CHAPTER V

SUMMARY OF FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 INTRODUCTION

The present study is to find out the Total Quality Management of University Libraries in Tamil Nadu. The primary data had been analysed and presented in the previous chapter. This chapter deals with the summary of findings, suggestions and the conclusion of the present study.

5.2 SUMMARY OF FINDINGS

The Findings of the study are as follows:

FINDINGS OF THE LIBRARY USERS DATA ANALYSIS

Demographic characteristics of Library users

Gender

- More than half of the respondents belong to the category of male who use the University Libraries in Tamil Nadu. Female users' percentage is slightly less than male users.

Age

- More than two thirds of the library users belong to the age category of 20-25 years.
Marital Status

- Four fifth of the respondents belong to the category of unmarried who use the university libraries. This Unmarried respondents’ usage is higher than the married respondents.

Residing sector

- Nearly three fourth of the library users belong to the rural category.

Educational Qualification

- 61.8% of Post graduate respondents use the university libraries.

Status

- More than three fifth of the respondents belong to the category of PG Students who use the university library services.

Frequency of Visit the Library

- Half of the respondents visit the university library regularly.

Time spent

- Majority of the library users spent less than 5 hours per week for searching the information in the library.
- 66% of the library users spent less than 5 hours per week for Information gathering in the library.
- Nearly three fourth of the library users spent less than 5 hours per week for online information retrieval in the library.
• 37% of the library users spent an hour per day for using the Internet in the library.

• 17% of the Madurai Kamaraj University Library users spent more than three hours per day for using the Internet.

• Majority of the married users spent 30 minutes per day and majority of the unmarried users spent an hour per day for using the Internet.

Membership

• 41.4% of the library users are the members of the university library

Purpose of visit

• 37.6% of the library users visit the library for the Academic improvement.

• Most of the library users preferred to seek the information from the reference books and newspapers.

Satisfaction of Library Collection

• Nearly three fourth of the library users are satisfied with the library collection.

• 41.2% of the users report that lack of time is the main difficulty for use of information resources in university libraries.

• 89.2% of the library users are satisfied with the level of satisfaction of seeking information through books.

• 90% of the library users are satisfied with the level of satisfaction of seeking information through Journal/Magazine/Periodicals.
Availability of latest Textbooks/ Subject books/Reference collections

- 81% of the users are satisfied with the Availability of latest Textbooks.
- 76% of the users are satisfied with the balanced collection in all subjects.
- 84.4% of the users are satisfied with adequacy of reference collections in the university libraries.
- Most of the users are satisfied with the adequacy of subject books.
- Most of the users are satisfied with the availability of bay guides in the university libraries.

Furnishing of Reading Room

- 91.2% of the users are very satisfied with the Furnishing of Reading Room in the university library.

Cleanliness and working space of the Library

- 89.2% of the users are satisfied with the cleanliness and working space of the Library.

Use of Latest equipment

- 82% of the users are satisfied with the Use of Latest equipment.
- Among the five university library users, majority of the Alagappa University library users are satisfied with the use of latest equipments than other university libraries.
Ventilation and lighting in the Reading and Stack Rooms

- Most of the users are satisfied with the ventilation and lighting in the Reading and Stack Rooms.

Ambience/Atmosphere of the library

- 94% of the users are satisfied with the atmosphere of the library.

Approach of library staff

- 89.8% most of the respondents are satisfied with the approach of library staff in university library.

Availability/Accessibility of E-resources

- Four fifth of the users are satisfied with the availability/accessibility of E-resources.

Internet connectivity

- 80% of the respondents are satisfied with the Internet connectivity of the university.

Level of satisfaction of the Library resources

- The users’ level of satisfaction with the use of library resources is 50%.
- Half of the rural users’ level of satisfaction with the use of library resources is 50%.
More than two fifth of urban the respondents’ level of satisfaction with the use of library resources is 50%.

**Rating of various sections in university libraries**

- 93.8% of the users report that their rating is good with the reading environment.
- 87.6% of the users’ rating is good with the reference book section.
- 81.6% of the users’ rating is good with the Periodical section.
- 81.8% of the users rating is good with the Circulation section.
- 85.4% of the users’ rating is good with Text book section.
- 84.2% of the users’ rating is good with the Internet & Infonet journals section.

**Opinion about the overall services in this library**

- 95.4% of the library users are satisfied with the overall services of the university libraries in Tamilnadu.

**Satisfaction with the various Library Services by the Library users**

- 87.6% of the library users are satisfied with the reference service (First rank) rendered by the library.
- 82.2% of the library users are satisfied with the online catalogue service (Second rank).
- 81.2% of the users are satisfied with the reading guidance/ assistance service (Third rank).
- 81% are satisfied with the Current Awareness Service (Fourth rank).
Hinderance of Library usage

- 42.6% of the library users report that poor shelf arrangement is main hindrance for using library resources whereas 47.6% do not accept this statement.

- More than half of the library users do not accept height of racks hinders browsing of books.

- 33.8% of the library users report that subjects books are scattered in the library whereas 47.6% do not accept this statement.

- 57.6% of the library users report that lack of assistance from the library staff is hindering the location of the reading materials whereas 27% do not accept this statement.

- More than half of the library users report that classification scheme followed by the library staff is not understandable.

Librarian conducts user satisfaction survey

- 47.2% of the user agree with librarian who conducts a user satisfaction survey in university libraries

Librarian establishes Feedback system to keep track of complaint statistics (Formal)

- 63.4% of the users agree with the Librarian’s mode of establishing Feedback system to keep track of complaint statistics.
Timeliness of work provided by the Library staff

- 64.8% of the library users are satisfied with the timeliness of work provided by the library staff.

Find a minimum error rate in work provided by the Library staff

- 39.2% of the library users agree that they find a minimum error rate in work provided by the Library staff.

Satisfied with Quantity and Quality of work provided by the library staff

- 64% of the library users are satisfied with quantity of work provided by the library staff.
- 68.4% of the library users are satisfied with quality of work provided by the library staff.

Complain about the library staff

- Half of the users rarely complain about the library staff.

Relationship with the library staff

- 66.6% of the library users keep good relationship with the library staff.

5.3 FINDINGS OF THE LIBRARY PROFESSIONALS DATA

ANALYSIS

Demographic characteristics of Library Professionals

- 69.81% of the library professionals belong to the category of male whereas 30.19% of the respondents belong to the category of female.
- 92.45% of the Library Professionals belong to the category of married, working in the university libraries.
79.25% of the library professionals belong to the urban category, working in the university libraries in Tamilnadu.

One fourth of the Library Professionals belong to P.G with M.L.I.Sc & M.Phil qualification.

86.79% of the Library Professionals are the member of the professional bodies.

**Awareness of TQM**

- All the library professionals are aware about the Total Quality Management concepts.

- 54.72% of the library professionals attended the programme on Total Quality Management whereas 45.28% of the respondents do not attend any programme on Total Quality Management.

**Idea about the collection in library**

- 96.23% of the library professionals are satisfied with the collection of the library.

- More than half of the library professionals report that reference collection should be improved.

**Service effectively rendered by the library**

- More than half of the library professionals report that online service is rendered effectively by the library.
Services to improve

- Majority of the library professionals report that reference service will be improved in the university libraries.

Satisfaction with Authority

- 92.46% of the respondents are satisfied with the authority.
- Most of the library professionals agree that management encourages and recognizes the team work effort.
- 88.68% of the Library professionals agree that management recognizes the library professional suggestions.

Regular training for staff

- 92.45% of the respondents agree with regular training for staff is provided by the authority.

Mistakes are rarely made while responding to user’s requests

- 52.83% of the Library Professionals agree that mistakes are rarely made while responding to user’s requests.

Quality service delivery is due to workers empowerment

- 92.45% of the respondent agree that the Quality service delivery is due to workers empowerment.

Employees are involved in decision making

- 88.68% of the respondents agree that employees are involved in decision making.
Users complain about Library professionals’ services

- 18.87% of the library professionals agree that Users complain about their services.

Users recommend Library professionals' services to others

- 84.91% of the Library professionals agree that users recommend their services to other users.
- 88.68% of the Library professionals agree that Library authority responds quickly to user’s complaints.
- Majority of the Library professionals report that a monitoring system is available for effective library services in their libraries.

Employees’s commitment to quality service encourage effective operation

- 96.23% of the library professionals agree with the employee’s commitment to quality service encourages effective operation of the university library.

5.4 RESULTS OF THE HYPOTHESES FORMULATED

The set of hypotheses formulated, were subject to the application of appropriate statistical tools. The results are given below:

- There is no association between the Gender and the information searching per week in the University libraries by the library users.
There is an association between the Marital Status of the library users and their time spent on the Internet per day.

There is no significant difference between mean opinions among the male and female library users and their satisfaction level about availability of latest textbooks.

There is no association between the Residing sector of the users and their opinion of level of satisfaction of the library resources.

There is an association between the status of the users and their opinion on the overall services of the university libraries.

There is an association between the age of the users and their satisfaction with Quality of work provided by the Library professionals.

There is a significant difference between Residing sector of the users and their mean opinion about maintaining a good relationship with the library staff.

The Satisfaction level about Management’s recognition of suggestions by married and unmarried Library Professionals is not different.

5.5 SUGGESTIONS

5.5.1 For Service Improvement

Most of the users report that the reprographic service should be provided effectively. Hence The Library authority of university libraries should provide the quality reprographic service to the users.

43% of the library users report that the shelf arrangement in University libraries is poor. Hence it should be properly maintained.
The Library authority should conduct the training programme for the library users in understanding the library classification. Many users are not aware of the library classification. This training programme will be useful for users to retrieve the documents in the library.

- Developing an inventory of all the available documents.
- Developing a database, this includes readers for all type of materials, held in the library.
- Improving skills of end users to profitability interact with information system and services.
- Integrating and networking all library resources into serviceable resources to users.
- Reduction in user complaints and efficient utilization of men, machine and materials resulting into higher productivity.
- The university authority should make the necessary action to attend the TQM programme to all the library professionals. It is useful to execute the library function effectively.

- Reference collection should be improved because most of the research scholars and faculty members utilize the reference books frequently.
- Library professionals should be trained on par with the institutions of national importance.
- All the university should be provided with enough staff for rendering Quality service to users of the university libraries.
5.5.2 For Future Studies

The present study is confined to the State Government Arts and Sciences Universities in Tamilnadu. The study can be extended to all the Government and Private universities including Medical, Engineering, Law, Agriculture and Veterinary universities. Further studies can be conducted to make comparative studies. This will help the authorities to enhance the digital library divisions.

5.6 CONCLUSION

The implementation of Total Quality Management in a library will definitely improve the quality for total satisfaction of library users. TQM can help the libraries to change their role as guardian of books to active agents of information transfer. It will help in achieving excellence in the provision and promotion of information services. TQM can pave the way for organizing and involving the whole organization towards achieving quality and user satisfaction. TQM is essential to foster work culture among the Library Professionals for their involvement in the services of the library to provide quality service and customer satisfaction. It calls for a strong leadership at all levels. TQM focuses on continuous improvement in products and services, with greater employee involvement and an increased emphasis on user needs.

TQM can provide necessary impetus to organizations for positive change, stimulating the workforce and creating an environment that gives a company in the competitive edge. Total quality is a dynamic state associated
with products like catalogue, current content, accession list and bibliographies, provision of services, process, and peoples and place that meet and exceed user expectations. Contemporary library authorities must create and sustain an environment, which fosters organizational development. They must also foster an environment which enhances individual and group effectiveness. For corporate library and information centres at least, the adoption of the TQM process make for more effective working with services and output, which are truly relevant to their users.

TQM is best defined as a philosophy and a big umbrella. It is a complete way of managing libraries to focus on customer and quality. Quality is what customers see, perceive and seek. Data and information are the means to ensure and improve quality at all stages.

To maintain compatibility of libraries with the environment, the changes in technology, market, quality and cost must match the process of change i.e. organizational structure, strategy, staff management and leadership of libraries. Cultural change is the essence of TQM and TQM tools are mere tools for cultural transformation. When a library has everything i.e. resources, technology, infrastructure but even then progress is not up to the mark, it is because of culture, values, attitudes, beliefs and myths. Total Quality Management is culturally specific. TQM vocabulary, professionalism, process orientation, and the reluctance of librarians in sharing power with subordinates are the major barriers.