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User Satisfaction on Library Resources and Services; a case study of Government Degree College Sabir Abad (Karak), Khyber Pakhtunkhwa

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Abstract

In the present knowledge era, the library is considered an important center and is the heart of any academic institute. A successful organization is one whose users are satisfied from the provided facilities. In this study, the researcher studies the user satisfaction from library resources and services at Government Degree College Sabir Abad (Karak) Khyber Pakhtunkhwa. A survey method was used. The researchers personally visited the population site and distributed 155 questionnaires to the respondents of which 135 were responded to and received (87% response rate). The analysis shows that enrolment of students in the college in BA and B.Sc programs is less as compare to F.A & F.Sc. It was also founded that some of the posts of faculty members were vacant in the college including one post of a professional librarian. From the results, it was concluded that most of the users visit the library on weekly and monthly basis rather than daily basis and most of the users were not satisfied with the power supply, daily newspapers, and environment in the library. It is suggested that there is a dire need to update the library collection and improve their services.

Keywords: *College, User Satisfaction, Library resources, Services, enrolment, newspapers, Survey Research, sampling technique, questionnaires, Karak, Khyber Pakhtunkhwa,*

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1. Introduction

1.1 Background of the Study

In the present knowledge era, the library is considered an important center and is the heart of any institute. It is a collection of information, sources, resources, books, and services. Academic libraries are libraries attached with institutions for learning, teaching, and research activities of institutes. Academic libraries play an important role in the institution and fulfill their academic information needs from the library. To strengthen the collection and services of the library the user feedback helps much. By considering this, the libraries are frequently conducting surveys regarding satisfaction levels of the users and it is the key purpose to the success of any academic library.

Manoj Kumar Verma and Rosa Laltlanmawii Verma (2016) studied the role of the academic library to achieve academic excellence in an academic institution and pointed out that academic library has to play a very important role because an academic institution is incomplete without a good library. According to J. A. Kargbo (2002), the academic library is a central organ of academic institutions. 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 users as the most critical voice in assessing servicing quality.

Colleges play a significant role in the higher education system, and work as a backbone because they are feeder institutions for the university system. The core objective of the college library is to support the parent institution to achieve its objectives and mission i.e. to educate and train students in their respective subjects and make them intelligent, aware, and informative personnel to play the role of a responsible citizen. The libraries hold a different collection of

reading materials including books, periodicals, newspapers, reports, a special collection of government documents for their users. The college library is an important role nucleus of college campus life where we can check out books, magazines, newspapers, e tc, and find a silent place to study. The rapid changes, new and improved technology, and high expectations of users demand accountability and assessment. It has become the regular feature of academic libraries to conduct user satisfaction surveys. It helps them to examine the client needs, satisfaction level, and performance of the library as viewed by patrons online. Cote (2001) stated that library user satisfaction has become widespread in academic libraries during the past twenty years. Surveys have often been used as a tool to assess service quality and user satisfaction. This study will evaluate users` satisfaction with the library resources and services at Government Degree College Sabir Abad District Karak, Khyber Pakhtunkhwa.

1.2 Scope of the Study

Academic libraries play an important role in the fulfillment of the mission of an institution and to achieve academic excellence. The library is responsible to fulfill the information needs of the patron and is recognized as an ever-growing institution. The library serves a diverse community of students, teachers, and management. This study will explore users` satisfaction with library resources and services at Government Degree College Sabir Abad District Karak, Khyber Pakhtunkhwa.

1.3 Objectives of the Study

    i.   To find out the frequency of visits by users to the library of Government Degree College Sabir Abad, District Karak

    ii.   To evaluate the purpose of visiting library by the users

    iii.   To know about the problems being faced by the users while using the library

1.4 Delimitation

This study is delimited to the users of the library at Government Degree College Sabir Abad, District Karak, Khyber Pakhtunkhwa, Pakistan. It does not cover those students who are not the member or not using the library resources or Services.

2. Literature Review

Khalid Mahmood and M. Arif and M. Rafiq (2009) determined the satisfaction level of users with the services of Punjab University Library using a self-administrated questionnaire from 458 library users. The result of the study had revealed that the majority of the users were satisfied with library opening hours, circulation services, and photocopying services. A large number of users was also 7 satisfied with the attitude of library staff and library environment. The users also suggested that the library should improve their services such as library membership, acquisition of references and other materials, knowledge and skills of library staff, internet facility, and updating of the library homepage.

Shafiq ur Rehman, Farzana Shafique, and Khalid Mehmood (2011) explored the satisfaction level of users with the services of Punjab university library. The descriptive survey method was used for data collection. The data is collected through a self-administered questionnaire from 458 library users. The result shows that users are satisfied with the library

house, circulation system photocopying facility, an attitude of library staff, and library environment.

M. I. Mairaj and M. M Naseer (2013) elaborated that the Punjab institute of cardiology (PIC) is a recognized teaching hospital for cardiac care in the Punjab province of Pakistan. The study aims to evaluate the satisfaction of users with the service of the PIC library. A purposive sample of 15 health care professionals was selected. A semi-structured interview technique based on a technique guide was used for the collection of data. The data were qualitatively analyzed using a thematic approach. The study proved useful to investigate user's satisfaction with the services of the PIC library. The majority of the users were satisfied with the library collection, organization, reference and circulation services, and staff attitudes. Also, they were concerned about library space, furniture hours, and the environment in the library.

Arslan Sheikh (2014) evaluated the quality of CIIT Library services and users` satisfaction using questionnaires to investigate the quality of library services at COMSATS Institute of Information Technology Islamabad Campus from its users' perspective. The study had used random sampling and distributed 275 questionnaires, out of which 207 were received. The result had shown that there were no significant differences between the levels of users` expectations and perceptions. It was also found that the CIIT library has quality services and users were satisfied with various aspects of its services. The study demonstrated that it is possible to make meaningful comparisons of library services.

S. K. Pandey and M. P. Singh (2015) conducted a study. The main motive of this study was to examine and analyze the user's satisfaction with the library services among the faculty members and students of (GGSIP), Delhi. The present study demonstrates the satisfaction levels

of the users towards various library services provided by the college library. The result of the study found that a large number of respondents were satisfied with library services. It also found that the books had become the most widely used library resource.

P. O. Ijiekhuamhen, B. Aghojare and A. O. Ferdinand (2015) conducted a study on users` satisfaction with academic library performance to determine the clients' satisfaction with library services in the Federal University of Petroleum Resources Library with the help of questionnaires. The study had found that users were highly satisfied with the library services, place, space, infrastructure, and collection of the library. The majority of the users visited the library to use internet connectivity of the library and the least number of the users visited for other purposes. The users also suggested some of the provisions such as, to open for a longer time, increase internet bandwidth, publish a guide on information searching skills, and latest collection.

P. A Tiemo, B. A Ateboh (2016) investigated user's satisfaction with library services at the college of (CHS) library Nigar Delta University, Nigeria. The objective was to determine the level of users' satisfaction with library services Two research questions were formulated to guide the study. The survey research design was adopted using a population of 687 registered users in the college. The sample size of 180 was selected through random sampling techniques. The result of the study showed that users were satisfied with the lending services of the library, renewal of library materials, and longer hours of internet services in the library.

A. N. Kassim (2017) carried out a study on evaluating users` satisfaction with academic library performance in Malaysia by distributing 650 final years students from three faculties of the university. The study had found that the majority of the users were satisfied with the library

services. The average of the users was showed satisfaction on infrastructure, place, and space. Also half of the users were satisfied with the library collection.

F. Xu and T. J. Du (2018) investigated the factors influencing users` satisfaction and loyalty to digital libraries in Chinese universities through a survey method to identify the factors that may affect user satisfaction and user loyalty to the digital library. For this purpose 426 valid survey questionnaires were collected. The study had revealed that the system and services of digital libraries have affected the use of the information process. The result of the study had also shown that both perceived ease of use and digital library`s affinity had also impact on the users` satisfaction. Furthermore, the differences including age, gender, and educational level significantly affected users` satisfaction.

B. Ali, Abid Hussain, and M. Ibrahim (2019) conducted a research study on information services provision and user satisfaction level in the University of Agriculture Library, Khyber Pakhtunkhwa by measuring user and staff level of satisfaction. A self-administered questionnaire was used for data collection. The response rate was 88%. The study had found that staff and users were only satisfied with the basic facilities provided by the library. Also, the staff was not satisfied with the budget and IT services. The study had suggested that the administration of the University should seek provision to provide a reasonable budget, high-speed internet connectivity, and high-class building for the library.

S. Ata, S. Rehman, M. Safdar and M. Jawwad (2019) explored the quality of services of Government College University Library, Faisalabad to know the perception and satisfaction level of the users regarding library services. The researcher had used a semi-structured questionnaire for data collection. The study had revealed that the majority of the users were not satisfied with

the collection of books in the library, currently subscribed to research journals in the library. Also, a large number of the users were not satisfied with the physical access, skills, and behavior of the library staff. The researcher also suggested that the findings of this study will be helpful for library administration in understanding the users` perceptions of services provided by the library

3. Research Methodology

3.1 Introduction

The research methodology is a way to systematically solve the research problem. It may be understood as to how research is done scientifically. In it, we study the various steps that are commonly adopted by a researcher in studying his research problem along with the logic behind them. It includes all those methods/techniques that are used for the conduction of research.

3.2 What is Descriptive Research?

Descriptive research refers to research that provides an accurate portrayal of characteristics of a particular individual, situation, or group. These studies are a means of discovering new meaning, describing what exists, determining the frequency with which something occurs, and categorizing information. It is less expensive and collects a large amount of data for detailed studying. Although, descriptive research requires more skills and a time-consuming process. It may have chances of a low response rate. This study has used a descriptive research method to explore users' satisfaction of respondents.

3.3 Survey Research

The survey is the type of research method to obtain information by gathering data from the sample of a given population through personal or impersonal means to study its characteristics. It is an extensive cross-sectional approach, where several cases are considered at a particular time and data are gathered to study the opinion, attitude, habits, desires, values, and beliefs, etc. in this type of method characteristics of the certain population are studied. This study used the survey research method.

3.4 Population of the Study

A population is a discrete group of people or things that can be identified by at least one common characteristic for data collection and analysis. It can be referred to as the area where the research questions are asked to collect the data. The total number of the population for this study was 155 students and teachers of Government Degree College Sabir Abad, District Karak who were the members of the college library.

3.5 Sampling Random Sampling

It is the basic sampling technique where a subset or group of units is selected from a larger group. In the type of sampling, each participant/member of the population has an equal chance of being selected in the sample. In this study, every second individual was selected through the lottery`s method for data collection.

3.6 Data Collection Tool

For collecting data, a questionnaire containing questions related to the concerned issue or topic is used. It is a set of written or printed questions with a choice of answers, designed for a

survey or research study. It is generally used to gather data from a large number of respondents for survey or research purposes. This data collection tool is very effectual and requires less skill to collect a large number of data at the same time. Although it has a low percentage of return and many researchers have difficulty expressing themselves in writing. In this study, questionnaires were used to collect data for data collection.

4. Data Analysis and Interpretation

The researchers personally visited the population site and distributed 155 questionnaires to the respondents of which 135 were responded to and received. The response rate was 87%.

4.1 Demographic Information of the Respondents

Sr. No	Category	Frequency	Percentage%
1	Teachers	8	6%
2	Students	127	94%
	Total	**135**	**100%**

Table 1: Categories of the Respondents

Table 1 shows that majority of the respondents 94% were students and 6% were teachers

Sr. No	Subject Category	Frequency	Percentage%
1	Science	4	50%
2	Arts	4	50%
	Total	**8**	**100%**
	Qualification		
1	M.A/M.Sc.	2	25%
2	MS/M.Phil.	1	13%
3	Ph.D.	3	37%
4	Missing	2	25%
	Total	**8**	**100%**
	Age		
1	31-35 Years	2	25%
2	36-40 Years	3	37%
3	41-45 Years	2	25%

4	Missing	1	13%
	Total	**8**	**100%**
	Experience		
1	1-5 Years	3	37%
2	6-10 Years	2	25%
3	11-15 Years	1	13%
4	16-20 Years	0	0%
5	Above 20	2	25%
	Total	**8**	**100%**

Table 2: Demographic Information of the Teacher respondents

Table 2 shows that the data were collected from 8 teachers (4 from Science & 4 from Arts). This table also shows that 3-respondents (37%) were Ph.D. Scholars followed by 2-teachers (25%) M.Sc degree holder. Only one respondent was M.phil Scholar while two (25%) did not mention their qualifications. The data reveals that a large number of the respondents 37% were aged from 35-40 years followed by 25% were aged 31- 35 years and 41-45 years each while 13% did not mention their age. The table also indicates that most of the respondents 37% have experience of teaching up-to 5 years followed by 25% having experience of up to 10 years and above 20 years each. Only 13% of the respondents have experience up-to 15 years (Table 2).

Sr. No	Class	Frequency	Percentage % (Approx)
1.	F.A	32	25%
2.	F.Sc.	68	54%
3.	B.A.	10	8%
4.	B.Sc.	7	6%
5.	Missing	10	7%
	Total	**127**	**100%**
	Age		
1.	15-20 Years	57	45%
2.	21-25 Years	34	27%
3.	Above 26	28	22%
4.	Missing	8	6%
	Total	**127**	**100%**

Table 3: Demographic Information of the Student respondents

The data about students in table 3 shows that most of the respondents 68 (54%) were students of science (F.Sc.) followed by 32 (25%) from arts. The least number of the respondents 6% were students of B.Sc. due to less number of students enrolled in this program while 10 respondents were students of BA and 10 respondents did not mention their class and program. The data also shows that a large number of the respondents 45% were aged up-to 20 years followed by 34% were aged up to 25 years. The least number of the respondents 8% did not mention their age while 22% were aged above 26 years (Table 3).

4.2 Frequency of Library Visits by the users

Sr. No	Frequency of library visits	Frequency	Percentage % (Approx)
1	Once a day	21	15 %
2	Twice or more a day	14	11 %
3	Once a week	09	7 %
4	Twice or more a week	24	17 %
5	Once a month	13	10 %
6	Twice or more a month	41	30 %
7	Never visit the library	13	10 %
	Total	**135**	**100%**

Table 4: Frequency of Library Visits by the users

Table 4 shows that the users have a different routine of visiting the library. The table indicates that most of the users (41) 30% visit the library twice or more in a month followed by (24) 17% who visit the library two or more times in a week. The numbers of users who daily visit the library were 21 (15%). Only 10% of the respondents never visit the library so far.

4.3 Purpose of Visiting the Library

Sr. No	Purpose of using Library	Frequency	Percentage % (Approx)
1.	Issuing books or other materials	48	18 %
2.	Using computer/internet of library	65	25 %
3.	Reading books, newspapers/ magazines	91	35 %
4.	Prepare assignments/lectures	35	13 %

5.	To held conversations with teachers	24	09 %
	Total	**263**	**100%**

Table 5: Purpose of visits to Library

Different questions were asked regarding the purpose of visits to the library from 135 respondents and the respondents responded with multiple answers. Table 5 shows that a total of 263 answers were received in which 91 (35%) users visit the library for reading purpose followed by 65 (25%) visit the library for using computer or internet facility while 48 (18%) respondents visit the library to issue/borrow library resources. The table also highlighted that only 24 (9%) visit the library for discussing their topics with teachers and 35 (13%) visit the library for preparing assignments/lectures.

4.4 Problems faced while using the Library

Sr. No	Problems	Frequency	Percentage % (Approx)
1.	Required materials are not available	65	11 %
2.	Library has an outdated collection	86	14 %
3.	Lack of daily newspapers	35	06 %
4.	Slow/No internet	98	16 %
5.	Lack of computers/laptops	104	17 %
6.	Electricity problem	22	04 %
7.	Lack of study environment in the library	48	8 %
8.	Lack of chairs & tables	93	15 %
9.	Staff is not co-operative	56	09 %
	Total	**607**	**100%**

Table 6: Problems faced by the Respondents while using Library

A total of nine (9) problems were listed and the respondents were asked to select the problems they face while visiting the library. The respondents indicate multiple problems and 607 responses were received. Table 6 shows that problem of lack of computers//laptops were highlighted 104 times followed by the problem of internet connectivity (98), lack of chairs & tables (93). 86 responses indicate that the library collection is out-dated. The least number of

respondents (22) on the proper supply of electricity followed by 35 complaints about daily newspapers and 56 complain that the library staff is not cooperative.

5. Findings, Conclusion, and Recommendations

5.1. Findings

- It was found that most of the teaching staff at the college was Ph.D. scholars (well-qualified).

- The ratio of students' enrollment in F.A and F.Sc is greater than that of BA and B.Sc.

- The results show that only 15% of the users visit the library daily while about 40% of users visit the library weekly or monthly. It was also founded that 10% of the students didn't visit the library yet.

- The results also show that most of the students visit the library for reading books, newspapers and magazines, etc

- The study also determined that majority of the users have complaints about the lack of computers, internet facility and furniture in the library.

- It was also found that the least number of the users was satisfied with the power supply, daily newspapers, and study environment in the library

- Furthermore, the study had found that the users were not satisfied with available collection in the library, services of the library, and staff`s co-operation.

5.2. Conclusion

In the present knowledge era, the library is considered an important center and is the heart of any institute. Academic libraries are the libraries associated with institutions for learning, teaching, and research activities. In this study, the researcher found that some of the

posts of faculty members were vacant in the college including one post of a professional librarian. It was concluded that the enrollment of students in BA & B.Sc. is less as compare to F.A & F.Sc. From the results, it was concluded that most of the users visit the library on a weekly and monthly basis rather than a daily basis and most of the users were not satisfied with the power supply, daily newspapers, and environment in the library

5.3 Recommendations

Based on findings following recommendations are given

- It is recommended that there is a dire need of teaching staff and the Ministry of Education should give due attention to recruit more teaching staff as well as a professional librarian in Government Degree College Sabir Abad, Karak

- The study also recommends that the Administration of College should advertise the college to increase the number of students in BA and B.Sc.

- To promote the use of the library, library awareness campaigns and seminars should be initiated.

- To promote reading habits among users, certificates and rewards should be given to the most active users/borrowers.

- The faculty members should motivate the students to issue books and other material to boost their academic careers.

- Furthermore, the Administration of College should ensure the facilities of computers and high-speed internet connectivity in the library for proper utilization.

- The library should also ensure the availability of the updated material for the users in the library.

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