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A Study on Users' Satisfaction of Electronic Resources and Services in the Self Financing Colleges Affiliated to Madurai Kamaraj University

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Abstract

Utilization of electronic resources by the students depends largely on some factors pertaining to the users, especially E resource service and satisfaction. Therefore, the study investigated the influence of e- resources service and satisfaction about the usage of electronic resources by the students in self financing colleges affiliated to Madurai Kamaraj University, Madurai. The survey research design was adopted in the study with the questionnaire as a major instrument for data collection. Simple random sampling and purposive sampling techniques were adopted to select self financing colleges and 216 respondents. The study recommended that measures should be taken to increase the level of e-resources service among the students for increasing the usage of available electronic resources in the academic libraries.

Key words: Electronic Resources, Usage of E-Resources, Satisfaction and Problem Faced.

Introduction

In today's library and information services, electronic resources are considered as an integral part of information sources to provide efficient services to the information seekers. According to Dadzie (2005) electronic information sources are important research tools that complement the printed information sources in traditional library service. Ryan, McClure, and Bertot (2001) stated that electronic resources and services can include an information resource, such as an online/offline database, or a service, such as a virtual help desk, provided via a network, such as local area network, intranet, or the Internet.

E-resources are those resources which include documents in electronic or e-format that can be accessed via Internet in digital library environment. E-resources are that electronic product that delivers a collection of data, text messages, image collection, other multimedia products like numerical, graphical mode for commercially available for library and information centres. These may be delivered on CD-ROM / DVD, over the Internet and so on. Providing access to E-resources is a service to help the library users to find out E-Databases, E-Journals, E-Magazines, E-Books/ E-Audio/ E-Images, Data/ GIS, Digital Library Projects, Electronic Exhibitions, E-Subject Guide, E-newsletters, E-White papers, E-conferences proceedings and Web search tools on a range of topic. Many of the electronic resources are freely available to anyone over Internet access but some are commercial resources.

Information and communication technology is one of the important buzzwords of today's world. It has changed the society into information society and it is the way of life.

User satisfaction is one method of evaluating the effectiveness of library services (Andaleeb & Simmonds, 1998; Cullen, 2001; Niyonsenga & Bizimana, 1996) (As cited in Bergman & Holden, 2010). Madhusudhan (2010) has suggested that libraries should introduce a feedback system (both online and offline) for observing the use of e resources. According to Zhang, Ye, and Liu (2011) understanding users' demands to improve the efficiency and value of the utilization of e-resources has become a great challenge for electronic resource producers and providers. Dhanavandan, Esmail, and Nagarajan (2012) conducted a study to determine the level of satisfaction with current e-resources by using the questionnaire tool among the students & faculties of Krishnasamy College of Engineering & Technology Library, India. Nearly 150 questionnaires were distributed among the faculty and students, and 118 (78.7%) were responded. The study found that the overall assessment of service quality and user satisfaction was rated as moderate. Mohamed Thaheer et al (2008) presented the findings of the survey about the use of e-resources by the users of Aalim Muhammed Salegh College of Engineering, Tamilnadu. It shows that the male users are more interested in accessing e-resources. Most of them use internet daily. Majority of the users use the e-journals for knowing the latest information in the specialized subject. Most of the students find lack of training in using internet. Nearly 65% of the users are fully satisfied with the facilities available in their library. Sasireka et al (2011) concluded that the digital resources in the virtual world represent a large investment of people's efforts and wisdom. Electronics journals are real mechanisms for democratization of knowledge and information. They are more dynamic and interactive. Similar to the bundling concept of printed journal in the form of volume and issue numbers, whereas an electronic journal has the possibility of becoming a database. Jeyaprakash (2009) suggested that increased availability of computer systems and direct links to e-journals from the member institutions library OPAC may be considered. Month wise usage reports for e-journals could be measured by using logs on file system by the consortium to prove the statistics being provided by the publisher or aggregators concerned to support future e-resources building.

Objective

- To find out the frequency and purpose of using e-resources
- To know the satisfaction of e resources service
- To identify the Problems for the Implementation of e-resources

Methodology

The universe of the study constitutes exclusively the students from where the researchers have taken from self financing Colleges affiliated to Madurai Kamaraj University, Madurai, Tamilnadu.

Sample design

It is a simple study based on simple random sampling where in the respondents fitting the criteria for sample selection or listed under are selected randomly, questionnaire method was administered for collecting data. Among the respondents College Students are covered under this study. Questionnaire was distributed to 25 colleges each 10 questionnaire and a return of 216 were received. Based on 216 questionnaire received, the data has been tabulated and analyzed.

Analysis and Interpretation

Among the total respondents 63.89per cent are males and 36.11 per cent are females. Regarding the age group of the respondents taken for the study, 55.29 per cent belong the age group of less than 19 years and they are followed by 31.14 per cent who belong to the age group of 20– 21 years, above 21years category form 13.57 per cent.

Table 1 indicates that, Out of 216 respondents, 63 male respondents are using the information systems for 2 to 4 years. 60 respondents are using the information systems for 4 to 6 years. Among these, 24 respondents are male and the remaining 36 respondents are female.

It is inferred from the table 2 that, out of 216 respondents, 80 (37.04%) of the respondents are accessing at night only, among these 21.76 percent of the respondents are male and 15.28 percent of the respondents are female. 66 (30.56%) of the respondents are accessing only in the evening. Among these 18.06 percent of the respondents are female and 12.50 percent of the respondents are male. It is concluded that maximum number of the respondents are working at night and in the evening.

The table 3 reveals that, 81 (37.5%) of the respondents are using the information systems for studying purpose. 66 (30.6%) of the respondents are using information systems for improving the teaching ability, 27 (12.5%) of the respondents are using the information systems for exchanging of various ideas to gather new information. 24(11.1%) of the respondents are using the information systems for the completion of their research work. 12 (5.6%) of the respondents are using the information systems for publishing journals, articles and books. 6 (2.8%) of the respondents are using the information systems for other purpose.

Satisfaction of e-resource services

The Table 4 shows the Level of opinion regarding the Satisfaction of E resource systems. Out of 216 respondents, most of the respondents have good opinion and excellent opinion regarding the satisfaction level. The calculated chi-square value 2.26 is less than the table value 9.487. The hypothesis has been accepted at the level of 0.05. Regarding the level of opinion for Digital Library facility for Satisfaction of E resource systems, most of the respondents have moderate and good opinion. The calculated chi-square value 4.47 is less than the table value 9.487. The hypothesis has been accepted at levels 0.05. Regarding the level of opinions for Audio and Video Resources for

Satisfaction of E resource systems, Out of 216 respondents, most of the respondents have moderate and good opinions. The calculated chi-square value 3.79 is less than the table value 9.487. The hypothesis has been accepted at the level of 0.05. Regarding the level of opinions for Virtual Class room for Satisfaction of E resource systems, out of 216 respondents, most of the respondents have moderate opinions and poor opinions. The calculated chi-square value 2.87 is less than the table value 9.487. The hypothesis has been accepted at the level of 0.05. Regarding the level of opinions for Educational Television, most of the respondents have poor opinion. The calculated chi-square value 5.49 is less than the table value 9.487. The hypothesis has been accepted at the level of 0.05. Regarding the level of opinion for E-Learning Services, most the respondents have good and excellent opinion. The calculated chi-square value 3.39 is less than the table value 9.487. The hypothesis has been accepted at the level of 0.05. Regarding the level of opinion for open source software, most of the respondents have good and excellent opinion the calculated chi-square value 18.99 is more than the table value 9.487. The hypothesis has been rejected at the level of 0.05. Regarding the level of opinions for awareness program, most of the respondents have good opinion; the calculated chi-square value 3.32 is less than the table value 9.487. The hypothesis has been accepted at the level of 0.05.

Difficulties faced for implementation

The Table 5 shows the Difficulties Faced to Implement the opinion for Lack of ICT Infrastructure facility for e resources systems, most of the respondents have agreed, the hypothesis has been rejected at the level of 0.05 for chi-square. Next, the level of opinion for Lack of Power failure, most of the respondents have strongly agreed, the hypothesis has been accepted at the level of 0.05 for chi-square. The level of opinion for Lack of motivation from the authorities for e resources, most of the respondents have Neutral, the hypothesis has been accepted at the level of 0.05 for chi-square. The level of opinion for Lack of information sources, most of the respondents have Neutral, the hypothesis has been accepted at the level of 0.05 for chi-square. The level of opinion for Lack of Training, most of the respondents have agreed, the hypothesis has been accepted at the level of 0.05 for chi-square. The level of opinion for Lack of Working Hours, most of the respondents have agreed, the hypothesis has been accepted at the level of 0.05 for chi-square. Regarding the level of opinion for Lack of Cooperation, most of the respondents have agreed, the hypothesis has been accepted at the level of 0.05 for chi-square. The level of opinion for Lack of Skill, most of the respondents have agreed, the hypothesis has been accepted at the level of 0.05 for chi-square. The level of opinion for Lack of Knowledge, most of the respondents have neutral, the hypothesis has been rejected at the level of 0.05 for chi-square. The level of opinions for Fear of failure, most of the respondents have agreed, the hypothesis has been accepted at the level of 0.05 for chi-square. The level of opinion for Problems of Downloading Articles, most of the respondents have agreed, the hypothesis has been accepted at the level of 0.05 for chi-square. The level of opinion for Problems over Searching, most of the respondents have agreed, the hypothesis has been accepted at the level of 0.05 for chi-square.

Suggestions and Findings

Based on the findings of the study the following recommendations are made:

- Speed of internet and intranet connection to be increased for quick access to available e- resources.

- Use and usability of e- resources by the Students needs to be made on regular basis
- Tendency to use electronic resources among academic library is high
- Most of the Students were preferred the online services of OPAC, Bibliographic data, online searching and Full text sources.
- highest factors for preferred the familiar search of major reasons expertise, relevance subject information, user friendly, simple search strategy and fast connectivity.
- Academic libraries have to take steps to arrange various training and orientation programmes for students and faculty members to use the availability of e- resources.

Conclusion

The study indicated the impact of Internet and electronic resources among the faculties and the students of self financing colleges in their research and development works. The rapid developments in information communication technology have facilitated the convergence of new electronic devices and formats. Advantages of Internet and On-line access of E-resources has brought a rapid change in information seeking behavior of the users. It enables the users to develop their skills and knowledge for utilizing the e-resources and services. Today the E / Web- Resources have become the order of the day of any library irrespective of their categories. It is clear from the study that the younger generation has accepted the electronic resources, but the volumes of frequent usage of e-resources among the users have been found to be optimum level. Libraries are unable to provide satisfactory amount of e-resources due to the restrictions for utilizing the funds. The libraries of self financing colleges should be fully equipped with latest technologies and the librarians should be given full freedom to bring out any changes in the library for running the library in an efficient and smooth manner.

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Table 1 - Gender wise Classification of Period of Usage

Gender	How Long e resources Use				Total
	Below 2 Years	2-4 Years	4-6 Years	Above 6 Years	
Male	12 (5.6%)	63 (29.2%)	24 (11.1%)	39 (18.1%)	**138 (63.9%)**
Female	42 (19.4%)	0	36 (16.7%)	0	**78 (36.1%)**
Total	**54 (25.0%)**	**63 (29.2%)**	**60 (27.8%)**	**39 (18.1%)**	**216 (100%)**

Source: Primary data

Table 2 - Gender wise Classification of Time to Access

Gender	Time to Access					Total
	Morning	Afternoon	Evening	Night Time	Late Night	
Male	05 (2.31%)	11 (5.09%)	27 (12.50%)	47 (21.76%)	48 (22.22%)	**138 (63.9%)**
Female	02 (0.93%)	03 (1.39%)	39 (18.06%)	33 (15.28%)	01(0.46%)	**78 (36.1%)**
Total	**07 (3.24%)**	**14 (6.48%)**	**66 (30.56%)**	**80 (37.04%)**	**49 (22.69%)**	**216 (100%)**

Source: Primary data

Table 3 - Gender wise Classification of Purpose of Usage

Gender	Purpose of Usage						Total
	Studying	Publishing Journal	Research	Exchange Idea	Teaching Guide	Other	
Male	57 (26.4%)	0	24 (11.1%)	18 (8.3%)	33 (15.3%)	6 (2.8%)	**138 63.9%)**
Female	24 (11.1%)	12 (5.6%)	0	09 (4.2%)	33 (15.3%)	0	**78 (36.1%)**
Total	**81 (37.5%)**	**12 (5.6%)**	**24 (11.1%)**	**27 (12.5%)**	**66 (30.6%)**	**6 (2.8%)**	**216 (100%)**

Source: Primary

Table 4 - Level of Satisfaction of E-Resource Services

E-Resource Services	Level of Opinions							CHI-SQUARE TABLE Value – 9.487, DF – 4	
	Gender	Excellent	Good	Moderate	Poor	Very Poor	Total	Calculated $\chi 2$ Value	Remarks
ICT Facilities	Male	45	62	20	5	6	138	**2.26**	Significant
	Female	28	38	9	2	1	78		
Digital Library	Male	11	49	72	4	2	138	**4.47**	Significant
	Female	7	20	43	6	2	78		
Audio/Video Resources	Male	6	38	65	17	12	138	**3.79**	Significant
	Female	7	20	40	5	6	78		
Virtual Classroom	Male	4	34	45	38	14	138	**2.87**	Significant
	Female	6	18	27	21	6	78		
Educational Television	Male	9	31	25	48	22	138	**5.49**	Significant
	Female	8	17	19	29	5	78		
E-Learning Services	Male	38	47	18	5	8	138	**3.39**	Significant
	Female	25	29	14	4	1	78		
Open Sources Software	Male	42	59	28	3	6	138	**18.99**	No Significant
	Female	18	22	17	9	12	78		
Awareness Programmes on E-Learning	Male	27	54	21	12	24	138	**3.32**	Significant
	Female	10	27	13	10	18	78		

Source: Primary data

Table 5 - Difficulties Faced to Implementation

Difficulties	Level of Implementation							CHI-SQUARE TABLE Value – 9.487, DF – 4	
	Gender	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Calculated $\chi 2$ Value	Remarks
Lack of ICT Infrastructure	Male	39	79	8	0	12	**138**	**15.02**	No Significant
	Female	9	58	5	1	1	**78**		
Lack of Power Failure	Male	78	19	39	1	0	**138**	**8.29**	Significant
	Female	39	10	25	0	4	**78**		
Lack of Motivation From The Authorities	Male	18	10	78	13	19	**138**	**8.96**	Significant
	Female	9	2	39	18	10	**78**		
Lack of Information Sources.	Male	10	28	68	19	13	**138**	**9.22**	Significant
	Female	15	17	33	5	8	**78**		
Lack of Training	Male	47	62	29	0	0	**138**	**9.22**	Significant
	Female	30	34	10	3	1	**78**		
Lack of Working Hours	Male	7	49	63	19	0	**138**	**8.10**	Significant
	Female	3	28	39	5	3	**78**		
Lack of Cooperation	Male	16	28	37	28	29	**138**	**9.22**	Significant
	Female	2	19	31	15	11	**78**		
Lack of Skill	Male	37	49	29	18	5	**138**	**6.71**	Significant
	Female	12	27	17	15	7	**78**		
Lack of Knowledge	Male	7	57	52	17	5	**138**	**9.56**	No Significant
	Female	12	27	33	5	1	**78**		
Fear of Failure	Male	33	63	29	5	8	**138**	**8.79**	Significant
	Female	30	28	18	0	2	**78**		
Problems of Downloading Articles	Male	31	72	18	12	9	**138**	**9.10**	Significant
	Female	28	35	11	1	3	**78**		
Problems over Searching	Male	27	32	49	11	19	**138**	**7.07**	Significant
	Female	19	21	28	0	10	**78**		

Source: Primary data