

## USE OF ELECTRONIC INFORMATION RESOURCES AND SERVICES BY THE RESEARCH SCHOLARS IN THE UNIVERSITY OF MYSORE

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The present paper aims at discovering the satisfaction level of research scholars with electronic information resources and services in the university library. The survey method was used for data collection. The structured questionnaire was prepared and distributed to research scholars at the University of Mysore. The result shows that most of the research scholars are satisfied with Internet access, databases access and library facilities in the University of Mysore. Moreover, it is found that the highest usage of online databases is 14.1% using four to six online databases for their research followed by 12.8% of them used seven databases, 3.4% used only one database, and only 0.7% used 20 databases during the research. It was observed that more than half of the research scholars use Shodhganga in comparison with E-Shodh Sindhu for their research.

**Keywords:** User Satisfaction, Research Scholars, Online Resources and Services, Academic Libraries.

### INTRODUCTION

All the time, the library is considered as the information centre of any organization. The principal role of the library is to fulfill the requirements of its users. Libraries including academic, public, school or special are service organizations which provide services and facilities to their users. Libraries are considered as service institutions where they serve the users to satisfy the information needs, and library activities are geared towards serving the needs of users, because in service centre user's satisfaction is their ultimate goal (Verma and Laltlanmawi, 2016). The users' satisfaction is the major success of any library. The librarians should observe customer satisfaction with the library services to make sure that the users are satisfied in time. Librarians have to collect, preserve, and provide services to the users in the university. Nowadays, users are not interested in visiting the library physically and they would like to retrieve information electronically. The academic libraries should arrange various digital services and facilities for the users. Digital information resources must be provided based on the users' needs in academic libraries. The services and facilities have the most influence

on the satisfaction of users and can support the users in educational procedures.

Applegate (1997) defined user satisfaction as, for whether users are satisfied or not with a service or resources in a library. If users can meet their needs, they will be satisfied. Hossain (2010) asserted that today's digital environment libraries must improve their services to survive in a competitive environment. Satisfying information requirements of the users in the educational institutions have been the main aim of academic libraries and librarians (Agyen-Gyasi, 2008). The academic libraries serve different categories of users such as students, research scholars, teaching/non-teaching staff, administrators with varied information needs (Oakleaf, 2010). The information services are to be improved not only to meet user needs and to develop current services but also to predict users' requirements in the future. The success of any library is based on the satisfaction of the information demands of its users (Rubina, 2013). The effectiveness of a library service can be evaluated only by the level to which its services and resources are utilized (Bawden et al., 2009).

The development and delivery of high-quality user service is the main goal for any libraries in technical education. The delay in giving the right information at the right time may lead to a delay in their research activity. Interruption of even a fraction of second may cause the whole process to go waste. Hence, the library and information science professionals should always be a step ahead of their users (Singh and Kuri, 2017).

Since the middle of the 20<sup>th</sup> century, the libraries have transformed in terms of their collection and services significantly. The information and communication technology is

responsible for this revolution. When the library and information centres satisfied the actual needs of users, then only they reach to users' expectations because users are the main factor, and without them, an information system loss its whole purpose. In the library process, it is essential to understand who the users are, what is their needs are, and how those needs can be satisfied and fulfilled by the library. User satisfaction has been known as a significant measure of library performance (Verma, 2018).

Libraries should provide online services like Internet access for the users in the library. The users should have access to the maximum number of online databases such as E-Books, E-Journals, and other databases. In today's changing information environment, electronic sources are essential resources for doing research. So, the study of users' satisfaction with library resources and services in the university is significant. This study aims to find out the level of satisfaction of research scholars in the University of Mysore. The usage of online scientific databases has been studied in the survey. This research is limited to examine the satisfaction level of users with only electronic resources. The printed books, journals, and audio and video materials are not studied. The study will help to revise the existing library services in the university.

## **LITERATURE REVIEW**

Several studies have measured the users' satisfaction in a different type of libraries. Kiran (2010) investigated the service quality and customer satisfaction in academic libraries and examined the awareness of academic staff on the quality of academic libraries serves. Findings indicate that the overall satisfaction with library services got a satisfactory rating. Ezeala and

Yusuff (2011) studied the satisfaction of the user with library resources and services in Nigerian Agricultural Research Institutes. The authors collected a complete collection of data regarding opinion, attitudes, feelings, and behaviours of people and valuation of the information services of research libraries and their different resources. Kotso and Mohammed (2011) explored the satisfaction of users with library and information service in Plateau State Special Education Institution. The study indicates that most of the users were not satisfied with the library literacy skills services offered by the selected institutions. The link between service quality and users' satisfaction at Redeemer's University has been studied by Adeniran (2011). The study observed that the students used the library most; also, the College of Management Sciences used the most. The outcome shows that users were satisfied with the services of the library.

Saikia and Gohain (2013) have studied the user's satisfaction with the academic library. The findings show that the students were extremely satisfied with the services in the library. Likewise, the result shows that many of the users come to the library for a different reason though the majority of the respondents goes to the library to access the Internet in the library. Another research by Mairaj and Naseer (2013) mentioned that the major aim of any library is to provide the information needs of users in the best way and for this reason, a library makes policies and strategies. A library offers an appropriate collection, services, and facilities to users to increase their satisfaction.

Moreover, Singh and Chand (2014) studied the use and satisfaction level of the users of the Advanced Institute of Technology & Management.

They measure the satisfaction level of the resources, services, and facilities in the library. The result indicates that the users are more satisfied with the availability of textbooks, reference books, newspapers, magazines, journals, online/offline databases, Internet facility, photocopy service, scanning facility, book lending services, reading room, and furniture. Users were mostly satisfied with the quality of the library reference collection. Saini et al. (2014) have examined the user satisfaction of engineering colleges of the city of Jaipur. The outcome of the study shows the satisfaction level of users with library collection like textbooks, periodicals, reference books, thesis and dissertation, online resources, newspaper, and services. They attempt to find out the reason for not satisfaction of the users.

Singh and Kuri (2017) studied users' satisfaction with library resources and services in IIT libraries in India. The questionnaires were distributed among final year graduate students, postgraduate students, research scholars and faculty members of 7 IIT libraries. The results of the study specify that the IIT libraries need to offer more web-based library services to the users under Intranet, Internet environment, and use more Web 2.0 technologies. There must be a constrictive plan which will integrate training program for library users as well as staff for effective utilization of resources and services. Regular feedback from the faculty and students will also go a long way in improving the library services, and their satisfaction can be met effectively.

Verma (2018) in his study, emphasizes on the assessment of user satisfaction with library resources and services in Lunglei Government

College Library. ICT revolutions have created many challenges to LIS professionals as well as a profession because library users have gradually more complex in learning and information need and they access many digital contents through the Internet and mobile devices. Thus library collection and services have to be ready to satisfy the changing knowledge and learning behaviour of users. Libraries must improve the quality of their services to enable them to face the challenges of information explosion. Service-oriented organizations have identified the customer or user as the most critical voice in assessing service quality.

### **OBJECTIVES OF THE STUDY**

The objectives of this research are as follow:

1. To understand the level of satisfaction of research scholars with library facilities in the University of Mysore.
2. To identify the research scholars' satisfaction with Internet access.
3. To realize the research scholars' level of satisfaction with access to online databases.
4. To find out the usage of online databases by research scholars in the university.
5. To discover the access of research scholars to the scientific databases by using a password.

### **METHODOLOGY**

In this study, the survey method was selected for the data collection through a questionnaire. The sample size estimation of this study is calculated by Cochran Sampling Formula (1977). The inclusion of the formula for sample size estimation revealed 151 samples (out of 2085

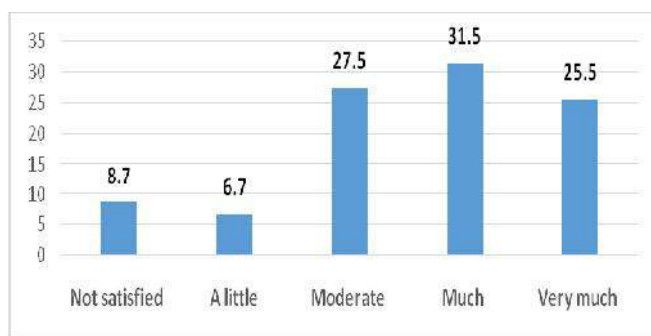
research scholars in 2018) in University of Mysore. The sampling technique which has been applied to this study is the stratified sampling method. The researchers distributed the structured questionnaires among the sample population who were the research scholars from different departments covering arts and humanities departments (16.1), and science and technology departments (83.9) in the University of Mysore. (the reason for this sample selection is the availability of more number of the science and technology research scholars in the university). The authors collected information to obtain the level of satisfaction of the research scholars regarding library facilities, Internet access, and database access in the university. Likewise, they are questioned if they use E-ShodhaSindhu and Shodhganga. The authors designed some questions to determine how many of the research scholars are using online databases off-campus by using their password. (off-campus has a special password in University of Mysore).

The scope of the current study is to study the satisfaction level of the research scholars about academic facilities and use of online resources. This study is limited to collect the data from research scholars in the University of Mysore. It covers the disciplines including arts and humanities, and science and technology which were available in the University of Mysore. Social desirability could be a factor in this study as a limitation because the scales are based on researchers' self-report data.

### **RESULTS**

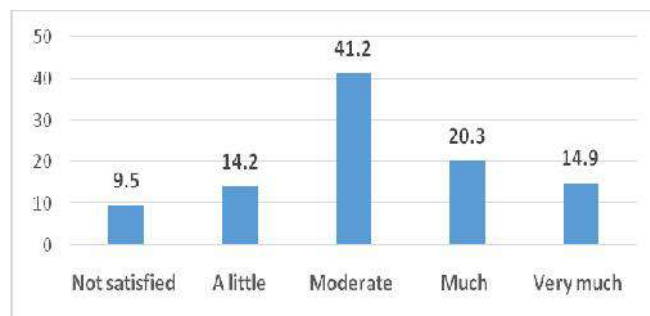
The authors asked the respondents about the level of satisfaction about Internet access in the

university. Out of 148 responses (total 151 respondents wherein 4 have not responded to this question), 8.7% are not satisfied with the Internet access. Followed to this, 6.7% are little satisfied, 27.5% are moderate satisfied, 31.5% are much satisfied, and 25.5% are very much satisfied with Internet access.



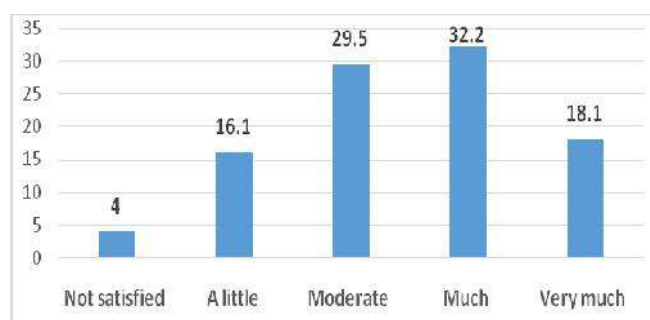
**Figure 1: Satisfaction level of research scholars with Internet access**

Regarding the level of satisfaction of respondents on database access in the university, out of 148 respondents, 9.5% are not satisfied with database access, 14.2% are little satisfied, 41.2% are moderately satisfied, 20.3% are much satisfied, and 14.9% are very much satisfied.



**Figure 2: Satisfaction level of research scholars with database access**

The level of respondents' satisfaction with library facilities in the university is shown in table 2 and figure 7. Out of 149 respondents, 4 are not satisfied with library facilities, 16.1% are little satisfied, 29.5% are moderately satisfied, 32.2% are much satisfied, and 18.1% are very much satisfied.

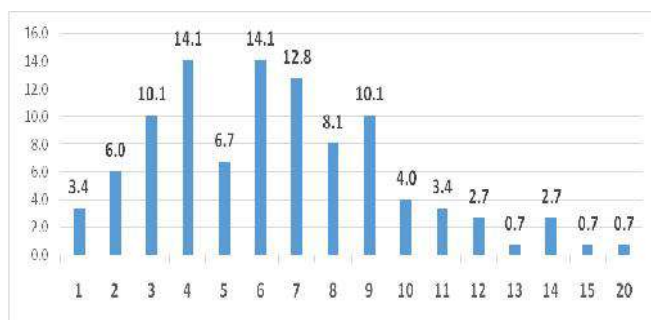


**Figure 3: Satisfaction level of research scholars with library facilities**

**Table 1: Satisfaction of research scholars regarding academic facilities**

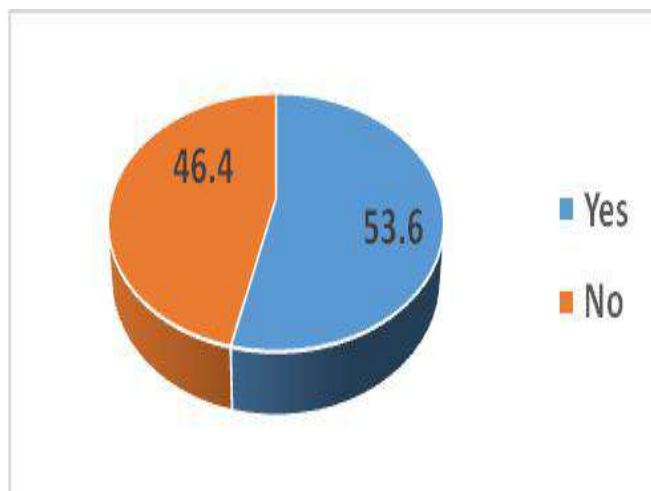
Level of measurement	Internet access		Database access		Library facilities	
	No. of respondents	Percent	No. of respondents	Percent	No. of respondents	Percent
Not satisfied	13	8.7	14	9.5	6	4.0
A little	10	6.7	21	14.2	24	16.1
Moderate	41	27.5	61	41.2	44	29.5
Much	47	31.5	30	20.3	48	32.2
Very much	38	25.5	22	14.9	27	18.1
<b>Total</b>	149	100.0	148	100.0	149	100.0

Regarding the use of the number of online databases which are used by research scholars, out of 149 respondents, the highest usage of the online databases is 14.1% with using four and six online databases during their research. Further, it is found that 12.8% of them used seven databases, 3.4% used one database, and only 0.7% of them used 20 databases during the research.



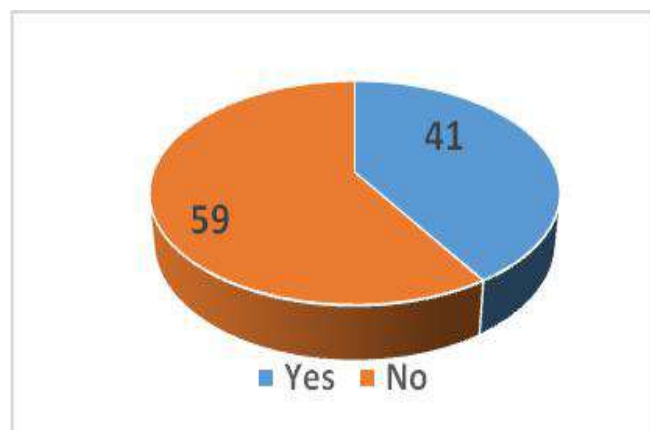
**Figure 4: Use of online databases by research scholars**

The researcher questioned the respondents about the off-campus access to the scientific databases using the required password. It is found that 53.6% of respondents replied that they use databases and 46.4% of the respondents do not use.



**Figure 5: Access to the scientific databases off-campus by password**

In India one of the online consortium databases commonly used by the research community is E-ShodhSindhu. In this regard the investigators asked with researchers whether they use it or not. Out of 139 respondents, 41% use E-ShodhSindhu, and 59% do not use.



**Figure 6: Use of E-Shodh Sindhu by research scholars**

Another major database to search for the theses and dissertations in India is Shodhganga. Out of 148 respondents, 69.6% of them use it, and 30.4% do not use it.



**Figure 7: Use of Shodhganga by research scholars**

**Table 2: Use of online resources in the University of Mysore**

Use of online resources	E-Shodha Sindhu	Shodhganga	Provision of password to access scientific databases off-campus
	No. of respondents (Percent)	No. of respondents (Percent)	No. of respondents (Percent)
Yes	57(41.0)	103(69.6)	67(53.6)
No	82(59.0)	45(30.4)	58(46.4)
<b>Total</b>	139(100.0)	148(100.0)	125(100.0)

## DISCUSSIONS

The findings of the study revealed that most of the research scholars are satisfied with the Internet access and access to the databases in the university. The level of satisfaction with the library facilities is almost similar to access to the Internet and databases. It shows that the University of Mysore is providing good services to the research scholars. To access the online databases which university library has delivered to the research scholars, almost half of them have the password to access the databases off-campus. As the access to the databases is very important to do the research, this service can be provided for most of the research by awareness of the off-campus service.

The results indicate, usage of the different online databases is not in an expected situation, because only 0.7 % of them used 20 databases during the research. 3.4% of them only used one database which almost was the “Google Scholar.” This result is not as what it is expected from the research scholars in the University of Mysore. According to the research outcome, more than half of the research scholars do not use E-ShodhSindhu, which is very less. Therefore, it can be predicted that they are not aware of this

database. Another database is Shodhganga, which most of the research scholars used it in their research. It indicates that most of them are aware of this database.

## CONCLUSION

To conclude the status of the library facilities and Internet access at the University of Mysore is good, as most of the research scholars are satisfied with the Internet access, databases access, and it can be improved in the future. Use of Shodhganga is more than ShodhaSindhu by research scholars. It is suggested to the university library that the usage of the various databases is essential for the research scholars and it can improve the quality of the dissertations in the future. For this purpose, the university library should insist the research scholars to apply for an off-campus password and to use the e-resources to the maximum extent. This result will be useful for university library to expand their library services effectively, specifically in assisting academic staff in teaching and research.

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