

Considering User Feedback and Consistency, Analysis of the level of User Satisfaction with Particular reference to MIMER Medical College, Pune

Bidhan Dolai

Assistant Librarian

MAEER MIT PUNE's Maharashtra Institute of Medical Education and Research, Pune

bidhandolai93@gmail.com

Dr. Sanjay Shenmare

Librarian

Bhausahab Bhore Shivshakti Mahavidyalaya Babhulgaon, Dist. Yavatmal

sjshenmare@gmail.com

Received: August 27, 2022; Revised & Accepted: September 29, 2022

Copyright: Dolai & Chenmare (2022)



This work is licensed under a [Creative Commons Attribution-Non Commercial 4.0 International License](https://creativecommons.org/licenses/by-nc/4.0/).

Abstract

The primary means of ensuring that everyone has reliable, safe, and equal access to information are libraries. It serves as a community hub for ongoing knowledge dissemination. It serves as a catalyst for propriety and is a significant indicator of a mature society. This essay looks at the MIMER Medical College Central Library's user experience and service excellence. Quantitative student opinions on the library's offerings were gathered through survey techniques. 54 replies from UG students were gathered (MBBS). Using spss software, the reliability test (cronbach's alpha) was performed on the data. This study's goal is to evaluate usability and reliability. the most crucial research stage, provides the researcher with the theoretical underpinnings of a study problem.

Keywords: *User Satisfaction, Library Services, Library resources, Medical College Library, MBBS, Service quality*

Introduction

Libraries are the major sources of providing equal, safe, and reliable access to information. It is a community center for constantly transmitting knowledge to individuals. It is an important hall mark of a developed society and works as a catalytic agent to propriety. The development of the institution of library is a natural and logical outcome of corresponding developments in different spheres of human knowledge. As food is necessary for human existence, books are vitally needed for intellectual existence. Library is a living depository of past culture and sustainer of the intellectual activities that anticipate future developments. The libraries are acquiring various resources and offering services to meet the demands of its patrons. The purpose of libraries is to provide people with the information resources and services they need. A library's objective is unsuccessful if its users are dissatisfied with the resources and services it provides. This survey attempts to determine whether Redeemer University library users are satisfied with the services offered by the facility. User feedback is very helpful in improving the library's collection and services. Because of this, libraries routinely survey their patrons' levels of happiness, which is essential to their success. People can get the information they need in libraries to take part in the rising information society.

Newly admitted students arrive at the college or university each year with a variety of expectations. Any academic institution's academic library serves as its "heart." Academic institutions' libraries cater to a variety of users with varying information needs, including students, researchers, teaching and non-teaching personnel, and administrators.

The core objective of college library is to support the parent institution to achieve its objectives and missions like to educate and train students in their respective subject field and make them as an intelligent aware, informative and enlightened to play the role of a responsible citizen of country. The libraries hold different collections of reading materials including books, periodicals, newspapers, reports special collection of government documents and a wide range of electronic resources for their users.

Furthermore, it is crucial for libraries to re-orient their collections, services, and facilities to keep up with these ongoing changes since users' information requirements and expectations are always changing in a world of information that is changing quickly.

Only by supplying a few high-quality services is this attractiveness made possible. The success of the library's development and services depends greatly on how satisfied its users are. In order to provide the essential resources and amenities in the library, it is important to take into account the feedback from potential users regarding the resources, services, and facilities.

Objectives

1. To assess the reliability of the library.
2. Look of the users' view regarding library quality.

Literature Review

To identify the major themes of the literature on the topic, the literature on various facets of academic libraries was examined. It takes into account issues like how to gauge user happiness and what tools and services are required for a successful library. There have been numerous studies conducted on library services, and those studies are now public, allowing those who are currently pursuing their education to use them to learn information that will help them as well. Since user satisfaction with library services in academic libraries has been a subject of earlier research, this chapter summarizes the literature in that area. The most important research step, the literature review gives the researcher the conceptual basis of a study problem.

C.S. and Halyal (2018) their study shows that how satisfied Ramdurg students from the C. S. Bembalagi Arts, SHA, M. R. Palaresha Science, and G. L. Rathi Commerce College Libraries are with the facilities, resources, and services offered by the libraries.

Barad (2019), discusses the function of university libraries in higher education. Given the summary of the Himachal Pradesh (HP) University Library in Shimla and the voyage of library automation, user survey regarding library activity, usage of ICT in libraries, and user satisfactions, it is possible to calculate the impact of information technology on libraries. Also demonstrated that although patrons were happy with the library's services, they wanted them to be better. Additionally, certain recommendations were made to improve service quality and user satisfaction.

Tiemo and Atheboh (2016) describe how satisfied library patrons were with the services and information available in the College of Health Sciences (CHS) library at Niger Delta University in Nigeria. The goal was to gauge patron satisfaction with library information services and resources.

Tetteh and Baah (2019) was conducted an investigational survey to ascertain how satisfied library patrons were with the facility's staff, resources, services, and effects on patrons' academic performance. Through the use of questionnaires and interview techniques, qualitative data from two academic libraries in Ghana's colleges and universities was gathered. They recommended that academic libraries in Ghana be furnished with high-speed computers, sufficient and knowledgeable staff, and online resources. In order to prove their value to stakeholders, libraries should also make an effort to market their services and resources.

Rani (2018) conducted a study with the goal of the evaluation is to increase library user satisfaction. It looks at how well students and faculty feel about the library's materials and services. We first collect data from the organisation based on user results, and we must assess user happiness. User surveys and responses are a must for the information gathering process. Here, the degree of satisfaction is assessed, and the subsequent procedure clarifies.

Methodology

A well-structured questionnaire was used in a survey manner to carry out the study's aforementioned goals. A survey was performed online from August 1, 2022, until August 10, 2022. Statistical techniques were used to categories, examine, and tabulate the acquired data and calculated with SPSS. MBBS students in the College's undergraduate program were included in the current study.

Data analysis and discussion

Table1. shows the percentages and distribution of study participants by gender. There were 54 replies gathered, of which 48.14 percent were from men and 51.85 percent were from women.

Table1. Gender- wise distribution

Gender	No. of Respondents	Percentage
Male	26	48.14814815
Female	28	51.85185185
Total	54	100

Table2. Below demonstrates the frequency with which 44.44 percent of users visit the library daily basis. Moreover, once in a week 33.33 percentages and 14.81 percentages rarely alongside 7.40 percentages are visited library very rarely.

Table 2. Frequency of visiting library

Frequency	No. of Respondents	Percentage
Daily	24	44.44444444
Once in two day	4	7.407407407
Once in a week	18	33.33333333
Very rarely	8	14.81481481

Table3. Lists the reasons students use library. They frequently go to the library to read in the reading room.

Whereas they are less interested to spend leisure time and read newspaper in the library.

Table 3. Purpose of library visit

Purpose	No. of Respondents	Percentage
For paper and magazine reading	0	0
For study in reading room	46	85.18518519
To locate information in books and journals	3	5.555555556
To borrow books	4	7.407407407
For spending leisure time	0	0
Others	1	1.851851852

The reliability test is carried out to determine the degree of dependability of the variables employed in the study. The values for all of the variables are shown in Table 4 to be substantially above 0.70, indicating that all variables are regarded as reliable.

Table 4. Satisfaction of library resource

Responses	General text books	Nonacademic books	Reference books	online/web resources	Newspapers
Highly Satisfied	9	7	13	7	10
Satisfied	39	30	39	38	39
Not Satisfied	5	18	2	10	5

Cronbach's Alpha Formula:

$$\alpha = \frac{N \cdot \bar{c}}{\bar{v} + (N - 1) \cdot \bar{c}}$$

Where:

- N = the number of items.
- \bar{c} = average covariance between item-pairs.
- \bar{v} = average variance.

Case Processing Summary

Case Processing Summary			
		N	%
Cases	Valid	3	100.0
	Excluded ^a	0	.0
	Total	3	100.0

a. List wise deletion based on all variables in the procedure.

Reliability Statistics

Reliability Statistics	
Cronbach's Alpha	N of Items
.977	5

Table 5. Satisfaction in library service

Responses	OPAC Service/ Web OPAC (online public access catalogue)	Opening hours of the library	Circulation Service (Issue /return)	Reference Services	Provision of Computer/ PCs	Reprography services	Library Webportal
Excellent	6	22	18	12	10	10	9
Good	27	27	7	8	19	25	29
Fair	18	4	26	33	13	17	12
Poor	3	1	3	1	12	2	4

Case Processing Summary

Case Processing Summary			
		N	%
Cases	Valid	4	100.0
	Excluded ^a	0	.0
	Total	4	100.0
a. List wise deletion based on all variables in the procedure.			

Reliability Statistics

Reliability Statistics	
Cronbach's Alpha	N of Items
.800	7

Table 6. Satisfaction of library facility

Responses	Space for reading room	Lighting and ventilation	Drinking water	Cleanliness
Excelent	15	20	15	22
Good	25	27	29	28
Fair	11	6	6	3
Poor	3	0	4	1

Case Processing Summary

Case Processing Summary			
		N	%
Cases	Valid	4	100.0
	Excluded ^a	0	.0
	Total	4	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Reliability Statistics	
Cronbach's Alpha	N of Items
.981	4

The internal consistency of this survey is "Acceptable," according to the estimate of Cronbach's Alpha, which was 0.773 and the study shows that all alpha value is greater than .76 reckoned that good to excellent consistency exist.

Table7. Satisfaction about Library staff

Responses	Approachability/friendliness of staff	Availability of staff when assistance is needed	Helpfulness in locating information	Wiliness to provide personalized services
YES	47	46	48	41
NO	7	8	6	13

Above table 7, empathy and ethics are crucial since they are connected to user happiness. shows that most are pleased with the library employees.

Conclusion

The role of the libraries associated with educational institutions is crucial in addressing the many different informational needs of students, professors, and researchers. The library's management/parent organization spends a significant amount of money each year on the acquisition, processing, and storage of information resources for the benefit of its patrons. The services and amenities offered by the library are the key areas for improvement. However, a changing information environment, the use of ICT in libraries, and the availability of electronic information sources both online and offline have made it difficult for users and library staff to find the right information when they need it.

References

1. Ateboh, B. A. (2016). *Journal of Education and Practice* www.iiste.org ISSN (Vol. 7, Issue 16). Online. www.iiste.org
2. Barad, P. H. (2019). User Satisfaction with Library Resources and Services in Himachal Pradesh University. *Library Progress (International)*, 39(1), 102–109. <https://doi.org/10.5958/2320-317x.2019.00010.2>
3. Evelyn, O. A. T., & Lydia, N.-B. (2019). Library value through user satisfaction: The case of academic libraries in Ghana. *International Journal of Library and Information Science*, 11(5), 44–57. <https://doi.org/10.5897/ijlis2019.0886>
4. Muthuraja S. (n.d.). User Satisfaction with Library Resources, Services and Facilities: A Study. *International Journal of Library and Information Studies*, 8(3). <http://www.ijlis.org>
5. Rani, P. (2018). A Study on Library Resources with Services Satisfaction Based on Students and Faculties: In an Institution. In *International Journal of Applied Engineering Research* (Vol. 13). <http://www.ripublication.com>
6. Saad Andaleeb, S., & Simmonds, P. L. (1998). *Explaining User Satisfaction with Academic Libraries: Strategic Implications*.
7. Saikia, M., & Gohain, A. (2013). *International Journal of Library and Information Science*. 5(6), 167–175. <https://doi.org/10.5897/IJLIS2012.0328>