USER SATISFACTION ON ELECTRONIC RESOURCES AND SERVICES: A STUDY AMONG THE FACULTY MEMBERS OF THIRUVALLUVAR UNIVERSITY AFFILIATED COLLEGES, TAMIL NADU

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ABSTRACT

Electronic resources in this digital environment plays predominant role when comparing with printed resources. The electronic resources are cost effective and can be accessed across the globe by any number of users at any time. Libraries of today are spending sizable portion of their budget towards subscription of electronic resources and it is the job of the librarians to ensure whether the resources are accessed properly. In order to find out to know the purpose of using the electronic resources and what extend the respondents were satisfied with electronic sources and services, the study has been conducted among the faculty members working in affiliated colleges of Thiruvalluvar University, Vellore, Tamil Nadu. The findings and suggestions derived from the study will enable the administrators to ensure the use of electronic resources by applying appropriate measures.

Keywords: Electronic Resources; Electronic Information Services; User Satisfaction, Web Resources; Thiruvalluvar University.

SOUNDAR. S.   DR. K. SRIDHAR   1 P a g e

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INTRODUCTION:-

Developments in Web technology has brought out many electronic resources and these resources are considered as important resources as these resources have many features when comparing with printed resources. In this digital environment, almost all the academic and research libraries are giving importance towards electronic resources as electronic resources have many features and cost effective and needs less space (Parveen Kumari, 2015). Academic libraries plays very important role in supporting the academic and research needs of students, research scholars and faculty members. There are many web-based information sources and services available through academic library websites which includes institutional repositories, open access resources, subject gateways, web portals, electronic theses and dissertations, e-reports and so on. Academic community needs up-to-date and exclusive information for which the library has to evaluate the resources and make it available of the services through web (Deepa and Abdul Azeez, 2016). In this aspect, the study has been conducted among the faculty members to provide effective services.

Review of literature

A study on awareness and usage of electronic resources by the library users of selected colleges of Solapur University carried out by Burhansab, Batcha and Ahmed (2020). The findings of the study revealed that awareness and use of e-resources is very common among library users and most used electronic resources such as e-journals, e-databases and e-research reports. If the resources are not properly utilized, it will be great loss to the individuals, institutions and nation. If there is no proper infrastructure facility, the access will not be effective. The study suggested that user training will be essential for library users to search and retrieve the relevant information.

A study on "Users' acceptance of e-resources usage at the institute of Finance Management, Tanzania" was conducted by Mollel and Mwantimwa (2019). The findings of the study revealed that faculty members and research scholars have diverse choice of resources to fulfil their academic activities. Among the resources, social media was the frequently used tool by the respondents and other resources such as e-books, e-dictionaries, encyclopedia, and journals were also the resources used frequently. The study also revealed that a large proportion of the respondents have used open access resources than subscription based resources. The e-resources were allowed within the campus with restriction of IP address. This IP restriction was the main problem faced by the respondents who wanted to use the resources from outside the campus. Based on the findings of the subject, the study has suggested adopting e-resources access enhancing tools such as LibHub, Remote X or Web proxy.

SOUNDAR. S.   DR. K. SRIDHAR   2 P a g e

VOL 7, ISSUE 2   www.puneresearch.com/world   JUNE - AUG 2022
(IMPACT FACTOR 3.02) INDEXED, PEER-REVIEWED / REFEREED INTERNATIONAL JOURNAL

Dayakar (2018) investigated the advantages of using electronic resources in higher education and discusses the many concerns associated with using electronic resources. In the study, the author examined the benefits of adopting e-resources, such as: accessing information through electronic libraries, saving time, and reducing costs. When conducting research is beneficial. Submission of assignments by e-mail is acceptable. Cloud Computing provides data/File storage, and there are some problems concerning the use of e-resources that need to be addressed. Plagiarism, a lack of dependability and quality in information, problems with quality control when using internet information, an overload of knowledge, and a shift in work habits are all concerns. The study concluded that, better access to e-resources has had a good impact on their research efforts by allowing them to stay up to date and by saving them time.

A study on "The use of electronic resources by academic staff at the University of Ilorin, Nigeria" was conducted by Tella et al (2018). The study has used simple random sampling method to collect the data from the respondents. The findings of the study revealed that majority of the respondents have used electronic resources teaching, curriculum development and self-education, Search engines and private subscription were the major resources through which they were accessing and utilizing the resources. Slow internet bandwidth, lack of availability of the resources and inadequate online access were the major setbacks faced by the respondents. The study reported that though electronic resources are available, utilization of the resources found to be low. Hence, the study recommended the authority to look into the issues which affected their access so that the access can be maximized.

Objectives of the study

Following are the objectives of the study

- To identify the use of electronic services by the faculty members working in affiliated colleges of Thiruvalluvar University
- To know the purpose of using the electronic resources and services by the faculty members working in affiliated colleges of Thiruvalluvar University
- To find out the satisfaction level of electronic resources, services and ICT applications

Methodology

The study is descriptive in nature used questionnaire as survey tool to collect the data from the respondents. There are 124 affiliated colleges (Government, Government-aided and Management) under Thiruvalluvar University. Out of 124 colleges, the researcher has

selected 14 government colleges for the study by applying proportionate random sampling method. The researcher has circulated 60 questionnaires each to the government engineering colleges (840). Three questionnaires from two colleges found incomplete and data were missing. In order to ensure the proportionate sampling, 57 questionnaires from each college have been considered for data analysis. The total number of sample is 798.

Discussions

Table 1: Socio-demographic information

Gender	Nos	%
Male	290	36.34085213
Female	508	63.66
Age		
Below 30 years	128	16.04
31-40 years	361	45.24
41-50 years	232	29.07
Above 50 years	77	9.65
Designation		
Assistant Professor	531	66.54
Associate Professor	208	26.065
Guest Faculty	59	7.39
Faculty		

Majority of the respondents 508 (63.66%) were female and rest of them were male i.e. 36.34%. From the findings, it is found that female respondents dominate in colleges. Among age-wise distribution, highest respondents 361 (45.24%) belong to the age group of 31-40 years followed by 232 (29.07%) belong to 41-50 years age group and only 77 (9.65%) were above 50 years age group. Assistant Professors were the majority with 531 (66.54%) followed by second highest were Associate Professors and only 59 (7.39%) were guest faculty.

SOUNDAR. S.   DR. K. SRIDHAR   4 P a g e

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(IMPACT FACTOR 3.02) INDEXED, PEER-REVIEWED / REFEREED INTERNATIONAL JOURNAL

Table 2: Frequency to access electronic resources

Frequency to access electronic resources	No. of respondents	%
Daily	160	20.05
Alternative days	230	28.82
Weekly	188	23.56
Monthly	101	12.66
Whenever needed	119	14.91

Highest number of the respondents 230 (28.82%) accessed electronic resources alternative days followed by 188 (23.56%) and 160 (20.05%) accessed weekly and daily. Less number of the respondents accessed monthly and whenever needed.

Table 3: Time spent during single visit

Time spent during single visit	No. of respondents	%
Less than an hour	341	42.73
More than 1 hour and less than 2 hours	255	31.95
More than 2 hour and less than 3 hours	201	28.39
More than 3 hours	1	0.13

It is found from the table. 9 that majority of the respondents 341 (42.73%) have stated that they have used electronic resources less than one hour during their single visit followed by second highest have mentioned that they have used it more than one hour and less than two hours. It is also noted that more than one-fourth of the respondents have used from more than two hours to less than three hours and only one respondent has stated as he/she used more than three hours.

Table 4: Purpose of using electronic resources

Purpose of using electronic resources	Nos.	%
Academic Purpose	702	87.97
Research Purpose	301	37.72
Update professional Knowledge	532	66.67
For course work	453	56.77
For writing research papers	215	26.94
Career development	649	81.33

High majority of the faculty members 702 (87.97%) used electronic resources for academic purpose followed second highest majority of the respondents 649 (81.33%) used for career development. It was also noticed that 532 (66.67%) and 453 (56.77) used for updating their professional knowledge and course work. Little less than 40% of the respondents used electronic resources for research purpose and little more than one-fourth of the respondents have used for writing research papers. Overall, it is found that majority of the respondents have used electronic resources for academic purpose, career development, updating their professional knowledge and course work.

Table 5: Satisfaction on e-services

Satisfaction	Highly Satisfied	%	Satisfied	%	Not satisfied	%
Document Delivery	109	13.66	74	9.27	615	77.07
OPAC	192	24.06	456	57.14	150	18.80
Table of content page	40	5.01	510	63.91	248	31.08
E-Mail Alert	13	1.63	230	28.82	555	69.55
E-Clipping	187	23.43	423	53.01	188	23.56
Bibliographic Search	210	26.31	469	58.77	120	15.04

CAS	14	1.75	387	48.50	397	49.75
SDI	131	16.42	251	31.45	416	52.13
New sources through library website	45	5.64	324	40.60	429	53.76

For bibliographic search and OPAC, majority 469 (58.77) and 456 (57.17%) were satisfied followed by second highest were highly satisfied. In the same way, for table of content page, and e-clipping, majority 510 (63.91%), and 469 (58.77%) were satisfied followed by second highest were not satisfied. It is again found that majority of the respondents 615 (77.07%), 429 (53.76%), 416 (52.13%) and 397 (49.75%) were not satisfied with document delivery service, new sources through library website SDI and CAS.

Table 6: Satisfaction level on e-resources

Satisfaction level	Highly satisfied	%	Satisfied	%	Not satisfied	%
E-Journals	202	25.31	268	33.58	328	41.10
E-Databases	169	21.18	306	38.346	323	40.48
E-Books	6	0.75	139	17.42	653	81.83
Library Portal	134	16.79	226	28.32	438	54.89
IR	34	4.26	374	46.87	390	48.87

An overwhelming majority of the faculty members 653 (81.83%) were not satisfied with e-books. It is found that highest respondents 438 (54.89%), 390 (48.87%), 328 (41.10%) and 323 (40.48%) were not satisfied with resources such as library portal, IR, e-journals and e-databases followed by second highest were satisfied.

CONCLUSION

The study has brought out many innovative findings such as there were only one-fifth of the respondents were accessing the electronic resources on daily basis and only one respondent accessing the electronic resources more than three hours. Among different purposes, the

SOUNDAR. S.   **DR. K. SRIDHAR**   7 P a g e

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(IMPACT FACTOR 3.02) INDEXED, PEER-REVIEWED / REFEREED INTERNATIONAL JOURNAL

faculty members using the electronic resources for academic, career development, updating professional knowledge and course work. Their purpose for research and writing research papers found less. The study also revealed that majority of the respondents was not satisfied with document delivery service, e-Mail Alert service, CAS, SDI and new sources through library website. Based on the findings, the study suggests that the importance and features of electronic resources must be educated through orientation programme. The services such as document delivery, e-Mail alert, SDI, CAS need to be improved and properly educated. It is also important that the library website must be updated with new resources, services and infrastructure facilities since the library acts as gateway of knowledge.

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SOUNDAR. S.   DR. K. SRIDHAR   8 P a g e

VOL 7, ISSUE 2   www.puneresearch.com/world   JUNE- AUG 2022
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