Satisfaction Level of Students and Faculty in the Usage of N-List of Various Degree Colleges Affiliated to Punjab University Chandigarh

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ABSTRACT

This research paper explains the usage of the N-LIST e-resources among the students and faculty members of the various selected degree colleges affiliated to Panjab University, Chandigarh. A questionnaire method was used as a tool for collection of data from the 32 selected degree colleges in Punjab and Chandigarh. The total data was collected from 466 out of 513 respondents. The total response rate is 90.84%. Out of 466 respondents, total 286 are users and 180 are non-users (faculty and student) respondents. The statistical test has been applied and the inferences have been drawn thereof for identifying the satisfaction level of the faculty and student respondents in library support and ICT infrastructural facilities by the select degree colleges of Panjab University, Chandigarh. This study helps in identifying the strengths and weakness of the consortium in evaluating the performance of N-LIST e-resources. It will also throw a flood of light on the measures needed to be undertaken to make the N-LIST consortium more effective and successful.


INTRODUCTION

With the advent of resource sharing, the library consortia have brought economy, efficiency and equality in information availability and its usage. Through library consortia, the gap between information resource-rich libraries and resource-deficient libraries is expected to be bridged. Although, there are many consortia in India like UGC-INFONET Digital Library Consortia, INDEST Consortium, CSIR Consortia etc. which have already gained the popularity in India. Yet, N-LIST is one of such consortia which helps to bridge this gap and provides access to the e-resources to its users.

LITERATURE REVIEW

Akinola obtained the results from her study which revealed that majority of the respondents 35.4% from the university of Ibadan sought information to update knowledge. It was also found that the respondents also sought information for writing of papers or books, reading, and for preparing class lectures. The study on information seeking behaviour of Social Science faculty was done by Chattwal which indicates the pen-drive is most preferred as an external storage device due to its large storage capacity as well as convenience of usage was found to be the most preferred by 50.20% participants. database appears to be the most suitable usage pattern for the University faculty members. The present study indicates that the main reason for not using N-LIST e-resources is ‘lack of awareness’ by student non-users respondents. A similar study by Nikam & Pramodini indicates that reasons of non-use of UGC-INFONET resources by the faculty members and research scholars was 59.50% of respondents attributed the resources subscribed by the two Consortia, i.e. subscription to INDEST-AICTE resources for universities and UGC-INFONET resources for technical institutions; and the access to selected e-resources to colleges.
reason as lack of training/orientation\(^2\). The other reason included 28.50% of respondents attributed the reasons as ‘lack of awareness’ whereas 10.50% opted ‘Aware but internet connection is not proper’. The authors concluded that the use was marginal and the scientist in the Mysore University Campus need constant guidance and training to maximise the use of UGC-INFONET e-resources. The similar study by Bhardwaj & Walia analyse the rating of the quality of the Electronic Resources in the St. Stephens College library, where majority of the respondents 52.8% agreed that the ‘Quality of the N-LIST e-resources are excellent’ while 39.68% of the respondents rated the quality of the N-LIST e-resources were good\(^3\). The authors also concluded that most of the respondents rated N-LIST e-resources very good. The similar study by Chikkanmanju & Kumbar identified the level of satisfaction of student respondents about the information retrieved through the N-LIST e-resources of the Tumkur University\(^4\). The study reveals that 46.86% opined that the N-LIST e-resources are excellent while 39.68% of them rated it as good. The authors also concluded that most of the respondents rated N-LIST e-resources as excellent. The study also revealed that 46.86% of respondents are satisfied with the information retrieved through the N-LIST e-resources. A survey method has been implemented to meet the objectives of the study. The author has collected the data through questionnaire method from the selected degree colleges included in the study.

### OBJECTIVES
- To analyse the level of satisfaction amongst the faculty and students for the library assistance/support provided by the member colleges.
- To analyse the level of satisfaction amongst the faculty and students for the ICT infrastructural facilities provided by the member colleges.

### Hypothesis
- Hypotheses H\(_1\) (A) - The faculty are dissatisfied with the ICT infrastructural facilities provided by the member colleges.
- H\(_1\) (A) - The faculty are satisfied with the library support/assistance provided by the member colleges.
- Hypotheses H\(_1\) (B) - The students are dissatisfied with the ICT infrastructural facilities provided by the member colleges.
- Hypotheses H\(_1\) (B) - The students are satisfied with the library support/assistance provided by the member colleges.
- Hypotheses H\(_2\) A - The faculty are dissatisfied with the ICT infrastructural facilities provided by the member colleges.
- H\(_2\) A - The faculty are satisfied with the ICT infrastructural facilities provided by the member colleges.
- Hypotheses H\(_2\) B - The students are dissatisfied with the ICT infrastructural facilities provided by the member colleges.
- H\(_2\) B - The students are satisfied with the ICT infrastructural facilities provided by the member colleges.

### Methodology And Scope
A survey method has been implemented to meet the objectives of the study. The author has collected the data through questionnaire method from the selected degree colleges which are affiliated to Panjab University. The data have been collected from the 144 faculty users and 142 student users. The statistical ANOVA-test has been applied to approve the null or alternate hypothesis. This method facilitates yearly accumulation of information from the member colleges in various settings under parameters relevant to the study. This study is confined to 32 member colleges. These member colleges are located in Punjab and Chandigarh and are affiliated to Panjab University only.

### Data Analysis

#### Demography
Demography refers to the fundamental and measurable statistics of a population with characteristics such as gender, age, education etc. to which the faculty and student users belong to. The table below will also provide demographic statistics of student users’ respondents in terms of gender, age, education.

#### Table 1: Demography of Faculty & Student

<table>
<thead>
<tr>
<th>Gender (Faculty User)</th>
<th>N (%/age)</th>
<th>Gender (Student Users)</th>
<th>N (%/age)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>114 (79.17)</td>
<td>Male</td>
<td>33 (23.24)</td>
</tr>
<tr>
<td>Female</td>
<td>28 (18.83)</td>
<td>Female</td>
<td>109 (76.76)</td>
</tr>
<tr>
<td>Age</td>
<td></td>
<td>Age</td>
<td></td>
</tr>
<tr>
<td>25-34</td>
<td>84 (58.33)</td>
<td>18-21</td>
<td>80 (56.34)</td>
</tr>
<tr>
<td>35-44</td>
<td>60 (41.67)</td>
<td>22-24</td>
<td>58 (40.85)</td>
</tr>
<tr>
<td>Above 44</td>
<td>0 (0)</td>
<td>Above 24</td>
<td>4 (2.92)</td>
</tr>
<tr>
<td>Designation</td>
<td></td>
<td>Education</td>
<td></td>
</tr>
<tr>
<td>Professor</td>
<td>3 (2.08)</td>
<td>Pursuing Graduate</td>
<td>23 (16.20)</td>
</tr>
<tr>
<td>Associate Professor</td>
<td>17 (11.81)</td>
<td>Pursuing Post graduate</td>
<td>119 (83.80)</td>
</tr>
<tr>
<td>Assistant Professor</td>
<td>124 (86.11)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Testing of Hypotheses
Hypotheses H\(_1\) A - The faculty are dissatisfied with the library support/assistance provided by the member colleges.
H\(_1\) A - The faculty are satisfied with the library support/assistance provided by the member colleges.

From combining the scores of satisfied and extremely satisfied, that the majority of the faculty respondents i.e. 82.64% were satisfied with the service provided by the library staff while using N-LIST. But 79.86% of respondents are satisfied with the reference service provided by the library staff. Whereas only 77.09% of faculty respondents were satisfied with the training provided by library staff. However 70.14% and 78.47% of faculty respondents were also satisfied with the alerting services and article delivery services by the library staff.

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**Fig.1: Gender**

Gender wise distribution of respondents is presented in the above figure. The responses have been received from male and female respondents from the colleges through a detailed investigation. It has been analysed that out of 144 faculty users, 79.17% respondents are females while 20.83% are males whereas in the student users there are total 142 respondents from which 76.76% are the females and 23.24% are males. The above data reveals that the representation of female respondents is much more than that of the male respondents in both the categories.
From the scales of not satisfied and somewhat satisfied, also revealed that majority of respondents i.e. 21.53% are not satisfied with the article delivery services. Moreover, 17.36% are somewhat satisfied with the training provided by the library staff. The calculated Chi-square value and p-value are 63.5 and .000 shows the level of satisfaction for library staff. The calculated Chi-square value and p-value i.e. 81.3 and .000 show the level of satisfaction for library support among the faculty respondents at 5% level of significance, hence we reject null hypothesis and accepts

the alternate hypothesis i.e. the faculty are satisfied with the library support facilities provided by the member colleges.

Hence, the findings reject the Null Hypothesis H 1A. Hypotheses H 1 B - The student are dissatisfied with the library support/assistance provided by the member colleges.

H 1 B - The students are satisfied with the library support/assistance provided by the member colleges.

The above table reveals the satisfaction level of student respondents by the library support while using N-LIST e-resources. From combining the scores of satisfied and fully satisfied, it was perceived that the majority of the student respondents i.e. 80.29% agree with the statement that they were satisfied with the help of library staff while using N-LIST e-resources. While only 54.93% of respondents were satisfied with the training provided by library staff. But 54.93% of respondents were satisfied with the ‘reference service’ provided by the library staff. However 52.11% and 57.75% of student respondents were also satisfied with the alerting services and article delivery services by the library staff.

From the scores of ‘not satisfied’ and ‘somewhat satisfied’, it has been revealed that 36.62% were also not satisfied with the article delivery service. Moreover, 21.13% were somewhat satisfied with the training provided by the library staff.

From combining the scales of ‘satisfied’, ‘moderately satisfied’ and ‘extremely satisfied’, the majority of student respondents i.e. 84.52% agree with the statement that the student respondents were satisfied with ‘help of library staff’ while using N-LIST e-resources. The calculated Chi-square value and p-value i.e. 81.3 and .000 show the level of satisfaction for library support among the student respondents at 5% level of significance, hence null hypothesis is rejected and the alternate hypothesis is accepted i.e. the students are satisfied with the library support facilities provided by the member colleges.

Hence, the findings reject the Null Hypothesis H 4B. Hypotheses H 2 A - The faculty are dissatisfied with the ICT Infrastructural facilities provided to them by the college administration in the various member colleges considered under the study.

From combining the scores of satisfied and fully satisfied it was perceived that majority 80.56% respondents were satisfied with the number of computer terminals installed in the colleges. While 68.75% of faculty respondents were satisfied with the internet accessibility and 68.75% were satisfied with the uninterrupted power supply. 65.28% of faculty respondents were satisfied with the application software. It was found that only 24.30% of faculty were satisfied with the Wi-Fi facility.

From the scores of ‘not satisfied’ and ‘somewhat satisfied’, it has been analysed that 21.53% of faculty respondents are not satisfied and 35.42% were somewhat satisfied with the ‘Wi-Fi facility’ provided by the various member colleges. Whereas 37.50% of participants were not satisfied and 13.89% were somewhat satisfied with the system hardware installed in the
computers which is available in the member colleges.
But the majority of the faculty respondents i.e. 80.56% are satisfied with the number of computer terminals installed in the colleges.
The calculated Chi-square value and p-value i.e. 185 and .000 show the level of satisfaction for ICT infrastructure by the faculty respondents at 5% level of significance, hence null hypothesis is rejected and the alternate hypothesis is accepted i.e. the faculty respondents are satisfied with the ICTinfrastructural facilities provided by the member colleges.

The above table understands the satisfaction level of the student respondents for ICT Infrastructure provided to them by the college administration in the various member colleges considered under the study.

From combining the scores of 'Satisfied'(S) and 'Fully Satisfied'(FS), the study reveals that 68.31% of student respondents were satisfied with the number of computer terminals installed in the colleges. While 57.04% of student respondents were satisfied with the internet accessibility, 51.41% and 62.68% of student respondents are satisfied with uninterrupted power supply and system hardware, respectively whereas 59.86% of students were satisfied with the printing facility. 45.77% of student respondents are satisfied with the Wi-Fi facility in the college.

The above table understands the satisfaction level of the student respondents i.e. 43.66% were not satisfied and 9.15% were somewhat satisfied with the ‘Wi-Fi facility’ provided by the various member colleges. Whereas 18.31% of participants were not satisfied and 23.94% were somewhat satisfied with the application software installed in the computers which is available in the member colleges.

Although the students were not satisfied with the Wi-Fi facility provided in their colleges, but as perceived above they were satisfied with the other infrastructural facilities provided to them except Wi-Fi facility. Therefore, the majority of the student respondents i.e. 68.31% were fully satisfied with the number of computer terminals installed in the colleges.

The calculated Chi-square value and p-value i.e. 204 and .000 show the significant level of satisfaction at 5% for ICT infrastructure by the student respondents, hence null hypothesis is rejected and the alternate hypothesis is accepted i.e. the student respondents are satisfied with the ICTinfrastructural facilities provided by the member colleges.
Hence, the findings reject the Null Hypothesis H₂B.

**Findings**

- A majority of faculty and student respondents are satisfied with 'help of library staff' provided by the library staff.
- Both faculty and student respondents are not satisfied with the 'Article Delivery Services'. Moreover, they are somewhat satisfied with the training provided by the library staff.
- A majority of the faculty and students respondents are extremely satisfied with the number of computer terminals installed and with the ICT infrastructural facilities provided by the member colleges.
- It has been analysed that 21.53% of faculty respondents were not satisfied and 35.42% were somewhat satisfied with the 'Wi-Fi facility' provided by the various member colleges.
- 43.66% of student respondents were not satisfied with the 'Wi-Fi facility' provided by the various member colleges.

**Suggestions**

The study at hand was focused on the evaluation of usage of N-LIST e-resources in the selected degree colleges affiliated to Panjab University, Chandigarh. The libraries should endeavour to launch a marketing plan to promote the usage of N-LIST e-resources and its awareness among the users through email alerts, text messages, social networking sites, WhatsApp groups, Blogs, and Wikis etc. It is suggested that the subscription cost of N-LIST e-resources should be reduced to the same as earlier for the non-aided colleges also.

Further the research in this regard will widen the criteria of the study and identify as to how the faculty and the student from the member colleges affiliated to other Universities explore the usage of the N-LIST e-resources. The authors feel that there is a need for appropriate and constant evaluation of this study in order to enhance insight into the usage analysis and the relevance of the information retrieved from the N-LIST e-resources.

**References**