Chapter 6
Findings, Tenability of Hypotheses, Conclusion & Suggestions
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FINDINGS, TENABILITY OF HYPOTHESES,
CONCLUSION AND SUGGESTIONS

The present study entitled “User Satisfaction In Zakir Hussain Library, Jamia Millia Islamia; Central Library, Jawaharlal Nehru University; Maulana Azad Library, Aligarh Muslim University: A Comparative Study”. The problem deals with the adequateness of collection, services, facilities, and preparedness of staff in helping the users. It investigates the satisfaction level of users of three different university libraries on a structured scale containing 44 questions. The user satisfaction scale helps in gauging the satisfaction level and further generalises certain issues which need to be taken care of for the satisfaction of users. On the basis of data analyses and interpretation, certain findings and conclusion are drawn and recommendations have been made for providing quality bases services in the libraries under study. The major findings/observations emerged during the study have been given as follows.

FINDINGS

The first part deals with the general information of all three university libraries, i.e., quantitative statistics of libraries, such as size of collections, status of library automations, facilities and services, staff and budget, etc. The major findings are as follows:

1. All three university libraries have good collections of all kinds of documents in book and non-book forms but comparatively the MA Library of AMU has large collection than the others libraries. It is clear from the table 5.1.4 that the total collection of MA Library of AMU consisting of books, periodicals, CD-ROMs, theses and manuscripts etc. is (11,86,139), followed by JNU library(5,50,595), followed by JMI, which is the lowest.

2. Table 5.1.5 reveals that AMU and JMI libraries are using LibSys software for the automation, whereas JNU is using VTLS software for the automation.

3. Table 5.1.6 depicts AMU libraries provide special services like Blind Support Services and Central library of JNU provide Newspaper-Clipping service for the researchers.
4. Table 5.1.2 shows the users profile of AMU, JMI and JNU. It shows that MAL, AMU has maximum users, i.e., 12628, followed by JMI, i.e., 9806, followed by JNU, i.e., 9673.

5. Table 5.1.2 shows that the establishments of three respective university libraries of India. AMU library was established in 1960. The library of JMI and JNU were established in 1973 and 1969 respectively. It was found that AMU is one of the oldest libraries out of three university libraries, established in 1960.

The second part deals with the comparison of users satisfaction scores of three universities of India. The investigator analyses the responses collected from the respondents on the user satisfaction scale under 6 aspects/dimensions of user satisfaction as suggested by Rout (1982). The major findings are given below:-

1. Table 5.6.1 shows the satisfaction of the users of central libraries of Jamia Millia Islamia (JMI)(JMI) and Jawahar Lal Nehru University (JNU) with regard to the Document Acquisition Service. It shows that the degree of correlation among all the three groups, i.e., agree, undecided and disagree between the two university is quite high and the difference among these groups are non significant.

2. Table 5.6.2 shows the satisfaction of the users of central libraries of Jamia Millia Islamia (JMI) University (JMI) and Aligarh Muslim University (AMU) with regard to the Document Acquisition Service. It shows that the high degree of correlation among the two groups, i.e., agree and disagree between the two universities, whereas the group ‘undecided’ has low correlation. The difference among all these groups are non significant.

3. Table 5.6.3 shows the satisfaction of the users of central libraries of Jawahar Lal Nehru University (JNU) and Aligarh Muslim University (AMU) with regard to the Document Acquisition Service. It shows that the degree of correlation among the two groups, i.e., agree and disagree between the two universities is quite high, whereas the group ‘undecided’ has low correlation. The difference among these groups are non significant.

4. Table 5.7.1. shows the satisfaction of the users of central libraries of Jamia Millia Islamia (JMI) and Jawahar Lal Nehru University (JNU) with regard to the Document Processing and House Keeping Service. It shows that the degree
of correlation among all the three groups, i.e., agree, undecided and disagree between the two university is quite high and the difference among these groups are non significant.

5. Table 5.7.2 shows the satisfaction of the users of central libraries of Jamia Millia Islamia (JMI) and Aligarh Muslim University (AMU) with regard to the Document Processing and House Keeping Service. It shows that the degree of correlation among the two groups, i.e., agree and disagree between the two university is quite high, whereas the group ‘undecided’ has low correlation. The difference among these groups are non significant.

6. Table 5.7.3 shows the satisfaction of the users of central libraries of Jawahar Lal Nehru University (JNU) and Aligarh Muslim University (AMU) with regard to the Document Processing and House Keeping Service. It shows that the degree of correlation among the two groups, i.e., agree and disagree between the two university is quite high, whereas the group “undecided” has negative correlation. However, the difference among all these groups are non significant.

7. Table 5.8.1 shows the satisfaction of the users of central libraries of Jamia Millia Islamia (JMI) and Jawahar Lal Nehru University (JNU) with regard to the Document Delivery Service. It shows a low level of correlation among the groups, i.e., agree, whereas the group ‘disagree’ and ‘undecided’ shows significant correlation between the two universities. The difference among these groups are quite non significant.

8. Table 5.8.2 shows the satisfaction of the users of central libraries of Jamia Millia Islamia (JMI) and Aligarh Muslim University (AMU) with regard to the Document Delivery Service. It shows that the degree of correlation among all the three groups, i.e., agree, undecided and disagree between the two university is quite high. The difference among the two groups, i.e., agree and disagree are non significant, whereas the difference is quite significant in the group ‘undecided’.

9. Table 5.8.3 shows the satisfaction of the users of central libraries of Jawaharlal University and Aligarh Muslim University (AMU) with regard to the Document Delivery Service. It shows that there exist a negative correlation among the group ‘agree’, whereas the other two groups, i.e., ‘undecided’ and ‘disagree’ has high and low correlation respectively. The difference among
the two groups, i.e., agree and disagree are non significant, whereas the difference is quite significant in the group 'undecided'.

10. Table 5.9.1 shows the satisfaction of the users of central libraries of Jamia Millia Islamia (JMI) and Jawahar Lal Nehru University (JNU) with regard to the Reading Facility. It shows quite a high degree of correlation and significant amount of difference between the two groups, i.e., agree and disagree, whereas the group 'undecided' has low level of correlation and the difference is quite non significant.

11. Table 5.9.2 shows the satisfaction of the users of central libraries of Jamia Millia Islamia (JMI) and Aligarh Muslim University (AMU) with regard to the Reading Facility. It shows that the degree of correlation among all the three groups, i.e., agree, undecided, and disagree between the two university is quite high and the difference among these groups are non significant.

12. Table 3 shows the satisfaction of the users of central libraries of Jawahar Lal university and Aligarh Muslim University (AMU) with regard to the Reading Facility. It shows that the degree of correlation among all the three groups, i.e., agree, undecided, and disagree between the two university is quite high and the difference among these groups are non significant.

13. Table 5.10.1 shows the satisfaction of the users of central libraries of Jamia Millia Islamia (JMI) and Jawahar Lal Nehru University (JNU) with regard to the Reference and Documentation Service. It shows the high degree of correlation among all the three groups, i.e., agree, undecided, and disagree between the two university. The difference among all these groups are highly significant.

14. Table 5.10.2 shows the satisfaction of the users of central libraries of Jamia Millia Islamia (JMI) and Aligarh Muslim University (AMU) with regard to the Reference and Documentation Service. It shows that the two groups, i.e., agree and undecided have negative correlation between the two universities and the difference is quite significant in the group 'undecided', whereas non significant in the other two.

15. Table 5.10.3 shows the satisfaction of the users of central libraries of Jawahar Lal University and Aligarh Muslim University (AMU) with regard to the Reference and Documentation Service. It shows that the two groups, i.e., agree and undecided have negative correlation between the two universities.
and the **difference is quite significant in the group ‘undecided’**, whereas it is non significant in the other two.

16. Table 5.11.1 shows the satisfaction of the users of central libraries of Jamia Millia Islamia (JMI) and Jawahar Lal Nehru University (JNU) with regard to the Personal Attention Paid by the Library Staff. It shows that the degree of correlation is positive and high in the group ‘agree’, whereas the other two groups, i.e., undecided and disagree are negatively correlated. The difference among all the three groups is quite non significant.

17. Table 5.11.2 shows the satisfaction of the users of central libraries of Jamia Millia Islamia (JMI) and Aligarh Muslim University (AMU) with regard to the Personal Attention Paid by the Library Staff. It shows that the positive correlation among the two groups, i.e., agree and disagree between the two universities, whereas there exist a negative correlation in the group ‘undecided’. The difference among these groups are quite non significant.

18. Table 5.11.3 shows the satisfaction of the users of central libraries of Jawahar Lal University and Aligarh Muslim University (AMU) with regard to the Personal Attention Paid by the Library Staff. It shows the high degree of positive correlation among all the groups, i.e., agree undecided and disagree between the two universities. The **difference among the group ‘undecided’ is quite significant**, whereas it is non significant in the other two groups.
TENABILITY OF HYPOTHESES

HYPOTHESES-1

Most of the users are satisfied with the services and facilities provided by all the three university libraries.

Table 5.1.7 depicts that the responses of the users of three university libraries regarding the overall satisfaction of library services, policies and procedures. Majority of the respondents of JNU library expressed their satisfaction with services, policies and procedures, i.e., 92%, followed by AMU, i.e., 85.5%, followed by JMI, i.e., 72%. Hence, this hypothesis is proved to be true.

HYPOTHESES-2

The difference in the users satisfaction scores among the three university library must be non significant with respect to Document acquisition Service.

Table 5.6.1 shows that the degree of correlation among all the three groups, i.e., agree, undecided and disagree between JMI and JNU is quite high and the difference among these groups are non significant at 95% level of significance.

Table 5.6.2 shows that the high degree of correlation among the two groups, i.e., agree and disagree between JMI and AMU, whereas the group ‘undecided’ has low correlation. The difference among all these groups are non significant at 95% level of significance.

Table 5.6.3 shows that the degree of correlation among the two groups, i.e., agree and disagree between JNU and AMU is quite high, whereas the group ‘undecided’ has low correlation. The difference among these groups are non significant at 95% level of significance.

Hence, this hypothesis is proved to be true.
HYPOTHESES-3

The difference in the users satisfaction scores among the three university library must be non significant with respect to Document Processing and House Keeping Service.

Table 5.7.1 shows that the degree of correlation among all the three groups, i.e., agree, undecided and disagree between JMI and JNU is quite high and the difference among these groups are non significant at 95% level of significance.

Table 5.7.2 shows that the degree of correlation among the two groups, i.e., agree and disagree between JMI and AMU is quite high, whereas the group ‘undecided’ has low correlation. The difference among these groups are non significant at 95% level of significance.

Table 5.7.3 shows that the degree of correlation among the two groups, i.e., agree and disagree between JNU and AMU is quite high, whereas the group ‘undecided’ has negative correlation. However, the difference among all these groups are non significant at 95% level of significance.

Hence, this hypothesis is proved to be true.

HYPOTHESES-4

The difference in the users satisfaction scores among the three university library must be non significant with respect to Document Delivery Service.

Table 5.8.1 shows a low level of correlation among the groups, i.e., ‘agree’, whereas the group ‘disagree’ and ‘undecided’ shows significant correlation between JMI and JNU. The difference among these groups are quite non significant at 95% level of significance.

Table 5.8.2 shows that the degree of correlation among the three groups, i.e., agree, undecided and disagree between JMI and AMU is quite high. The difference among the two groups, i.e., agree and disagree are non significant at 95% level of significance, whereas the difference is quite significant in the group ‘undecided’.

Table 5.8.3 shows that their exist a negative correlation among the group ‘agree’, whereas the other two groups, i.e., ‘undecided’ and ‘disagree’ has high and low correlation respectively between JNU and AMU. The difference among the two
groups, i.e., agree and disagree are non significant at 95% level of significance, whereas the difference is quite significant in the group 'undecided'.

Hence, this hypothesis is not true.

HYPOTHESES-4

The difference in the users satisfaction scores among the three university library must be non significant with respect to Reading Facility.

Table 5.9.1 shows quite a high degree of correlation between JMI and JNU and significant amount of difference between the two group, i.e., agree and disagree, whereas the group 'undecided' has low level of correlation and the difference is quite non significant at 95% level of significance.

Table 5.9.2 shows that the degree of correlation among all the three groups, i.e., agree, undecided, and disagree between JMI and AMU is quite high and the difference among these groups are non significant at 95% level of significance.

Table 5.9.3 shows that the degree of correlation among all the three groups, i.e., agree, undecided, and disagree between JNU and AMU is quite high and the difference among these groups are non significant at 95% level of significance.

Hence, this hypothesis is proved to be true.

HYPOTHESES-5

The difference in the users satisfaction scores among the three university library must be non significant with respect to Reference and Documentation Service.

Table 5.10.1 shows the high degree of correlation among all the three groups, i.e., agree, undecided and disagree between JMI and JNU. The difference among all these groups are highly significant at 95% level of significance.

Table 5.10.2 shows that the two groups, i.e., agree and undecided have negative correlation between JMI and AMU and the difference is quite significant in the group 'undecided', whereas non significant in the other two at 95% level of significance.

Table 5.10.3 shows that the two groups, i.e., agree and undecided have negative correlation between JNU and AMU and the difference is quite significant
in the group ‘undecided’, whereas it is non significant in the other two at 95% level of significance.

Hence, this hypothesis is not true.

HYPOTHESES-6

The difference in the users satisfaction scores among the three university library must be non significant with respect to Personal Attention Paid by the Library Staff.

Table 5.11.1 shows that the degree of correlation is positive and high in the group ‘agree’, whereas the other two groups, i.e., undecided and disagree have negatively correlation between JMI and JNU. The difference among all the three groups is quite non significant at 95% level of significance.

Table 5.11.2 shows that the positive correlation among the two groups, i.e., agree and disagree between JMI and AMU, whereas they exist a negative correlation in the group ‘undecided’. The difference among these groups are quite non significant at 95% level of significance.

Table 5.11.3 shows the high degree of positive correlation among all the groups, i.e., agree undecided and disagree between JNU and AMU. The difference among the group ‘undecided’ is quite significant, whereas it is non significant at 95% level of significance in the other two groups.

Conclusion

The main objectives of the study were to examine the status of user satisfaction among the three university libraries of India. Satisfaction, being a state of mind cannot be counted as tangible goods. However, there are techniques to measure this psychological aspect. As a research tool, attitude scales are used to measure such psychological aspects. The scale developed by Dineshan Koovakkai was used to measure the satisfaction of the users of three university libraries. The components of user satisfaction suggested by him are as follows:

1. Document acquisition service (strength of collection);
2. Document processing and house keeping service;
3. Document delivery service (loan service);
4. Reading facility;
5. Reference and documentation service; and
6. Personal attention paid by the library staff.

The total score of a user on his/her satisfaction of the library resources/services was obtained by adding the weights on all the 44 statements of the final scale. The level of satisfaction is determined on the basis of the mean score. The scores were tabulated under three groups for all three university libraries. The mean(M), standard deviation(SD), standard error mean(SEM) of the scores obtained were calculated for all the aspects of user satisfaction mentioned above. The investigator used 't' test to test the significant difference in the satisfaction of user's of JMI and JNU, JMI and AMU and JNU and AMU for all the 6 aspects of users satisfaction given by Rout(1982).

From the table of mean and correlation, it was concluded that the
i) Correlation between the satisfaction scores of JMI, JNU and AMU is quite high with regard to the Document Acquisition Service;
ii) Correlation between the satisfaction scores of JMI, JNU and AMU is quite high with regard to the Document Processing and House Keeping Service;
iii) Correlation between the satisfaction scores of JMI and JNU is quite low and their exist a negative correlation between JNU and AMU with regard to the Document Delivery Service;
iv) Correlation between the satisfaction scores of JMI, JNU and AMU is quite high with regard to the Reading Facility;
v) Although, correlation between the satisfaction scores of JMI, JNU and AMU is quite high with regard to the Reference and Documentation Service, but the difference between the groups among all the three universities are quite significant;
vii) Correlation between the satisfaction scores of JMI, JNU and AMU is quite high in the group 'agree' with regard to the Personal Attention Paid by the Library Staff, whereas their exist a negative correlation between other groups i.e., undecided and disagree.

Finally, the researcher concluded that User satisfaction is the major focus of the library services the library should scrutinize the use, quality, and effectiveness of their existing information sources and services whether they should be continued or be replaced by those sources and services which are better to keep pace with users
changing desires and preferences. The level of information requirements of the users’
community in the university depends upon the nature of their academic activities.
Among the users, students, teachers and research scholars need information at the
levels of study, teaching and research respectively. Thus, academic libraries such as
the university library should be constantly searching for new ways to keep up with the
expectations of its academic community. It is the responsibility of the library
professionals to undertake user satisfaction survey from time to time.

University library must be as dynamic like the users they serve whether they are
faculty members, students, non-teaching staff or research scholars. In a rapidly
developing field such as sciences, social sciences, humanities, management or
information science, changes in user behavior and the impact of improvements need
to be re-assessed in regular intervals on a continuous basis. The answer to the
question "how can a library improve its collection and services to satisfy user
requirements?" is ever changing since user needs never remain static. However,
finding answers to this question will help not only university library but any library to
be more attentive to the objective of satisfying users and to execute changes
depending on the user needs.

Therefore, the findings of the present study can be considered as guiding principles
in developing need base collection and provide effective services to the research
scholars as well as other user’s community of the university.

SUGGESTIONS AND RECOMMENDATIONS

The familiarity with library sources and services of users is closely related to
user satisfaction. Users who are familiar with library services and its sources are more
likely to be satisfied. Therefore it is essential that libraries should find the ways to
familiarise users with the library services and its sources.

In the light of the findings based upon the responses of the questionnaires, the
following suggestions can be considered:-

- The library should acquire important as well as new editions of information
  source documents which are related to the subject interest of all research
  scholars.
• The library should try to acquire more current periodicals, both national and international immediately since the research scholars use journals more.

• The library should make the users aware of the availability of inter-library loan facilities, services regarding bibliography, Current Awareness Service (CAS) and Selective Dissemination of Service (SDI).

• Majority of the respondents indicated that the user orientation program is useful. Therefore, the library should conduct the programmes with prior notification so that the research scholars may attend it. And hence, enabling them to exploit the resources of the library fully and effectively.

• Many of the respondents are dissatisfied with the library opening hours, complex circulation procedure and photocopying facilities available in the library. Thus, opening hours of the library, photocopying facility and circulation facility should be made convenient and sufficient according to users’ needs.

• Besides the above given suggestions which the library can take in to consideration, there are certain suggestions which the users can consider in order to satisfy their needs such as, the users should contact the library staff whenever they feel difficulty in getting information they should inform about their requirements to the librarian and also they should refer all sources of information which more useful and available in the library itself.