



Usage and satisfaction of electronic information resources available in the engineering college libraries of Chittoor district by the students and faculty members: A study

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ABSTRACT

The present study deals with the usage and satisfaction of electronic information resources by the students and faculty members available in the engineering college libraries in Chittoor District, Andhra Pradesh. A total number of 1900 questionnaires were distributed and filled-in questionnaires 1216 have been received. The study found that the majority of the respondents (29.3%) browse electronic information resources every day. The study reveals that majority of the respondents (50.8%) said that e-mail alerts from the Publishers/Distributors are the awareness factor for them. The study also found that the majority (66.6%) of the respondents are accessing e-journals frequently and 83.6% opined that the electronic information resources are most useful for their academic purpose.

Keywords— *Electronic information resources, Respondents, Students, Faculty members engineering college libraries*

1. INTRODUCTION

The spirit of any research or academic institution is Libraries. The libraries form the most significant forum of education, particularly in the field of engineering/technology education. Due to the rapid growth in various fields of science and technology, it becomes essential for the libraries to remain up-dated and become accessible to its pursuers.

The engineering college libraries are to be entitled with the competent personnel of library and equipped with carefully chosen reading materials, printed books and electronic information resources and audio-visual aids for teaching and research. The engineers should be informed of the modern developments in the engineering services, and the library is the prime mover of the engineering college.

2. REVIEW OF LITERATURE

There are many number of studies are available regarding the use of electronic information resources by the researchers of various institutions. The related studies discuss the some of these issues. This study is conducted in the light of the earlier studies.

Gupta and Sharma (2017) carried out the user's awareness and satisfaction towards the use of digital information resources and services amongst the students of IIT Guwahti. The study reveals that the majority of respondents (91.2%) visit the library with the purpose to get the issue/return of books, majority (91.5%) research scholars are using e-journals followed by 82.7% are using subject specific portals; 75.4% are using abstracting databases; 74.6% are using e-books and 74.3% are using institute publications sometimes/frequently/most frequently. The study also highlighted that the majority of research scholars consider all the digital information services as very important/essential digital information service for their study and research. Online reservation of reading material (89.8%) followed by (79.1%) is considered as very important/essential digital information service among the research scholars.

Dhanvandan S. and Others (2012) in their article Use of Electronic Resources at Krishnasamy College of Engineering and Technology Library, Cuddalore revealed that most of the students are leading in use of electronic resources. The majority of 66% of the respondents are satisfied with the available electronic resources. The respondents have given more importance to electronic resources as compared to print documents. It is found that they demand to increase the electronic resources in the specific subjects and high speed internet connectivity.

3. OBJECTIVES

At present, the following objectives have been initiated:

- To know the frequency of browsing the electronic information resources by the respondents;
- To know the different types of electronic information resources retrieved by the users;
- To know the Awareness factors for accessing Electronic Information Resources;
- To examine the usefulness of electronic information resources; and
- To know the level of satisfaction with the availability of Electronic Information Resources by the respondents.

4. METHODOLOGY

For the present study, the data has been collected by using simple random sampling technique through questionnaires from the respondents of the selected Engineering Colleges of Chittoor District, Andhra Pradesh. A total number of 1900 questionnaires were distributed and 1216 filled-in questionnaires have been received. The response rate is 64%.

5. DATA ANALYSIS

The collected data has been interpreted and the results were discussed hereunder.

5.1 Frequency of browsing

The distribution of respondents according to the frequency of browsing the electronic information resources is shown table 1.

Table 1 describes that a majority of respondents (29.3%) browse electronic information resources every day, followed by 27.8% once in a three days, 22.5% once in a week, 11.0% once in a month and remaining 9.4% occasionally visit the library to browse the electronic information resources.

Table 1: Distribution of respondents regarding frequency of browsing electronic information resources

Frequency of Browsing	Nature of Respondents			Grand Total (N=1216)
	Faculty Members (n=196)	PG Students (n=336)	UG Students (n=684)	
Every Day	49 (25.0)	57 (17.0)	250 (36.5)	356 (29.3)
Once in a Three Days	75 (38.3)	120 (35.7)	143 (21.0)	338 (27.8)
Once in a Week	31 (15.8)	120 (35.7)	123 (18.0)	274 (22.5)
Once in a Month	29 (14.8)	0 (0)	105 (15.3)	134 (11.0)
Occasionally	12 (6.1)	39 (11.6)	63 (9.2)	114 (9.4)
Total	196 (100)	336 (100)	684 (100)	1216 (100)

Note: Numbers in parentheses denote percentages.

Between Variables	Chi-square Value	Degrees of Freedom	Table value	Level of Significance
Faculty-PG students	75.098	4	9.488	Significant at 0.05 level
Faculty – UG students	28.299	4	9.488	Significant at 0.05 level
PG Students – UG students	171.834	4	9.488	Significant at 0.05 level

It is evident from the table that there is significant difference between the faculty members and the PG students with regard to the frequency of browsing of electronic information resources as indicated by Chi-square value also which is significant level of 0.05 has been achieved for all aspects with 4 degrees of freedom. This means that Chi-square table is showing systematic association between the above two variables at 99% level of confidence.

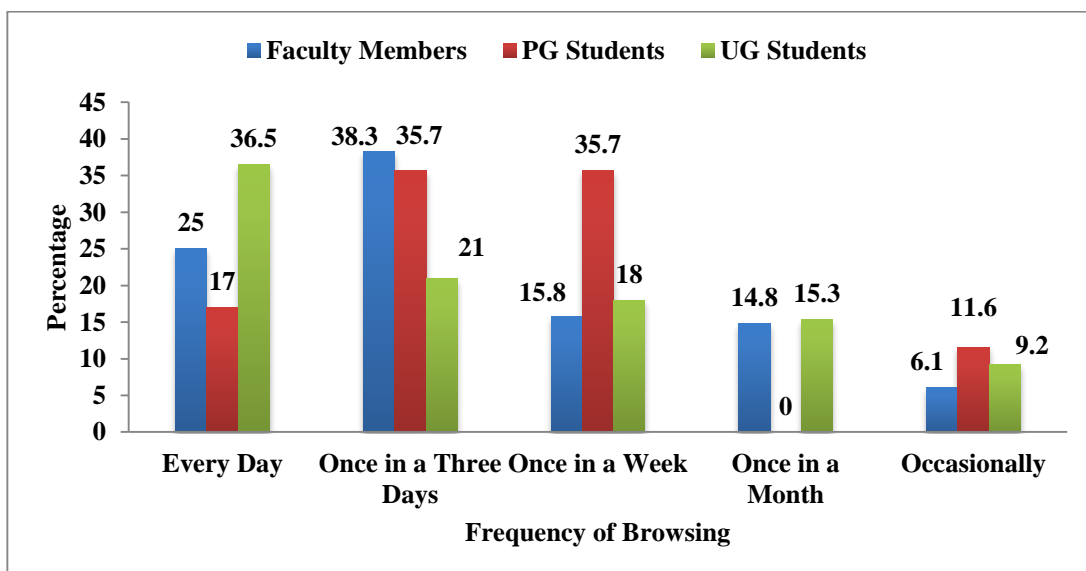


Fig. 1: Distribution of Respondents regarding Frequency of browsing the Electronic Information Resources

It is also evident that there is significant difference between the faculty members and the UG students with regard to the frequency of browsing of electronic information resources as indicated by Chi-square value also which is significant at 0.05 levels with 4 degrees of freedom.

It is also noticed that there is significant difference between the PG students and the UG students with regard to the frequency of browsing of electronic information resources as indicated by Chi-square value also which is significant at 0.05 levels with 4 degrees of freedom.

Hence, it is concluded that there is significant difference between the faculty and the PG students regarding the frequency of browsing the electronic information resources as well as between the faculty and UG students and between PG students and UG students.

5.2 Types of electronic information resources retrieved

The distribution of respondents according to the types of Electronic Information Resources retrieved is shown in Table No.2.

Table 2: Distribution of respondents according to the types of electronic information resources retrieved

Type of Electronic Information Resources	Nature of Respondents			Total (N= 1216)
	Faculty Members (n=196)	PG Students (n=336)	UG Students (n=684)	
e-journals	180 (91.8)	211 (62.8)	415 (60.7)	806 (66.3)
e-books	62 (31.6)	156 (46.4)	295 (43.1)	513 (42.2)
Web pages	96 (49.0)	100 (29.8)	202 (29.5)	398 (32.7)
Full Text Databases/ Online Databases	108 (55.1)	105 (31.3)	189 (27.6)	402 (33.1)
Electronic Theses and Dissertations (ETDs)	126 (64.3)	89 (26.5)	160 (23.4)	375 (30.8)
E- Lessons	18 (9.2)	84 (25.0)	146 (21.3)	248 (20.4)
CD-ROM Databases	84 (42.9)	210 (62.5)	272 (39.8)	566 (46.5)
E-mails	143 (73.0)	143 (42.6)	392 (57.3)	678 (55.8)
Blogging	141 (71.9)	196 (58.3)	358 (52.3)	695 (57.2)
Social Networking	139 (70.9)	151 (44.9)	281 (41.1)	571 (47.0)
News and local information	122 (62.2)	92 (27.4)	170 (24.9)	384 (31.6)

Note: Numbers in parentheses denote percentages (Respondents were permitted to give multiple answers)

Table 2 demonstrates that 66.6% majority of the respondents are using e-journals frequently, followed by 57.2% using Blogging, 55.8% use to check e-mails, 47% using electronic information resources for social networking, 46.5% for CD-ROM Databases, 42.2% for e-books, 33.1% for Full Text databases/ Online databases, 32.7% for Web pages, 31.6% for news and local information and 30.8% for Electronic Theses and Dissertations (ETDs).

It can be concluded that e-Journals are the most frequently retrieving electronic information resources by the respondents.

5.3 Awareness factors for accessing Electronic Information Resources

The distribution of respondents regarding awareness factors for accessing electronic information resources is presented in table 3.

Table 3 shows that majority of the respondents (50.8%) said that e-mail alerts from the Publishers/Distributors is the awareness factor for them regarding to utilize the electronic information resources, followed by 27.4% says Referred by the Librarian, 24.8% says Cited in reports/Journals/ Conference Papers, 19.4% says Communication from subject experts and 16.1% said Journal Announcements. It is noticed that high percentage (76%) of faculty members, PG students (52.4%) and UG students (42.8%) state that they get e-mail alerts from Publishers/Distributors regarding awareness for them to utilize electronic information resources.

Table 3: Distribution of respondents regarding awareness factors of electronic information resources

Awareness Factors	Nature of Respondents			Grand Total (N=1216)
	Faculty Members (n=196)	PG Students (n=336)	UG Students (n=684)	
E-mail alerts from Publishers/ Distributors	149 (76.0)	176 (52.4)	293 (42.8)	618 (50.8)
Cited in reports/Journals/ Conference Papers	99 (50.5)	129 (38.4)	73 (10.7)	301 (24.8)
Referred by the Librarians	55 (28.1)	132 (39.3)	146 (21.3)	333 (27.4)
Journal Announcements	76 (38.8)	64 (19.0)	56 (8.2)	196 (16.1)
Communication from subject experts	66 (33.7)	44 (13.1)	126 (18.4)	236 (19.4)

Note: Numbers in parentheses denote percentages (Respondents were permitted to give multiple answers)

Between Variables	Chi-square Value	Degrees of freedom	Table value	Level of Significance
Faculty-PG students	33.566	4	9.488	Significant at 0.05 level
Faculty – UG students	62.370	4	9.488	Significant at 0.05 level
PG Students – UG students	68.577	4	9.488	Significant at 0.05 level

From the Chi-square output for the above table, it is found that significance levels of 0.05 have been achieved among the faculty members and the PG students with 4 degrees of freedom regarding awareness factors by the respondents regarding to utilize electronic information resources. It implies that Chi-square value indicates that there is a systematic association between the above two variables at 99% level of confidence.

It is evident that there is significant difference between the faculty members and the UG students regarding awareness factors by the respondents regarding to utilize electronic information resources as indicated by Chi-square test, which is found to be statistically significant at 0.05 levels with 4 degrees of freedom.

It is also evident that there is significant difference between the PG students and the UG students regarding awareness factors by the respondents regarding to utilize electronic information resources as indicated by Chi-square test, which is found to be statistically significant at 0.05 levels with 4 degrees of freedom.

It concluded that Chi-square value indicates that there is a systematic association between the two variables at 99% level of confidence.

5.4 Usefulness of electronic information resources by the respondents

The distribution of respondents according to the usefulness of electronic information resources is presented in table 4.

Table 4: Distribution of respondents regarding usefulness of electronic information resources

Usefulness	Nature of Respondents			Grand Total (N=1216)
	Faculty Members (n=196)	PG Students (n=336)	UG Students (n=684)	
Most useful	150 (76.5)	292 (86.9)	575 (84.1)	1017 (83.6)
Less useful	46 (23.5)	44 (13.1)	109 (15.9)	199 (16.4)
Total	196 (100.0)	336 (100.0)	684 (100.0)	1216 (100.0)

Note: Numbers in parentheses denote percentages

Between Variables	Chi-square Value	Degrees of freedom	Table value	Level of Significance
Faculty-PG students	20.267	1	3.842	Significant at 0.05 level
Faculty – UG students	5.959	1	3.842	Significant at 0.05 level
PG Students – UG students	87.554	1	3.842	Significant at 0.05 level

It is evident from the table 4 that majority of respondents (83.6%) said that the electronic information resources are ‘More useful’ for their academic purpose and rest of them (16.4%) said ‘Less useful’. It can be observed in the case of all three categories of respondents, PG students (86.9%) have given more positive response about the usefulness of electronic information resources.

It is evident from the table that there is significant difference between the faculty members and the PG students with regard to the usefulness of electronic information resources as indicated by Chi-square test, which is found to be statistically significant at 0.05 levels with 1 degree of freedom.

It is also noticed that there is significant difference between the faculty members and the UG students with regard to the usefulness of electronic information resources as indicated by Chi-square test, which is found to be statistically significant at 0.05 levels with 1 degree of freedom.

It is obviously found that there is significant difference between the PG students and the UG students with regard to the usefulness of electronic information resources as indicated by Chi-square test, which is found to be statistically significant at 0.05 levels with 1 degree of freedom.

From the above analysis, it can be concluded the majority of the respondents (83.6%) are opined the electronic information resources are more important and useful for their academic purpose.

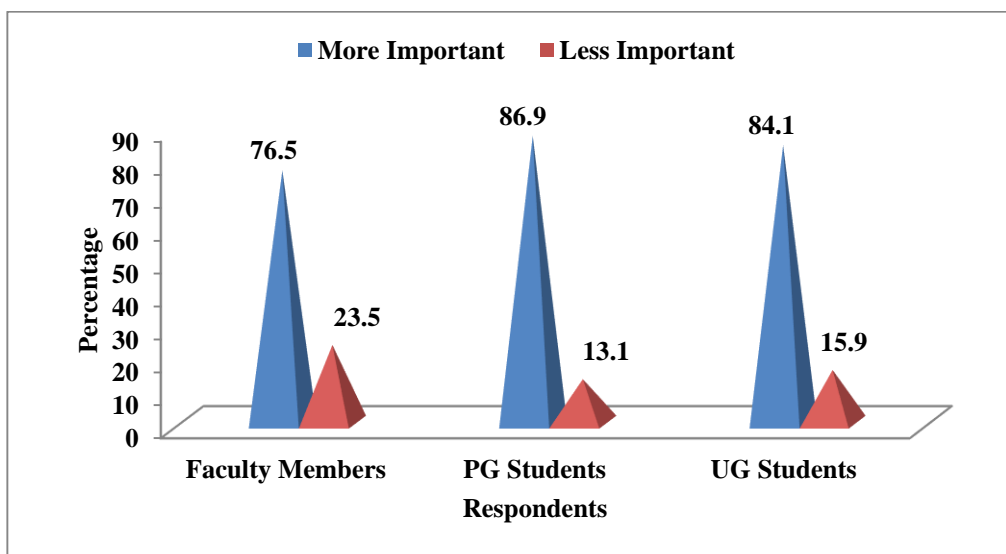


Fig. 2: Distribution of respondents regarding usefulness of electronic information resources

5.5 Level of satisfaction with the availability of electronic information resources by the respondents

The distribution of respondents according to know the level of satisfaction with the availability of electronic information resources is presented in table 5.

Table 5: Distribution of respondents regarding level of satisfaction with the availability of electronic information resources

Level of Satisfaction	Nature of Respondents			Grand Total (N=1216)
	Faculty Members (n=196)	PG Students (n=336)	UG Students (n=684)	
Highly satisfied	44 (22.4)	44 (13.1)	141 (20.6)	229 (18.8)
Satisfied	83 (42.3)	134 (39.9)	290 (42.4)	507 (41.7)
Neutral	24 (12.2)	69 (20.5)	139 (20.3)	232 (19.1)
Dissatisfied	45 (23.0)	89 (26.5)	114 (16.7)	248 (20.4)
Total	196 (100.0)	336 (100.0)	684 (100.0)	1216 (100.0)

Note: Numbers in parentheses denote percentages

Between Variables	Chi-square Value	Degrees of freedom	Table value	Level of Significance
Faculty-PG students	12.212	3	7.815	Significant at 0.05 level
Faculty – UG students	8.948	3	7.815	Significant at 0.05 level
PG Students – UG students	18.292	3	7.815	Significant at 0.05 level

Table 5 describes that a majority of the respondents (41.7%) are satisfied with the electronic information resources available in the library, followed by 20.4% are dissatisfied 19.1% are Neutral, and the remaining 18.8% highly satisfied.

From the Chi-square output for the above table, it is found that significance level of 0.05 has been achieved among the faculty members and the PG students with 3 degree of freedom regarding the response for Level of satisfaction with the availability of electronic information resources. It implies that Chi-square value indicates that systematic association between the above two variables at 99% level of confidence.

It is evident that there is significant difference between the faculty members and the UG students regarding the response for level of satisfaction with the availability of electronic information resources as indicated by Chi-square test, which is found to be statistically significant at 0.05 levels with 3 degrees of freedom.

It is obvious that there is significant difference between the PG students and the UG students regarding the response for Level of satisfaction with the availability of electronic information resources as indicated by Chi-square test, which is found to be statistically significant at 0.05 levels with 3 degrees of freedom.

It is concluded that a majority of the respondents i.e. faculty members (64.7%) (Highly satisfied (22.4%) and satisfied (42.3%)), PG students (53.0%) (Highly satisfied (13.1%) and satisfied (39.9%)) and UG students (63.0%) (Highly satisfied (20.6%) and satisfied (42.4%)) are highly satisfied and satisfied with the available electronic information resources.

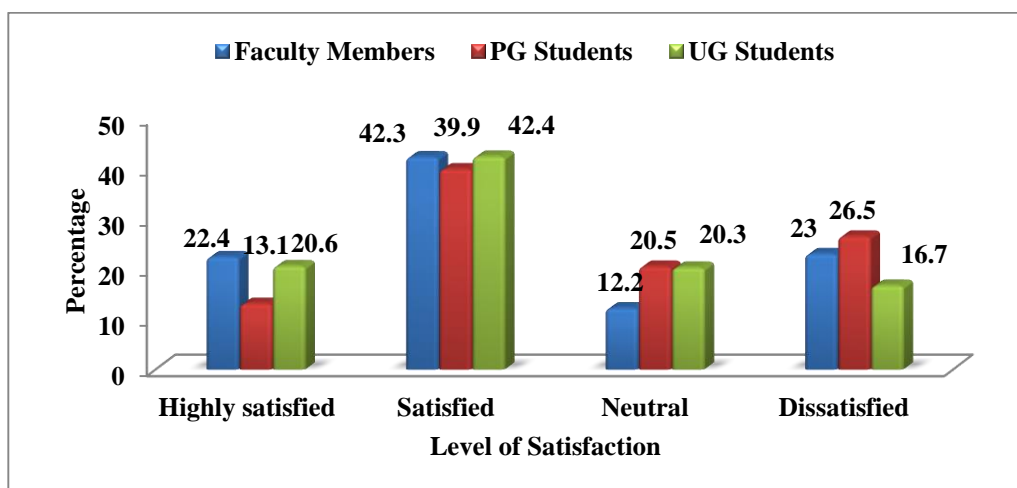


Fig. 3: Distribution of respondents regarding level of satisfaction with the availability of electronic information resources

6. CONCLUSION

The study aimed to find out the usage of the electronic information resources and level of satisfaction with the available electronic information resources available in their libraries by the students and faculty members of the Engineering Colleges, Chittoor District, Andhra Pradesh. The study reveals that electronic information resources are most useful for their academic work. The respondents opined that they are accessing e-journals frequently.

7. REFERENCES

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