

User Satisfaction of the Students of Engineering College: a Case Study of Engineering College Libraries of Jaipur, Rajasthan

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Abstracts:

The study describes the user satisfaction of engineering colleges of the city of Jaipur. A well structured questionnaire was designed to elicit the opinions of the Engineering college students. The response was gathered from 220 students. The result of the study provided information about the satisfaction of users with library collection like text books, reference books, periodicals, online resources, thesis and dissertation, newspaper etc. and services. The authors also have tried to find the reason of not satisfaction of the users. On the basis of finding, some suggestions have been put forth for maximizing satisfaction of engineering colleges students in libraries.

***Key words:* User Satisfaction, Engineering Education, College, Library.**

I. INTRODUCTION

Nowadays Library is like Knowledge centre and is the heart of any institute. The user's satisfaction is main motto of library services and it is key success of any library. The services of librarian are also make good customer satisfaction among users. Librarian should regular examine customer satisfaction with the library's collection, services and information preferences to ensure that the information needs of users are satisfactorily fulfill within time.

An Engineering college provides technical education and its important role expected in growth and development of the country so library of engineering institute must be good collection of books and information resources. The main role of an engineering college library is to satisfy the needs of its users. Libraries assist-in research process by collecting, preserving, and making available an array of information resources relevant to their research community. Present era is a information era and students are not interested in visiting the library physically nowadays and they are more comfortable in retrieving information electronically. Use and the user survey study to find out the existing print and non print resources, services and facilities.

Rajasthan is among biggest states of the republic of India. There are 135 engineering colleges existing in Rajasthan those affiliated to Rajasthan Technical University, Kota. Beside this many MBA Colleges, Architecture Colleges, Pharmacy Colleges and other academic colleges are getting affiliation to RTU.

The development of technical education in the Rajasthan state shows that there is lot of institution to get higher professional and technical education. But in the recent years, the industries have expanded their wings in the land of Rajasthan, and they require huge manpower both - technical and non- technical. Definitely the demand for technical manpower is very high to fulfill the void and much stress has given on expansion, modernization and reorientation of technical education. To attain the purpose, new engineering colleges and technical institutes are being opened up and existing once are being upgraded. The establishment of Rajasthan Technical University has also witnessed the new revolution towards this initiative.

Rajasthan technical university (RTU) is located in Kota in the state of Rajasthan. It was established in 2006 by the Government of Rajasthan to enhance the technical education in the state. The university has been established in the campus of University College of Engineering Kota (Previously known as Engineering College, Kota), which is located on the Rawatbhata Road, about 14 kms from Kota Railway Station and 10 kms from Kota Bus stand. The University currently affiliates about 135 Engineering Colleges, 35 MCA Colleges, 142 MBA Colleges, 08 M.Tech Colleges and 03 Hotel Management and Catering Institutes. More than one lac students enrolled in the various institutes affiliated to the university. The university aims to provide quality technical education that may help the Rajasthan in its technical

development and will boost technical environment in the country. The university offers almost all the disciplines related to technical education including Bachelors of Technology, Master of Technology, Master of Business Administration, Master of Computer Applications, and Bachelors of Hotel Management and Catering Technology etc.

For better library service norms of RTU and AICTE has followed to any engineering college library as per norms of AICTE established a new engineering college minimum 400 sq ft area to be compulsory, 3000 books for engineering, 24 National journals should compulsory in a library a well qualified and experienced librarian also required to handling the library. Library should 10 multimedia PCs, library server and internet facility. Printer, scanner, Photocopiers facilities expected in an engineering college library. Reading room, reference section, periodical section, and newspapers section also required for better services in an engineering college library.

II. STATEMENT OF THE PROBLEMS

Library has a vital role in the engineering education. Without libraries we cannot suppose any engineering or technical institution. In the ICT era the role of library and Librarian are increasing. Every technical Institute has invests very big money every year in this library for purchasing books, process and storage of information resources to serve the user. But changing information environment, application of information and Communication Technology in library and availability of information resources both in online and offline has made both Library professionals and user confused to locate appropriate information as and when required. So this study on Library has been carried out of Library of engineering colleges at Jaipur district to know the user satisfaction which will help to design new Library services in the ICT era.

III. OBJECTIVE OF THE STUDY

1. To know the user satisfaction in engineering college libraries.
2. To know the use of the library of an engineering college
3. To find out the level of satisfaction of students with regards to the print and electronics resources services, facilities provided by the engineering college library,
4. To evaluate the usage of library in a responded time

IV. LIMITATION OF THE STUDY

Limitation of the study at Rajasthan, there are total no of 135 engineering colleges; the Jaipur, capital of Rajasthan and biggest city of the state has approx. 50 engineering college have providing engineering education in various branches. Investigators have selected only 50 colleges for this particular study. The study is limited to engineering colleges only and not Including Universities and Govt. Engineering Colleges in this study

V. RESEARCH METHODOLOGY

The Research methodology is an important tool for any problems of the study. In this study total 245 pre structured questionnaire were distributed among the students from engineering colleges. The Information was collected from the filled up 220 questionnaires as well as personal interview were also taken to get some more feedback from the students of engineering college. The questionnaire were distributed to students of various filled and branch like ECE, Mechanical, Computer Science & Engineering, Information Technology and Civil Engg. etc. Due to in complete information in 20 questionnaires, were not including in the study and finally total 200 questionnaires have taken for Data analysis.

VI. DATA ANALYSIS AND INTERPRETATION

245 Questionnaire were distributed among the engineering Colleges of Jaipur. The responded rate was 81.6%. It was a good response for successfully and healthy result. The result of the study shown in the charts and graphs as following

1. How many times do you visit the Library (Please tick)

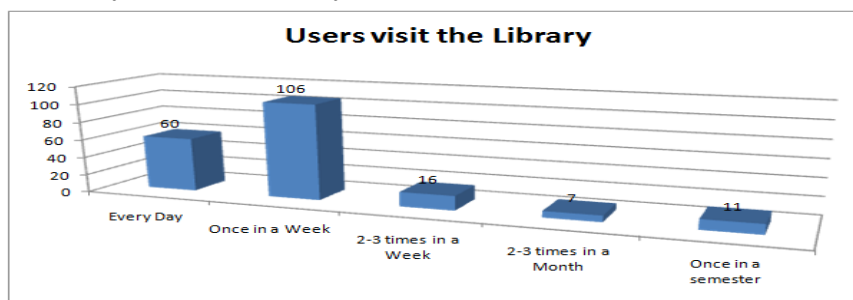
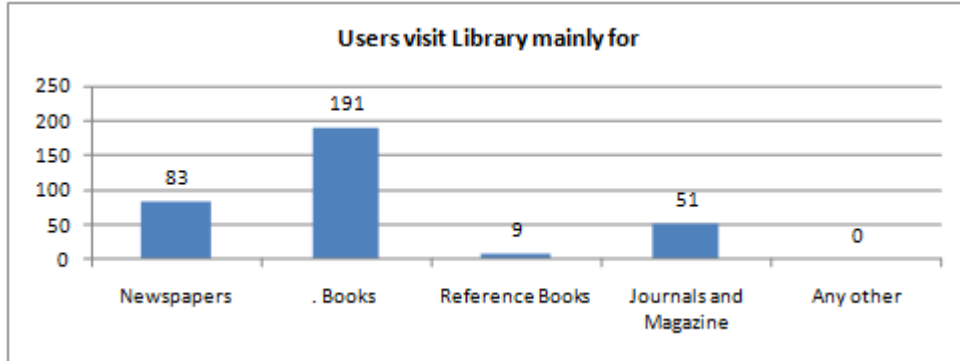


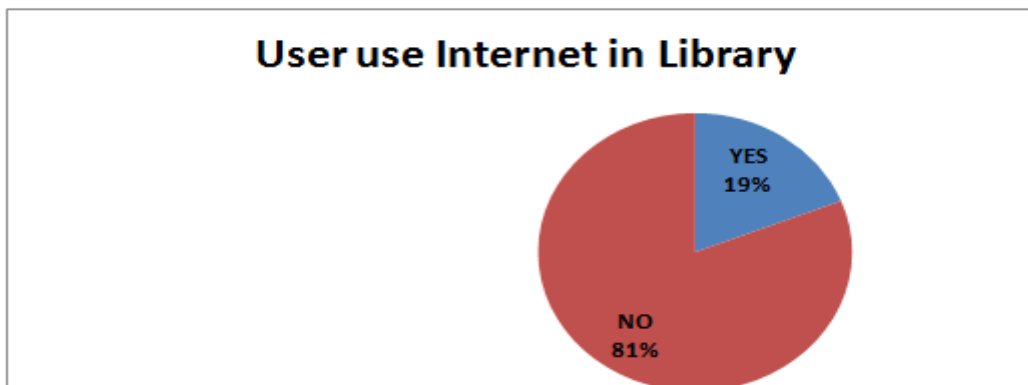
Figure no. 1 states that out of 200, 106 respondents have visited once in a week to library. 30 % (60) respondents visited every day in the Library. It means the Library facilities are important in the study of engineering. 8% respondents have visited 2-3 times to the library in a week. The result shows that majority of respondents 83% have visited in library once in a week.

2. Are your visit to library mainly meant for the purpose



Above figure no. 2 states the main purpose to visit the library. Out of 200, 191 (95 % respondents) have visited to Library for library books. It is surprising result that engineering and technical students have much depended on the library for books of their subjects. About 83 (42%) responds visited to read newspapers, 51(25%) visited to access journals and magazines and only 9 respondents visited for reference books at library.

3. Are you use Internet in Library A. Yes B. NO



It has been revolved by figure no. 3 that 19% respondents used internet facilities in library. The result shows that majority of the students approx. 81% do not use internet facility in the library. Today availability of internet access facilities are at various places like home, office, computer labs, nearest cyber café etc. Every student does not want to depend on library for internet.

4. How many times you spent in library?

- A. One hour B. Two Hours C. More then three hours D. Not confirm

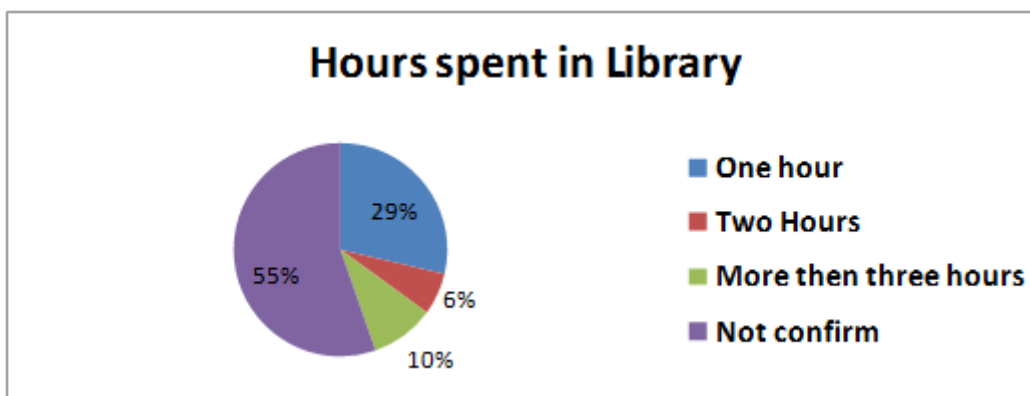
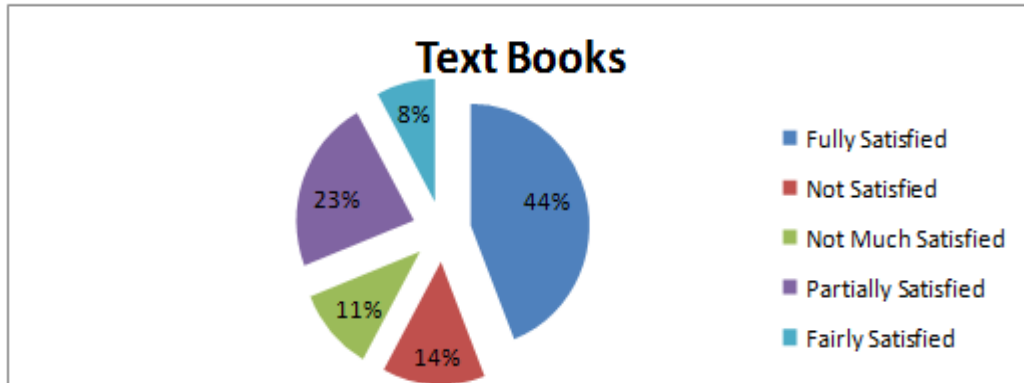


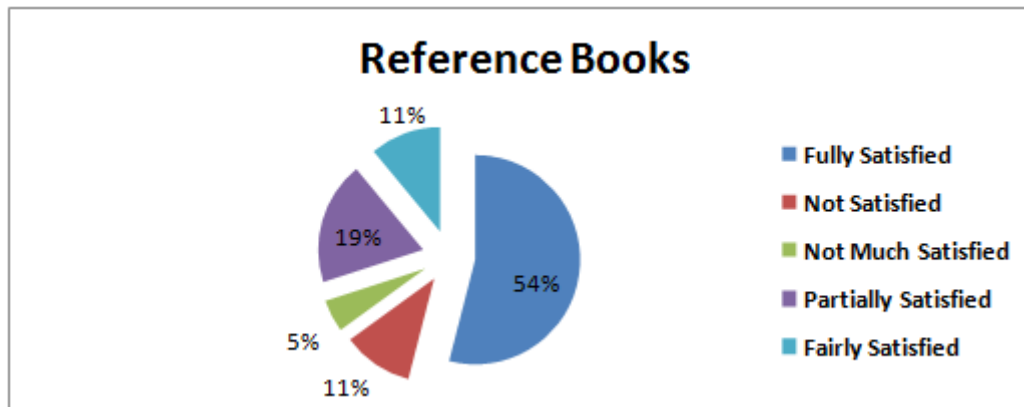
Figure no. 4 shows the hours spent in the Library of the Engineering students. Out of 200, 110 (55%) students not confirmed their time used in the Library. In addition 29 % spent one hour, 6% spent two hours, and more then 10% spent three hours in Library. This positive result shows that the maximum students spend more time in the library.

5. Level of use of library collection



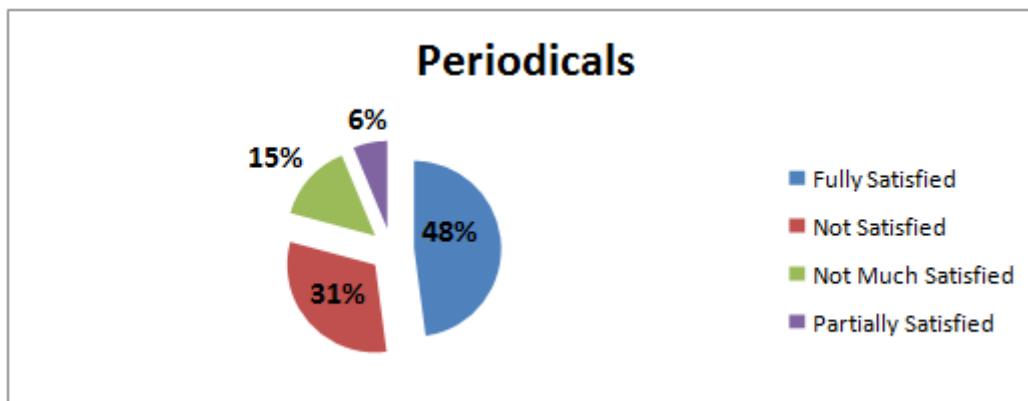
Multiple Choice Questions

Figure no. 5 revealed that Text book Collection in the Library. Maximum number of students 88 (44%) are fully satisfied with available text books in the Library. Approx. 23% students are partially satisfied. Beside this 11% respondents have not much satisfied and 14% not satisfied. The result shows that role of Text Book is very important and needful in the engineering Education.

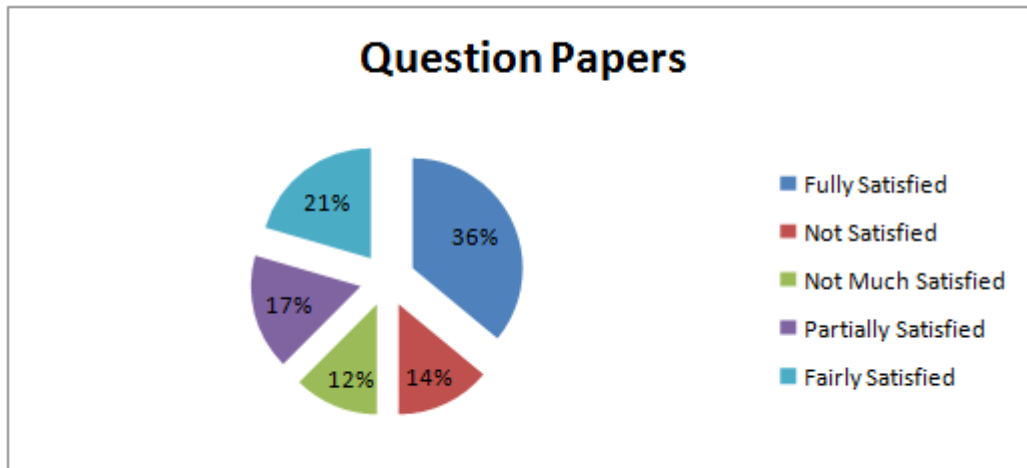


Multiple Choice Questions

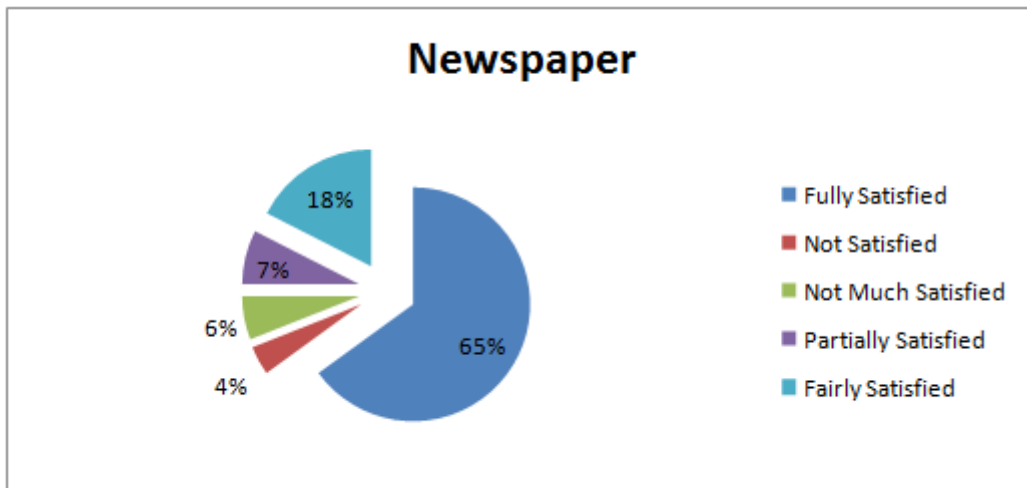
As same to text Books, the reference books are also important in the engineering education. Result graph shows 54% students are satisfied with available reference Books. As per result 19% partially satisfied and 11% not satisfied.



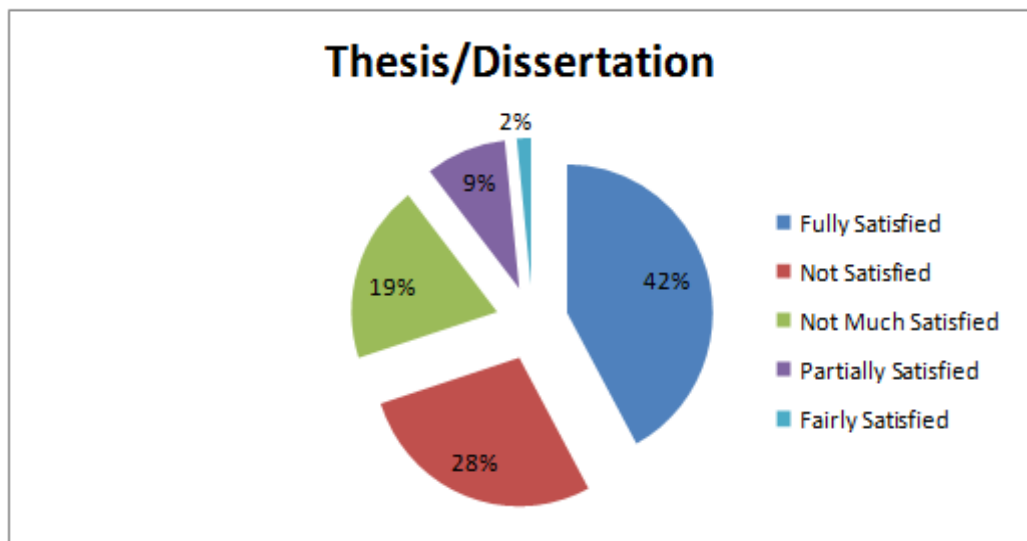
The periodical is the most important resource for finding latest information from the library. Engineering education is also affected by the changes in this era. Above graph we can analyze that most of the respondents of engineering college are fully satisfied (48%) with subscriptions of periodicals in the concerned library. However 31% respondents are not satisfied, 6% partially satisfied and 15 % are not much satisfied.



Above graph states that old questions paper of University examination are used to avail the guidance for the respondents of engineering colleges. Out of 200, 72 (36%) are fully satisfied and 17% are partially satisfied. Further as per study 14% respondents are not satisfied, 21% are fairly satisfied 12% are not much satisfied.

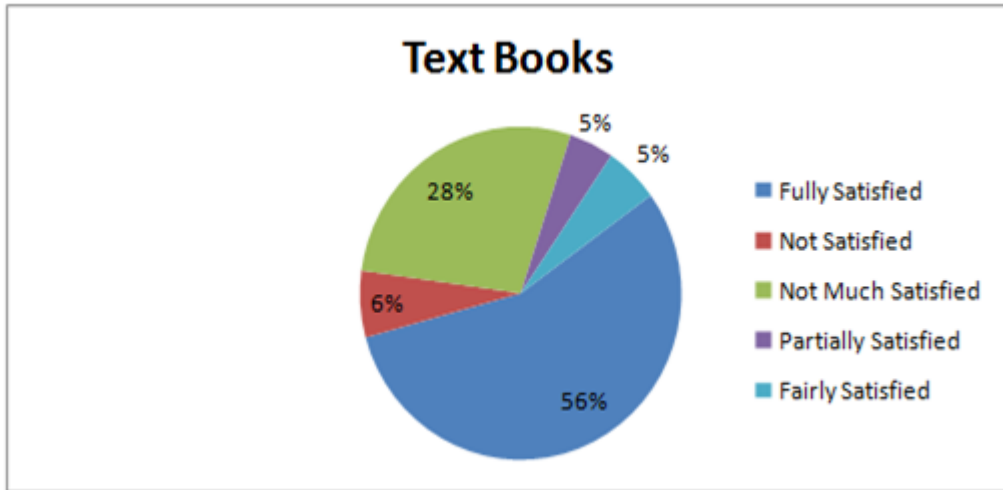


The newspapers are the important source for updating the knowledge of every respondent. As per study researcher found that majority of respondents (65%) are fully satisfied with the newspapers available in the Library. 18% students Fairly satisfied, 7% partially satisfied and lowest 4% respondents are not much satisfied.



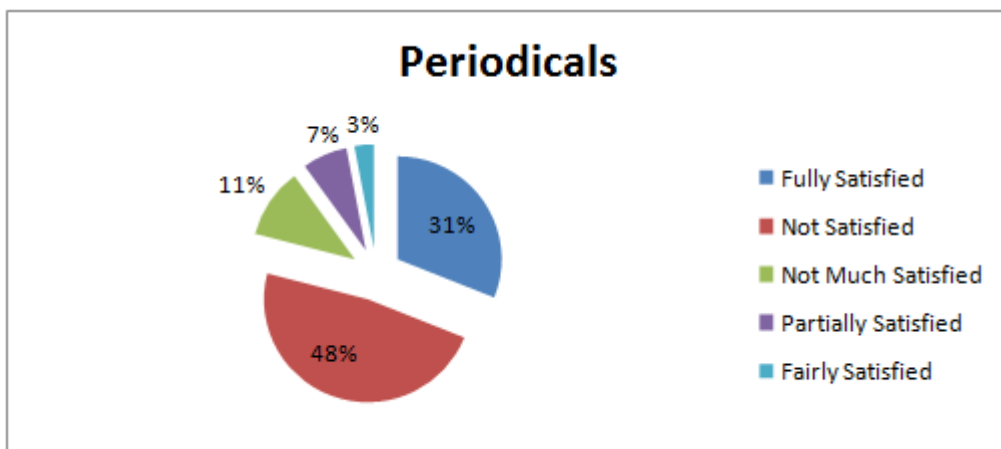
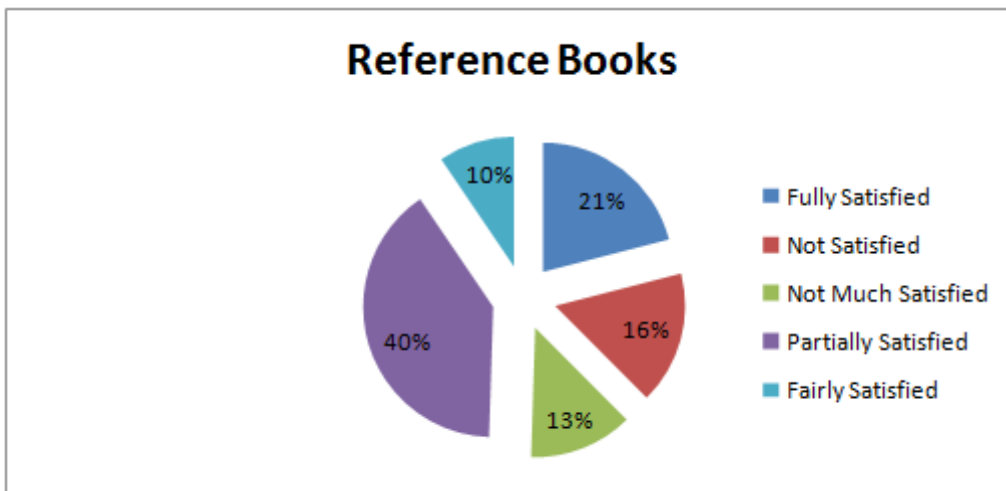
Thesis and dissertation are research resources and providing vital role in the engineering education for development and growth of the country. In the above graph majority of respondents, 42% are satisfied with thesis and dissertation available in the Library. Another side 28% not satisfied.

6. Level of satisfaction of print information resources in the Library.

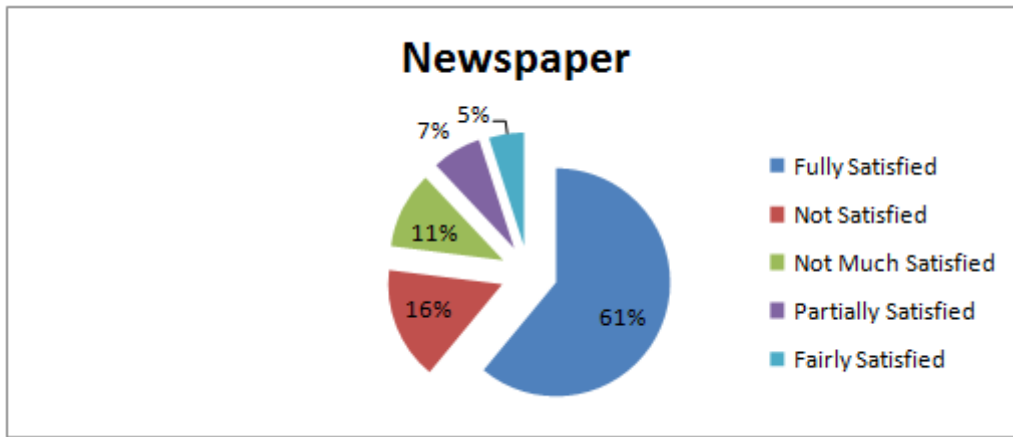


In this study, Question no. 6 is for analysis purpose to print information resources of engineering college Libraries. The researcher found that Text Books, Reference Books, Periodicals, Newspapers, Thesis and Dissertations are very important print resources in these Libraries. Above figure states that highest 56% respondents fully satisfied with text books. This is showing that high dependency on the text books in the engineering college library. However 28% students were found not satisfied with the same.

Similarly, with reference book 40% partially satisfied, 21% fully satisfied, 16% not satisfied and 10% fairly satisfied.

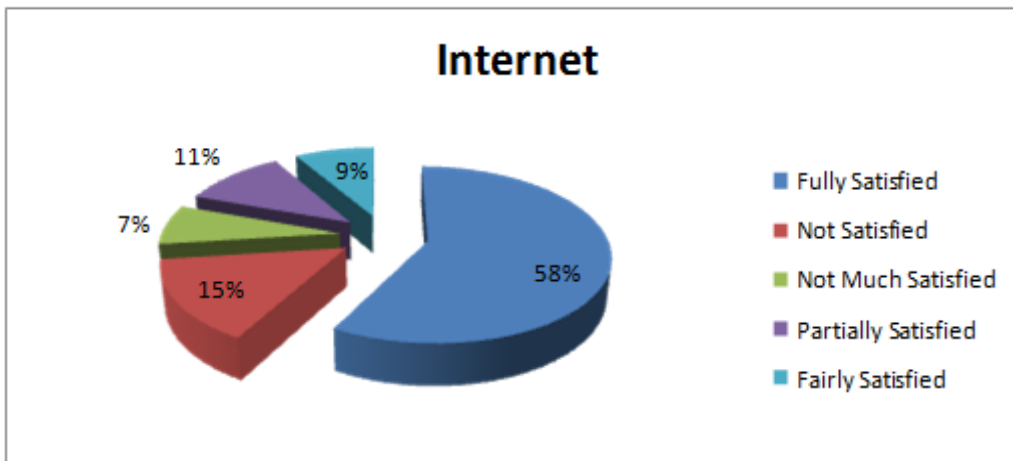


Further, in the data analysis of periodicals, 48% students are not satisfied with journals and magazines in the library of engineering colleges. This shows that libraries have not subscribed sufficient print periodicals as per the requirement of respondents. Only 31% students are fully satisfied and 11% not much satisfied, 7% partially satisfied and 3% are fairly satisfied.



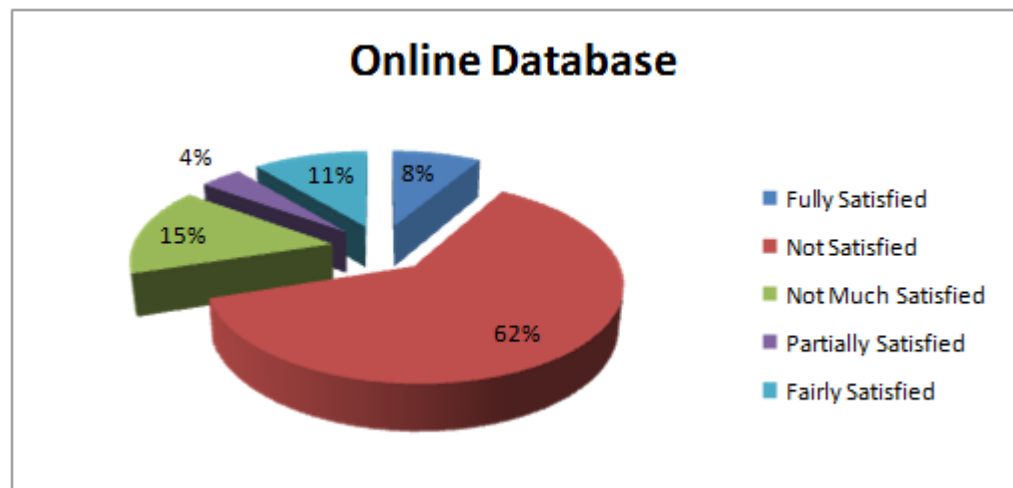
The study shows that the highest satisfaction of the students in engineering college Libraries with newspapers. Out of 200, 122 students (61%) are fully satisfied with news papers followed by 16% not satisfied, 11% not much satisfied and remaining 7% partially satisfied and 5% fairly satisfied.

Graph: 7 Level of satisfaction of electronic information resources in the Library
Graph No. 7 Satisfaction of Internet



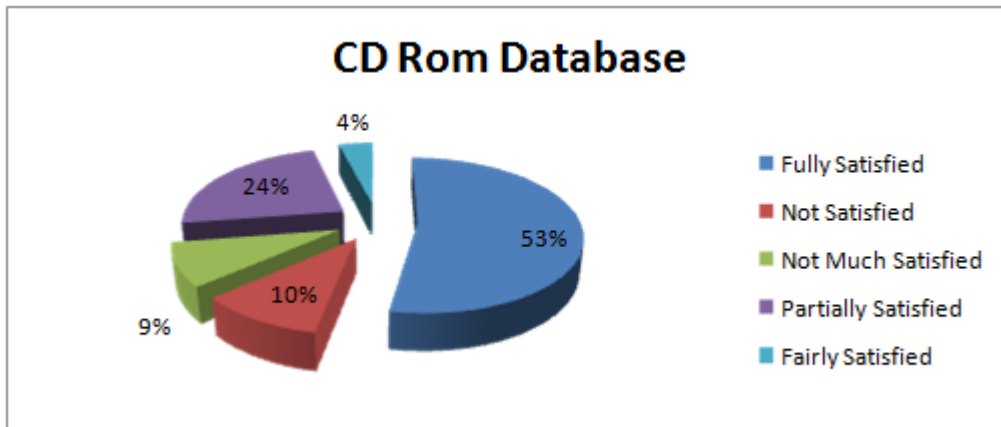
Above graph no. 7 shows that most of the students of the engineering colleges were aware of the internet and much satisfied with the services of the same in the library. It is very understandable from the above graph that highest 58% respondents are fully satisfied. Only 15% students were not satisfied, a few of respondents 11% partially satisfied, 9% fairly satisfied and 7% not much satisfied.

Graph No. 7.1 Satisfaction of Online Database



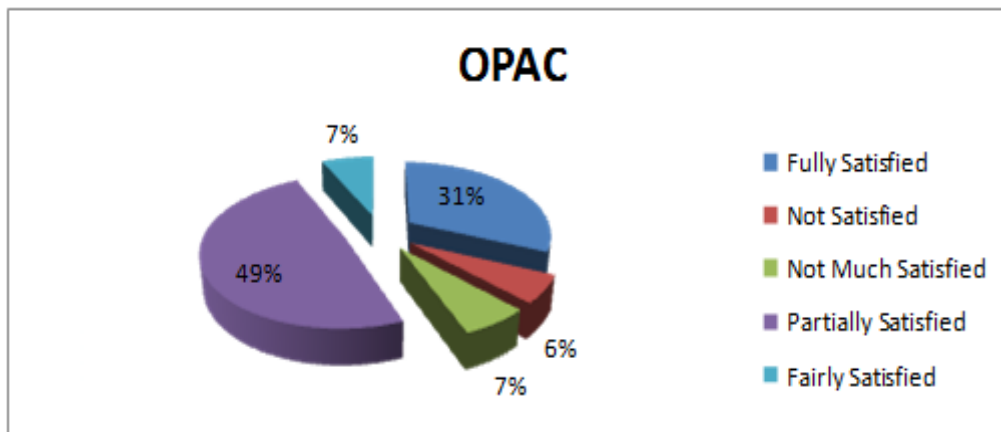
Above Graph no. 7.1 shows the satisfaction of online database available in the library of engineering colleges. The highest respondents 62% were not satisfied with the facilities of online database. Only few of respondents 8% fully satisfied, 15% not satisfied, 4% partially satisfied and remaining 11% were fairly satisfied with online database.

Graph No. 7.2 Satisfaction of CD Rom Database



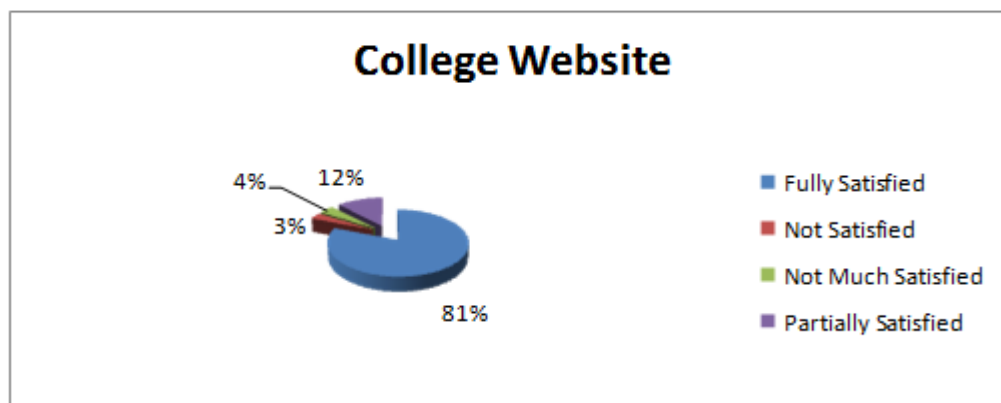
Above graph No. 7.2 indicates that highest no. 106 (53%) respondents were fully satisfied by CD Rom Databases available in the Engineering colleges. Some of the students partially satisfied approx. 24%, approx. 9% were not much satisfied, 10% not satisfied while 4% students fairly satisfied of the CD Rom Databases.

Graph No. 7.3 Satisfaction of OPAC



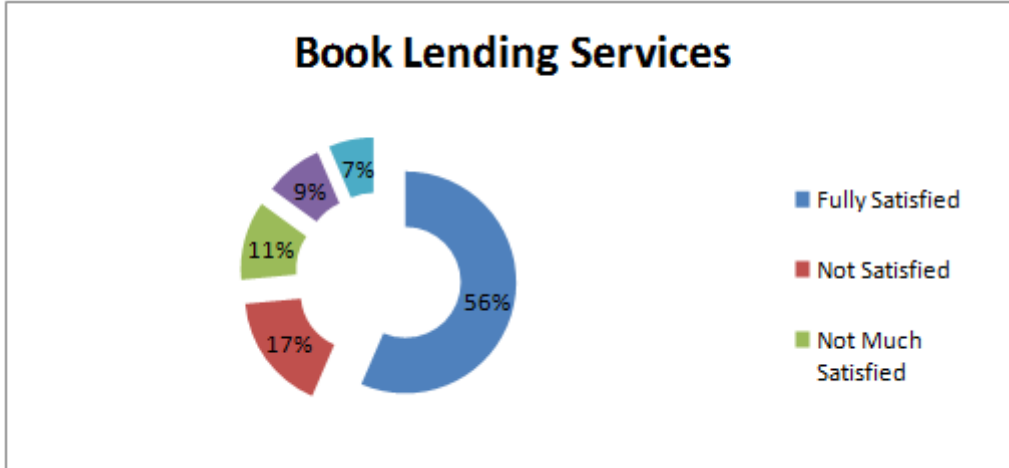
Graph no. 7.3 shows that 49% respondents were partially satisfied with online public access catalogue. The OPAC is the fast library access facility is a library and only 31% students were fully satisfied. Remaining 7% not much satisfied, 6% not satisfied and 7% fairly satisfied.

Graph No. 7.4 Satisfaction of College Website

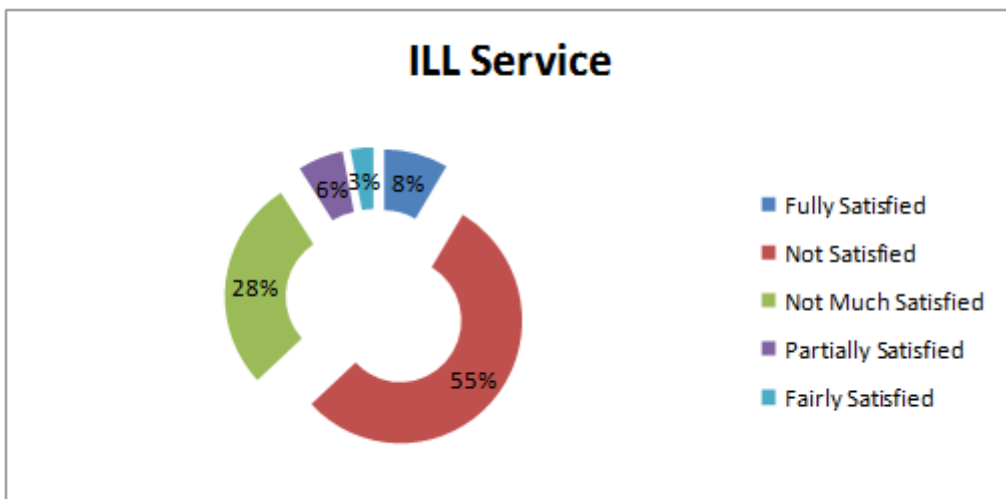
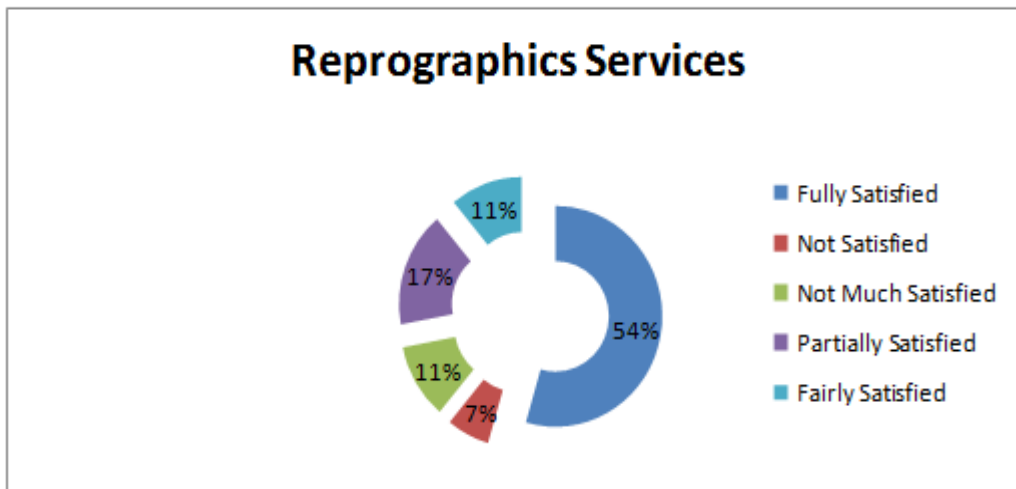


Graph No. 7.4 shows the satisfaction of College website. The college website is the important tools to provide relevant information for all students time table, exam schedule, Holidays, Syllabus, Curricular activities etc. From a dynamic website can get much information to their students. In this study, result shows most of respondents, 162 nos. (81%) are fully satisfied with concern college websites. Remaining 12% are partially satisfied while only less no. of students 3% students not satisfied and 4% were not much satisfied.

Graph No. 8: Satisfied of the other Library services



Graph No 8 states that majority of respondents 56% were fully satisfied with book lending services in the library of engineering college. However 17% not satisfied followed by 11% not much satisfied, 9% partially satisfied and very less 7% fairly satisfied.



VII. MAJOR FINDINGS

- 55% respondents are visiting to library once a week and 30% are daily.
- In engineering colleges 95% respondents are visiting for the library as main purpose of issuing Library Books for their studies.
- As the present era is the internet era, however only 19% engineering students depend on the Library for use of Internet Facility, beside this 81% use internet at home, cyber café and personal mobile/Laptops.
- 55% respondents of engineering colleges libraries not confirm there time for spent in library.
- 44% students satisfied with text Books available in there Libraries.
- 54% students satisfied with reference books collection.
- 48% respondents of engineering colleges are satisfied with sufficient subscription of periodicals.
- 36% respondents are satisfied with old question papers of University examination available in the library.
- 58% respondents are fully satisfied with internet facility.
- 62% respondents are not satisfied with online database of the Libraries.
- Only 31% students are satisfied with OPAC facility available in the Libraries.
- 81% students are satisfied with college website that provides latest information related the users.

VIII. RECOMMENDATION

- Engineering Colleges should increase their facility of internet.
- Every engineering college should provide necessary facilities for their library professionals to attend workshop, seminars and conference for up to date their knowledge.
- Every engineering college should make available the necessary of the users.
- E-journals are costly as their price increase every year; hence in place of print resources and solutions of increased rate of these resources, engineering colleges should establish their database and content them online to access their resources.
- For promoting of users for use of internet in Libraries, more numbers of terminals of computer systems to be provided.
- An annually evaluation of library services and identify the need of the Engineering community.
- An Engineering college Library should be aware with knowledge resources to provide efficient and accurate services to the users.

IX. CONCLUSION AND SUGGESTIONS

The result of the study clearly indicates that important role of library in engineering education and satisfaction of their user be must. Majority of the students of these institutions are depending on the text books, reference books and online resources available in the Libraries. Nowadays number of services provides by these libraries are in the electronic era for the users. Along with Text books, reference books, periodicals, newspapers the user also want online resources, good internet facility, Print out, photocopier, scanning facility etc. in the Library. The responsibilities of Librarian and Library authority are also increased on this internet era to provide enough study material for users.

Library of Engineering Colleges are the important resources places for the engineering students. These college libraries have developed and collection there resources to satisfaction of their users but it is not sufficient because of the new emerging technology and change to digital library format. Today more and more bibliographic and full text information are being made available in an electronic form this change in Information Technology environment has found the Librarians to be update with the latest development and guide for their user for more satisfaction.

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