

User Satisfaction towards Quality Of Library Services And Facilities of Dr. N.G.P. Educational Institutions: A Case Study

Dr. R. Senthilkumar

Librarian (SG) and Head of Research Dept. of LIS, Kongunadu Arts and Science College, Coimbatore

M.Muthukrishnan

Research Scholar (Ph. D) - Kongunadu Arts and Science College, Coimbatore – 641029

ABSTRACT: The study has been conducted to evaluate the user satisfaction of the library service in Dr. NGP Educational Institution. The data was collected through questionnaire consisting items related with different type of library services, infrastructure, place, space, and collection of reading materials. The study will be useful for libraries to get better their excellence of service and get higher user satisfaction.

Keywords: Library performance, User satisfaction, Library services, Library infrastructure, library staff attitude;

INTRODUCTION

Satisfying reader's requirements in the academic libraries has been most important aim of every library. In order to satisfy the users, it is necessary to find out what they actually need from the library. User satisfaction is defined as the result achieved when the service features respond to user needs and when the library meets or exceeds users' expectation over the lifetime of a service. It is the leading criterion for determining the quality actually delivered to the users.¹ Therefore, both the concept quality of library service and user satisfaction are directly related and very essential for success of libraries. Additionally, new technologies, databases, and more innovative systems for accessing information are leads to challenge for librarians and users. Recognizing users' needs is the first imperative for library authority to deliver their functionalities. Library services cannot be separated from those who deliver the services. Therefore, the service personnel, who are in frequent and close contact with their users, have an impact on users' perceptions of overall service value and quality². The user's satisfactions in the existing facilities of the libraries are assessed in this paper.

OBJECTIVES OF THE STUDY

The following objects were formulated to conduct this study.

1. To evaluate the present library systems and services of these libraries.
2. To know their opinion towards the various services provided by the library.
3. To know their opinion towards the infrastructure facilities of the library.
4. Based on the results the suggestion and conclusion are to be arrived.

METHODOLOGY

The present study covers the library user of Dr. N.G.P. Group of educational institutions, 100 questionnaires were distributed and filled questionnaire were received back. This research is based on the primary data. The structured questionnaire is framed with 26 filled questions and circulated among the following institutions.

- ✓ Dr. N.G.P. Arts and Science College,
- ✓ Dr. N.G.P. Institute of Engineering
- ✓ KMCH College of Pharmacy
- ✓ KMCH College of Physiotherapy

The simple random sample techniques is used to collect the data from the respondents and one way, two way frequency table, multiple, single bar charts are used for the analysis. Percentage tables also used to analysis the collected data. Before this process the master table has been prepared by using Microsoft Excel Sheet.

ANALYSIS AND DISCUSSION

First part of the questionnaire analyze with the personal profile of the respondents. Rest of the questionnaire is concentrated on the original research part. The following table elaborates the age wise analysis of the respondent.