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USER SATISFACTION ON LIBRARY COLLECTION IN MANAGEMENT COLLEGE LIBRARIES SOUTH CANARA DISTRICTS: A STUDY

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ABSTRACT

This present study mainly focuses on user satisfaction on library collection in management college libraries south Canara districts: A study. The study revealed that the majority of the users opined that the collection met their requirements and users more satisfied with the present collection in the library. The overall availability of resources in the library was "very good" and overall opinion regarding the improvement of library collection in those e-databases is more improved in the library. On the basis of findings, some suggestions have included in this study to the students, faculty and research scholar should further improve their information searching skills to make better use of largely available electronic information resources.

KEYWORDS: Resources, library collection, Management College, etc.

INTRODUCTION

User satisfaction has been the primary objective of libraries and library professionals. In the academic library, there are various types of users with different types of expectations. In addition, new technologies, databases, and more innovative systems for accessing information have made the library more complicated and challenging for library professionals and users alike. The plenty of resources available and the complexity of being able to evaluate these resources also create problems for users. The inability to easily identify the specific use of a library's services because of the new technologies and the difficulty to access information sources can all contribute to user dissatisfaction among academic library users.

LIBRARY COLLECTION

User satisfaction is the ultimate measure to assess the functioning of a library. Users have different information needs and procuring collections to satisfy all users is a complex task. The present-day library collections are hybrid with a combination of print and electronic. How far the libraries are balancing their collections and reaching their users' needs is a matter of interest.

REVIEW OF LITERATURE

Saini et. al. (2014) has examined the user satisfaction of engineering colleges in the city of Jaipur. The result of the study provided information about the satisfaction of users with library collections like textbooks, reference books, periodicals, online resources, thesis and dissertation, newspaper etc. and services. Sriram & Rajev (2014) have conducted a study entitled "Impact of Academic Library Services on User Satisfaction: Case Study of Sur University College, Sultanate of Oman". The study suggested that the academic library has to provide numerous facilities and services that justify more interest to satisfy the needs of the users. Saikaia and Gohain (2013) conducted a study on user's satisfaction on Library Resources

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and Services at Tezpur University (India). The finding shows that majority 71 (44.65%) of the respondent were satisfied with the textbooks, 63 (39.62%) of the respondent were highly satisfied with the online database resources and 63 (39.62%) of the respondent were also satisfied with the regular supply of newspapers/magazine. The finding also revealed that majority of the respondents were satisfied with the electronic information services, library orientation program to fresher, current awareness services, reservation of library resources to users, reprographic services.

NEED FOR THE STUDY

In the present age of information explosion, information gets generated day-to-day. This gets published in different types of sources, and so it is necessary for libraries to acquire all these recorded information. Management libraries acquire documents to satisfy the changing requirements of the students, faculty, and researchers. The objective of the libraries has been shifted from preservation to provision of information to the maximum satisfaction of the user.

Scope and limitation of the study

This study considered Two- year postgraduate students of MBA, faculty, and research scholars as to the respondents. The study was limited to the libraries of MBA colleges in South Canara Districts. The management college libraries in these areas were chosen for the study and it covered all 24 MBA libraries.

OBJECTIVES OF THE STUDY

- To assess the users 'opinions on the present collection of the libraries in the management institutions.
- To measure the level of availability of various resources in the library and information center.
- To find out the improvement areas in a library collection

METHODOLOGY

The total population of the study covering students, faculty members, and research scholars was 4733 from the 24 management colleges. The sample size for the students, faculty, and research scholars was determined by the sampling techniques outlined by Taro Yamane (1967). He suggested a simplified formula to calculate the sample size from a population. According to him, for a 95% confidence level and p=0.5, the size of the sample should be,

$$n = \frac{N}{1+N(e2)}$$

Sample Size under Study

Sl.No	Category of Respondents	Population	Sample Size as per Formula
1	Students	4305	384
2	Faculty and Research Scholars	428	216
	Total	**4733**	**600**

Distributed Questionnaire and Response Pattern

In order to collect the data, 775 questionnaires were distributed among the respondents. Despite best efforts, 600 filled-in questionnaires could be collected. The below table represents the details of the number of questionnaires distributed and the percentage of responses received.

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Analysis of Data

The analysis of data is the most skilled task in the research process. The collected data was summarized for possible assessment by frequency and percentage for the categorical type of data. The data which was in terms of rating scale mean, Standard Deviation and Median was calculated to summarize them.

Analysis and Interpretation of Data

This part is about the analysis and interpretation of all the responses received from students, faculty and research scholar.

1. Status of the respondents

The status- wise distribution of respondents is shown in Table 1.

Table-1
Status of the respondents

Sl.No.	Status of the respondents	F	Percent
1	Students	384	64.0
2	Faculty	180	30.0
3	Research Scholar	36	6.0
	Total	600	100.0

Table 1 show that the majority of the respondents (64.0%) are students, 30.0% of the respondents are faculty, and 6.0% are research scholars. Thus, the highest number of respondents is students.

2. Collection meets requirements

The library collection is the process of meeting the information needs of the people in a timely and economical manner using information resources locally held as well as from other organizations. It can be observed in Table 2.

Table 2
Collection meets requirements

Sl. No.	Option	Students	Faculty(RS)	Total
1	No	30 (7.8%)	21 (9.7%)	51 (8.5%)
2	Yes	354 (92.2%)	195 (90.3%)	549 (91.5%)
	Total	**384 (100.0%)**	**216 (100.0%)**	**600 (100.0%)**

Chi-square test results χ^2 =0.65, d.f=1, p=0.421 NS

Table 2 shows that 91.5% respondents opined that the collection met their requirements [students- 92.2% and faculty (RS) - 90.3%].The test shows that there was no significant difference between students and faculty (RS) with respect to their opinion towards the collection of books meeting their requirements as p=0.421>0.05.

3. Satisfied with the present collection in the library

Satisfied with the present collection in the library of respondents is shown in Table 3.

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Table 3
Satisfied with the present collection in the library

Sl. No.	Option	Students	Faculty(RS)	Total
1	No	55 (14.3%)	24 (11.1%)	79 (13.2%)
2	Yes	329 (85.7%)	192 (88.9%)	521 (86.8%)
	Total	**384 (100.0%)**	**216 (100.0%)**	**600 (100.0%)**

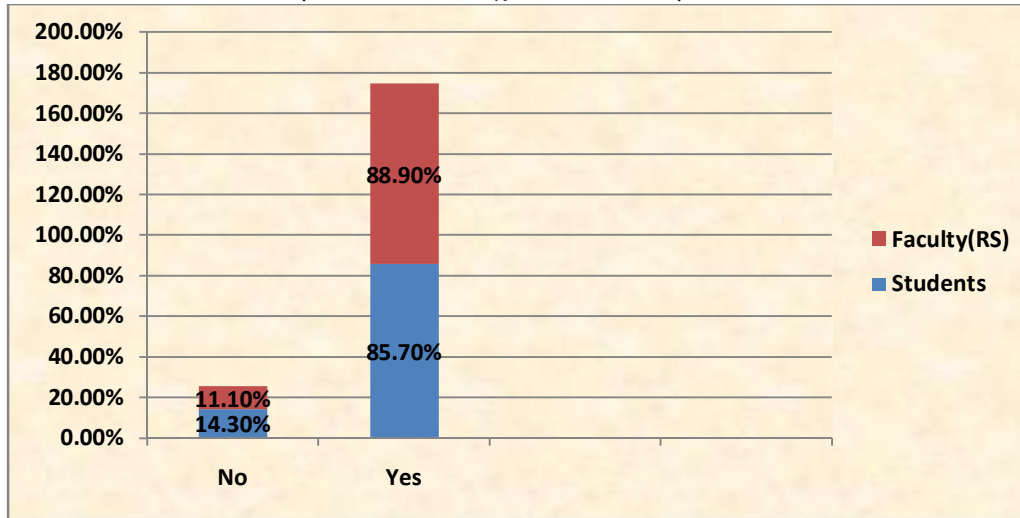Chi-square test results χ^2 =1.25, d.f.=1, p=0.264 NS

Fig.1: Satisfied with the present collection in the library

Table 3 and Figure 1 shows that 86.8% of respondents are opined satisfied with the present collection in the library [students- 85.7% and faculty (RS)-88.9%]. The test shows that there is no significant difference between students and faculty (RS) in their opinion towards the present collection in the library as p=0.264>0.05.

4. Collection availability of library and information centre

To measure the level of availability of various resources, the respondents were asked to rate their opinion on the 5- point rating scale as Excellent (5), Very Good (4), Good (3), Poor (2), and Very Poor (1). Level of availability was measured based on the mean value as< 2 then the level of availability is very poor, if mean value<3 then level of availability is poor, if mean value >3 then level of availability is very good, and if mean value >4 then level of availability is excellent. The data collected and analyzed in Table 4.

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Table 4
Collection availability in library or information centre

Resources	Respondents	Very Poor	Poor	Good	Very Good	Excellent	Mean	S.D	Median	Mann-Whitney Z value	p	
Textbook	Students	4 (1.0%)	16 (4.2%)	125 (32.6%)	143 (37.2%)	96 (25.0%)	3.81	.895	4.00	1.55	.122	NS
	Faculty(RS)	1 (.5%)	12 (5.6%)	42 (19.4%)	104 (48.1%)	57 (26.4%)	3.94	.850	4.00			
	Total	**5 (.8%)**	**28 (4.7%)**	**167 (27.8%)**	**247 (41.2%)**	**153 (25.5%)**	**3.86**	**.881**	**4.00**			
Printed Current journals	Students	25 (6.5%)	29 (7.6%)	155 (40.4%)	132 (34.4%)	43 (11.2%)	3.36	1.000	3.00	2.12	.034	Sig
	Faculty(RS)	7 (3.2%)	26 (12.0%)	58 (26.9%)	97 (44.9%)	28 (13.0%)	3.52	.974	4.00			
	Total	**32 (5.3%)**	**55 (9.2%)**	**213 (35.5%)**	**229 (38.2%)**	**71 (11.8%)**	**3.42**	**.993**	**3.50**			
Reference Book	Students	8 (2.1%)	24 (6.3%)	132 (34.4%)	135 (35.2%)	85 (22.1%)	3.69	.953	4.00	2.50	.013	Sig
	Faculty(RS)	0 (.0%)	23 (10.6%)	39 (18.1%)	96 (44.4%)	58 (26.9%)	3.88	.929	4.00			
	Total	**8 (1.3%)**	**47 (7.8%)**	**171 (28.5%)**	**231 (38.6%)**	**143 (23.8%)**	**3.76**	**.948**	**4.00**			
Back volumes	Students	9 (2.3%)	28 (7.3%)	185 (48.2%)	136 (35.4%)	26 (6.8%)	3.37	.810	3.00	3.36	.001	HS
	Faculty(RS)	1 (.5%)	14 (6.5%)	82 (38.0%)	90 (41.7%)	29 (13.4%)	3.61	.816	4.00			
	Total	**10 (1.7%)**	**42 (7.0%)**	**267 (44.5%)**	**226 (37.6%)**	**55 (9.2%)**	**3.46**	**.820**	**3.00**			
E-Journals	Students	7 (1.8%)	15 (3.9%)	157 (40.9%)	131 (34.1%)	74 (19.3%)	3.65	.896	4.00	1.85	.064	NS
	Faculty(RS)	1 (.5%)	3 (1.4%)	79 (36.6%)	89 (41.2%)	44 (20.4%)	3.80	.793	4.00			
	Total	**8 (1.3%)**	**18 (3.0%)**	**236 (39.3%)**	**220 (36.7%)**	**118 (19.7%)**	**3.70**	**.862**	**4.00**			
E-Books	Students	20 (5.2%)	23 (6.0%)	163 (42.4%)	132 (34.4%)	46 (12.0%)	3.42	.958	3.00	2.53	.011	Sig
	Faculty(RS)	6 (2.8%)	4 (1.9%)	80 (37.0%)	105 (48.6%)	21 (9.7%)	3.61	.800	4.00			
	Total	**26 (4.3%)**	**27 (4.5%)**	**243 (40.5%)**	**237 (39.5%)**	**67 (11.2%)**	**3.49**	**.908**	**4.00**			
Magazine	Students	13 (3.4%)	30 (7.8%)	132 (34.4%)	137 (35.7%)	72 (18.8%)	3.59	.990	4.00	.52	.600	NS
	Faculty(RS)	7 (3.2%)	24 (11.1%)	62 (28.7%)	94 (43.5%)	29 (13.4%)	3.53	.969	4.00			
	Total	**20 (3.3%)**	**54 (9.0%)**	**194 (32.3%)**	**231 (38.6%)**	**101 (16.8%)**	**3.57**	**.982**	**4.00**			
Thesis/Dissertation	Students	21 (5.5%)	52 (13.5%)	174 (45.3%)	112 (29.2%)	25 (6.5%)	3.18	.937	3.00	1.50	.133	NS
	Faculty(RS)	6 (2.8%)	21 (9.7%)	105 (48.6%)	69 (31.9%)	15 (6.9%)	3.31	.846	3.00			
	Total	**27 (4.5%)**	**73 (12.2%)**	**279 (46.4%)**	**181 (30.2%)**	**40 (6.7%)**	**3.22**	**.906**	**3.00**			
Project Reports	Students	12 (3.1%)	37 (9.6%)	116 (30.2%)	134 (34.9%)	85 (22.1%)	3.63	1.029	4.00	.06	.955	NS

							Mean	S.D.		t	p	sig
	Faculty(RS)	1 (.5%)	12 (5.6%)	83 (38.4%)	79 (36.6%)	41 (19.0%)	3.68	.860	4.00			
	Total	**13 (2.2%)**	**49 (8.2%)**	**199 (33.2%)**	**213 (35.4%)**	**126 (21.0%)**	**3.65**	**.971**	**4.00**			
Newspapers	Students	6 (1.6%)	11 (2.9%)	77 (20.1%)	128 (33.3%)	162 (42.2%)	4.12	.931	4.00	1.31	.189	NS
	Faculty(RS)	13 (6.0%)	11 (5.1%)	35 (16.2%)	74 (34.3%)	83 (38.4%)	3.94	1.138	4.00			
	Total	**19 (3.2%)**	**22 (3.7%)**	**112 (18.7%)**	**202 (33.7%)**	**245 (40.7%)**	**4.05**	**1.013**	**4.00**			
CD-ROMS	Students	21 (5.5%)	54 (14.1%)	197 (51.3%)	79 (20.6%)	33 (8.6%)	3.13	.946	3.00	3.39	.001	HS
	Faculty(RS)	13 (6.0%)	17 (7.9%)	88 (40.7%)	77 (35.6%)	21 (9.7%)	3.35	.972	3.00			
	Total	**34 (5.7%)**	**71 (11.8%)**	**285 (47.5%)**	**156 (26.0%)**	**54 (9.0%)**	**3.21**	**.961**	**3.00**			
Overall	Students						3.54	.59	3.55	2.63	.009	HS
	Faculty(RS)						3.65	.65	3.64			
	Total						3.58	.62	3.55			

Table 4 shows that 25.5% of the respondents opined that the availability of textbooks was "excellent", 41.2% as very good, 27.8% as good, 4.7% as poor, and .8% as very poor. The overall level of availability of the textbook was "very good" with mean and S.D. = 3.86 ±.881. Students (3.81±.89) and faculty (RS) (3.94±.85) also opined that the level of availability of textbooks was very good. The test shows that there is no significant difference in opinion towards availability of Textbooks between students and faculty (RS) as p=0.122>0.05.

About 11.8% of the respondents opined that availability of printed current journals was Excellent, 38.2% as very good, 35.5% as good, 9.2% as poor, and 5.3% as very poor. The overall level of availability of printed current journals was very good with Mean and S.D. =3.42±.993. Students (3.36±1.00) and faculty (RS) (3.52±.97) also opined that the availability of printed current journals was "very good". The test shows that there is a significant difference in opinion towards the availability of printed current journals between students and faculty (RS) with p=0.034<0.05. Faculty (RS) has given a better opinion about the availability of printed current journals compared to students.

About 23.8% of the respondents opined that availability of reference books was excellent, 38.6% as very good, 28.5% as good, 7.8% as poor, and 1.3% as very poor. The overall level of availability of reference books was "very good" with Mean and S.D. = 3.76±.948. Students (3.69±.95) and faculty (RS) (3.88±.92) also opined the availability of reference books was "very good". The test shows that there is a significant difference in opinion towards the availability of reference books between students and faculty (RS) with p=0.013<0.05. Faculty (RS) has given a better opinion about the availability of reference books than students.

About 9.2% of the respondents opined that availability of back volumes was excellent, 37.6% as very good, 44.5% as good, 7.0% as poor, and 1.7% as very poor. The overall level of availability of back volumes was "very good" with mean and S.D. =3.46±.820. Students (3.37±.81) and faculty (RS) (3.61±.81) also opined availability of back volumes was very good. The test shows that there is a highly significant difference in opinion towards availability of back volumes between students and faculty (RS) with p=0.001<0.01. Faculty (RS) has given a better opinion regarding the availability of back volumes than students.

About 19.7% of the respondents opined that availability of E-journals was excellent, 36.7% as very good, 39.3% as good, 3.0% as poor, and 1.3% as very poor. The overall level of availability of E-journals was "very good" with mean and S.D. =3.70±.862. Students (3.65±.89) and faculty (RS) (3.80±.79) also opined

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availability of E-journals was very good. The test shows that there is no significant difference in opinion towards availability of e-journals between students and faculty (RS) with p=0.064>0.05.

About 11.2% of the respondents opined that availability of E-books was excellent, 39.5% as very good, 40.5% as good, 4.5% as poor, and 4.3% as very poor. The overall level of availability of E-books was "very good" with Mean and S.D. = 3.49±.908. Students (3.42±.95) and Faculty (RS) (3.61±.80) also opined availability of E-books was very good. The test shows that there is a significant difference in the opinion towards availability of e-books between students and faculty (RS) with p=0.011<0.05. Faculty (RS) has given a better opinion regarding the availability of e-books compared to students.

About 16.8% of the respondents opined that the availability of magazines was excellent, 38.6% as very good, 32.3% as good, 9.0% as poor, and 3.3% as very poor. The overall level of availability of magazines was "very good" with mean and S.D. = 3.57±.982. Students (3.59±.99) and faculty (RS) (3.53±.96) also opined availability of magazines was very good. The test shows that there is no significant difference in opinion towards the availability of magazines between students and faculty (RS) with p=0.600>0.05.

About 6.7% of the respondents opined that availability of thesis/dissertation was excellent, 30.2% as very good, 46.4% as good, 12.2% as poor, and 4.5% as very poor. The overall level of availability of the thesis/dissertation was "very good" with mean and S.D. =3.22±.906. Students (3.18±.93) and faculty (RS) (3.31±.84) also opined the availability of thesis/dissertation was very good. The test shows that there is no significant difference in opinion towards availability of thesis/dissertations between students and faculty (RS) with p=0.133>0.05.

About 21.0% of the respondents opined that availability of project reports was excellent, 35.4% as very good, 33.2% as good, 8.2% as poor, and 2.2% as very poor. The overall level of availability of project reports was "very good" with mean and S.D. = 3.65±.971. Students (3.63±1.02) and faculty (RS) (3.68±.86) also opined the availability of project reports was very good. The test shows that there is no significant difference in opinion towards availability of project reports between students and faculty (RS) with p=0.955>0.05.

About 40.7%of the respondents opined that availability of newspapers was Excellent, 33.7% as very good, 18.7% as good, 3.7% as poor, and 3.2% as very poor. The overall level of availability of newspapers was "excellent" with mean and S.D. =4.05±1.01. Students (4.12±.93) and faculty (RS) (3.94±1.13) also opined the availability of newspapers was excellent. The test shows that there is no significant difference in opinion regarding the availability of newspapers between students and faculty (RS) with p=0.189>0.05.

About 9.0% of the respondents opined that of availability of CD-ROMs was excellent, 26.0% as very good, 47.5% as good, 11.8% as poor, and 5.7% as very poor. The overall level of availability of CD-ROMs was "very good" with mean and S.D. = 3.21±.961. Students (3.13±.94) and faculty (RS) (3.35±.97) also opined availability of CD-ROMs was very good. The test shows that there is a highly significant difference in opinion towards availability of CD-ROMs between students and faculty (RS) with p=0.001<0.01. Faculty (RS) has given a better opinion regarding the availability of CD-ROMs than students.

The overall availability of resources in the library was measured by summing and an average score of responses of the respondent on level resources. And it shows that the level of availability of library resources was "very good" with mean and S.D. = 3.58±.62 for the students (3.54±.59) and faculty (RS) (3.65±.65). However, the test shows that there is a highly significant difference in opinion as p=0.009<0.01. So it shows that faculty (RS) gave a better opinion regarding the availability of resources in the library compared to students.

5. Improving library collection: Users' point of view

A question was asked to indicate the areas in which the collection should be improved. Users were asked to give their order of priority regarding improvement in the library collection. The analysis presented in Table 5.

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Table 5
Improvement of the library collection

| Sl. No.	Collection	Students 384 (100.0%)	Faculty(RS) 216 (100.0%)	Total 600 (100.0%)
1	Printed books	238 (62.0%)	96 (44.4%)	334 (55.7%)
2	E-books	187 (48.7%)	118 (54.6%)	305 (50.8%)
3	Printed journals	109 (28.4%)	79 (36.6%)	188 (31.3%)
4	E- Journals	146 (38.0%)	146 (67.6%)	292 (48.7%)
5	Thesis and dissertations	154 (40.1%)	99 (45.8%)	253 (42.2%)
6	E-thesis and dissertations	153 (39.8%)	131 (60.6%)	284 (47.3%)
7	Abstracting/ Indexing databases	141 (36.7%)	70 (32.4%)	211 (35.2%)
8	E- databases	175 (45.6%)	182 (84.3%)	357 (59.5%)
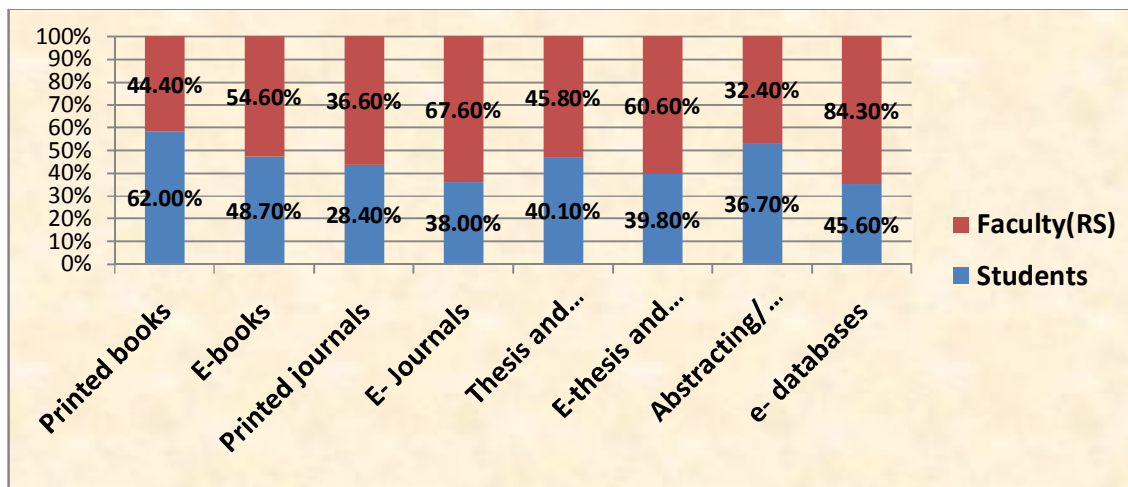
Fig.2: Improvement of the library collection

Table 5 and Figure 2 shows that 55.7% respondents opined that the collection of printed books had improved [students -62.0% and faculty (RS) -44.4%];50.8% respondents opined that the collection of e-books had improved[students-48.7% and faculty (RS)-54.6%]; 31.3% respondents opined that collection of printed journals had improved[students -28.4% and faculty (RS) -36.6%];48.7% respondents opined that collection of E-journals had improved[students -38.0% and faculty (RS)- 67.6%]; 42.2% respondents opined that the collection of thesis and dissertations had improved[students-40.1% and faculty (RS)- 45.8%];47.3% respondents opined that collection of e-thesis and dissertations had improved[students -39.8% and faculty (RS) -60.6%];35.2% respondents opined that collection abstracting/indexing databases had improved[students -36.7% and faculty (RS)- 32.4%];and 59.5% respondents opined that collection of e-

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databases had improved[students -45.6% and faculty (RS)- 84.3%]. Overall opinion regarding the improvement of library collection in those e-databases is more improved in library.

FINDINGS OF THE STUDY

A summary of the findings of the opinions of library user's satisfaction on library collection in management college libraries is presented below.

- Out of 600 respondents, majority 64.0% are students, 30.0% are faculty and 6.0% are research scholars. Thus, the highest number of respondents is students.
- Out of 600 respondents, Majority 91.5% stated that the library collection met their requirements [students (92.2%) and faculty (RS) 90.3%] against 8.5% [students (7.8%) and Faculty (RS) (9.7%)].
- The study found that out of 600 respondents, majority 86.8% of the users were satisfied with the present collection in the library [students (85.7%) and faculty (RS) (88.9%)] and 13.2% were not satisfied with the present collection in the library [students (14.3%) and faculty (RS) (11.1%)]
- The overall availability of resources in the library was measured by summing and an average score of responses of the respondents on level resources. And it shows that the level of availability of library resources was 'Very Good' with mean and S.D. =3.58±.62 [students (3.54±.59) and faculty (RS) (3.65±.65)]. However, the test shows that there is a highly significant difference in opinion as p=0.009<0.01. So it shows that faculty (RS) has given a better opinion regarding the availability of resources in the library compared to students.
- Out of 600 respondents, majority 59.5% opined that collection of e-databases had improved [students -45.6% and faculty (RS) - 84.3%]. Overall opinion regarding the improvement of the library collection in those e-databases is more improved in the library.

SUGGESTIONS FOR IMPROVEMENT

From the findings of the study as well as feedback from students, faculty and research scholars the following suggestions are made.

- A good number of students and faculty (RS) suggested installing more computers in the library and the Internet browsing section to accommodate more users. Hence, it is suggested to procure more computers in the libraries with internet connectivity.
- The students, faculty and research scholar should further improve their information searching skills to make better use of largely available electronic information resources.

CONCLUSIONS

In the present paper user satisfaction on library collection in management college libraries south canara districts: a study was discussed with library resources Management libraries spend a lot of amount every year on the collection of information sources in order to meet the user's requirements. In order to enlarge the use of library resources, every management library should build up its resources keeping in mind the users' need and should plan library with altering information environment. The study suggested that college library should carry out user studies at regular intervals, in order to identify user's information needs and their information gathering behaviours. The library should organize user orientation/r awareness program at the commencement of every educational session. This will support learners and research scholars to effective use of library resources.

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