondents

5. METHODOLOGY

For the purpose of accomplishing above stated objectives, the questionnaires have been structured to collect primary data from the users of Anna University Regional Centre, Tirunelveli.

6. DATA ANALYSIS AND DISCUSSION

The table 1 shows that 53.60% of respondents are from I year students and 46.40% are II year students. Therefore majority of the respondents are first years students.

Table.1.Distribution of Questionnaires

S. No	Category	Questionnaires distributed	Questionnaires Received	%
1	I Year	75	67	53.60
2	II Year	75	58	46.40
	Total	150	125	100.00

Table.2.Gender wise distribution of students

S. No	Category	No. of Respondents				Total	%
		Male		Female			
		No	%	No	%		
1	I Year	50	58.83	17	42.50	67	53.60
2	II Year	35	41.17	23	57.50	58	46.40
Total		85	68.00	40	32.00	125	100.00

Data in table 2 reveals the distribution of gender wise distributions of students. Out of 125 respondents, 53.60% are I year students followed by II Year students (46.40%). It is seen from the table, in I year level, Male are seen more (68%) and Female are found less (32%). Therefore most of the Male respondents are higher than Female respondents.

Table 3. Frequency of Visit to the Library

S.No	Category	No. of Respondents	%
1	Daily	65	52.00
2	Twice in a Week	26	20.80
3	Once in a Week	22	17.60
4	Occasionally	7	5.60
5	Rarely	5	4.00
	Total	125	100.00

Table 3 shows that status of majority of the students visit the library daily (52%), followed by Twice in a week (20.80%), Once in a week (17.60%), Occasionally (5.60%) and rarely (4%). The most of the students are using library daily.

Table 4 provides the User Satisfaction with Library Services are use in Registration of users (28%), followed by Circulation Services (25.60%), Reprography service (20%), SDI and Reference Service are both in (9.60%) CAS (7.20%).

Table.4. User Satisfaction with Library Services

S. No	Type of library services	No.of Respondents	%
1	Registration of users	35	28.00
2	Circulation Services	32	25.60
3	Reprography service	25	20.00
4	SDI	12	9.60
5	CAS	9	7.20
6	Reference Service	12	9.60
	Total	125	100.00

Table.5. Use of Library Level of Satisfaction

S .No	Level of Satisfaction	No. of Respondents	%
1	Highly Satisfied	37	29.60
2	Satisfied	46	36.80
3	Average	23	18.40
4	Dissatisfied Highly	10	8.00
5	Dissatisfied	9	7.20
	Total	125	100.00

Table 5 indicates the Use of Library Level of Satisfaction. It could be noted that out of 125 respondents 29.60% of them informed they have rating Highly Satisfied, 36.80% of them informed they have rating are Satisfied, 18.40% of them informed Average, 8% of them informed Dissatisfied Highly and 7.20% are informed Dissatisfied. The majority of the students are category wise ratings of Use of Library Level of Satisfaction are satisfied.

7. MAJOR FINDINGS

- Majority of the respondents used in the reading in I year Students 53.60%.
- It is concluded that majority of Students were male 68% and 32% were female.
- Majority of the students' visit the library daily (52%).
- Majority of the User Satisfaction with Library Services are (28%).
- Majority of the Use of Library Level of Satisfaction are satisfied (36.80%).

8. CONCLUSION

Libraries today are faced with challenges on several elements such as mega book stores, online information providers, e-learning and multimedia products, document delivery services, and other competitive sources of information that seem to be threatening the role of academic libraries. Hence, there is a need for libraries to understand the user needs and satisfy their information, therefore support in an ongoing learning activity. Most of the academic libraries are to ready for the current situation using the Information and Communication Technology related activities in sources and services.

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