

Users' Satisfaction on Knowledge Centre of National Institute of Technology Agartala, India: An Evaluative Study

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ABSTRACT

A library's benefits to the user community are revealed during performance evaluation and measurement. This study aims to evaluate the user satisfaction level of the Knowledge Centre of NIT Agartala. The survey method has been applied in the present study, and data were collected by physically visiting the library. Findings reveal that most users visit the library twice a week. The primary purpose of visiting the library is to use the lending facility to get their books issued and returned in time. While visiting the library, most users prefer to use books. The study also found that the users are satisfied with library collection and reading room services. In contrast, the users have a neutral attitude towards the e-services of the library.

KEYWORDS: Library collection, NIT Library, Likert Scale, e-services, Library Marketing, Social Networks, Staff Behavior

INTRODUCTION

A library is a doorway to knowledge that offers learning opportunities to all users. The library is open to visitors and works to make the most of its resources accessible while preserving them

and carrying out its mandate to meet all of its patrons' informational requirements. Without a library, academic activities would be lacking because libraries support an institution's teaching, learning, and research activities. The National Institute of Technologies (NITs)

libraries and information centre's offer best support for achieving the goals of their parent organizations. Any institution, including libraries and information centers, can improve its products or services by conducting periodic performance evaluations and measurements in order to cater to the consumers' constantly shifting tastes and preferences. User feedback is crucial for maintaining high-quality library services. A library can deliver high-quality services in response to patron requests with the support of user feedback. A library may now offer its users an increasing number of services due to technological advances. The National Institute of Technologies are prestigious institutions with a sophisticated library. The aim of this article is to study the frequency of users visit, purpose of visiting the library and to evaluate the level of satisfaction on library collection, various library services, library reading room services, e-services of library and services through social networking by Knowledge Centre of NIT Agartala.

OBJECTIVES OF THE STUDY

- (i) To study the frequency and purpose of library visit by the users;
- (ii) To find out the type of resources preferred by the users; and
- (iii) To study the user's satisfaction on library resources, services and staff behavior, services through social networking site.

METHODOLOGY

The present study used survey method. A questionnaire was designed in Likert Scale with statements about the print and electronic resource collection, services, and behavior of library staff, services through social networking site. The users comprising teachers, research scholars, and students were surveyed in the present study.

LITERATURE REVIEW

Abrham and Sabu (2022), in the paper "User Satisfaction on Library Resources and Services: A Case Study of Pontifical Institute of

Theology and Philosophy Alwaye (PIA) Library at Mangalapuzha Campus" assessed the frequency of visits, determined the purpose for utilizing the collection, users' perspectives on library materials, measured users' levels of satisfaction with the services provided by the collection, and identified issues. The data was gathered by the authors using well-structured questionnaires and simple random sampling. According to the study, 84.90 percent of respondents visited the library to consult books and journals, and 56.6% are satisfied with the library's opening hours. The study also shows that 76 percent of users were satisfied with the library's collection and services. However, 38.82% of respondents were satisfied with the library orientation session whereas 46.68% of respondents were satisfied with the reference book. The study identified challenges that students encountered when using library resources and services, and prompt remedial action is required.

A survey was conducted for the paper "User Satisfaction of Resources and Services of Libraries: A Case Study of the Narh-Bita College Library, Tema, Ghana" by Abukari (2019), focused about how often people visit libraries, why they go there, and how satisfied they are with the facilities, staff, and materials available there. According to the study, respondents are happy with the reference services offered by libraries, and the majority of respondents said that it is simple to photocopy reference materials in libraries. The staff at the library is helping patrons when they need it, and the respondents were pleased with the services they received.

Barad (2019), in the paper "User Satisfaction with Library Resources and Services in Himachal Pradesh University" investigated the relationship between user happiness with ICT use, library resources and services, and ICT accessibility and user satisfaction in the library. The analysis shows that the library does not have an interlibrary lending service. The HP University Library contains 192 traditional periodicals in its collection rather than an e-journal subscription. There are currently only 18 employees employed and the empty positions provide significant challenges to provide

services. The user community recommended implementing an IT-based training programme for the library personnel.

The paper **"Engagement of Users with E-resources Across Agricultural Libraries of Northern India"** in order to examine user category, university, and state patterns about how frequently and how much time each day people spend using e-resources. **Bhat (2018)**, analyzed how frequently and how much time, on average, users of agricultural libraries in Northern India spend utilizing online resources. The likelihood of accessing electronic resources by visitors to North Indian agricultural libraries was very high, with the majority of them doing so "daily" and "2-3 times a week." They show that they are voracious, knowledgeable and sensible readers by using e-resources for two hours, one hour, or even three hours a day, which puts them on par with use trends seen throughout India in other domains of knowledge. There are no obvious distinctions among the various kinds of users in terms of how frequently and how long they use e-resources.

The paper **"Service quality and customer satisfaction in academic libraries Perspectives from a Malaysian university"** evaluated at the academic staff members' satisfaction levels and opinions about the quality of the services provided by academic libraries. According to **Kiran (2010)**, it's a positive indication when library users think the staff is friendly and capable of instilling trust. This would encourage users, and it would also boost staff morale. Although requests for interlibrary loans and document delivery are only given an average rating, the academic staff appreciates speedy service in the main library. The academic staff appreciated the library's resources usability and accessibility. This is related to the notion that the library had an influence on the academician's work. Even if the quality of library service is perceived to be slightly above average, academics will nonetheless use library resources and rely on library staff for their information needs. User satisfaction with the library's services overall received a satisfactory rating.

In the paper **"User Satisfaction with Library Information Resources and Services: A Case Study College of Health Sciences Library Niger Delta University, Amassoma, Nigeria"** by **Tiemo(2016)**, and others studied about various university library services. The authors analyzed the paper with objectives of two research questions. The study was done with the help of random sampling technique to find out the user's satisfaction level. It also identified the dissatisfaction of users with library resources, reference materials, inadequate of subject related books and electronic resources.

Wani, Shafi and Sheikh (2019), in a paper **"Satisfaction of Users with the Services of Allama Iqbal Library"** evaluated how well consumers were aware of perceived and expected different library services. The data were collected using the survey method and structured questionnaires using random sampling techniques. This study found that users in the humanities and arts benefited from primary library services while users in the social sciences did not use these services, such as reading rooms and circulation services. The response level and conduct of library employees were also found to be satisfactory. Except for the academics in the arts and humanities, the majority of users were unfamiliar with the fundamental library services. The majority of users were unaware of the services offered through interlibrary loans. The survey also concluded that the majority of library customers were happy with services like internet browsing, but it also showed that user's ignorance about E-Z proxy services had a negative impact.

AN OVERVIEW OF NIT AGARTALA

Formerly established Tripura Engineering College in 1965, monitored by the Higher Education, Government of Tripura was conferred to the Government of India for switch to the centrally funded National Institute of Technology at Agartala for offering higher technical education at different levels.

The Union cabinet in 2016 under the influence of the state government of Tripura ratified the proposal to turn the Tripura Engineering College into NIT with a motive to produce

technically skilled personnel for a healthy economic outcome. Among the 20 National level Technical Institutes set up by the government of India, NIT Agartala is also one of the leading institute that contribute to the economic and sustainable development of the country in general and North-East in particular through institutional excellency.

(<https://nita.ac.in/NITAmain/AR/AnnualReport-2019-2020-English.pdf>)

The NIT Agartala library which is called as “Knowledge Centre” with well stocked collection of resources. The library having back volume section, indexing and reference section, scanning facilities and e-journal facilities are also available in the digital library.



(Image: Library Building of NIT Agartala)

DATA ANALYSIS AND INTERPRETATION

User's response rate: 50 users responded to the survey out of the 70 questionnaires distributed, resulting in a response rate of 71.42 percent.

Table 1: Users response rate

No. of Questionnaire Distributed	Users	
	Number	Percentage
70	50	71.42%

Frequency of library visit: The following table and figure depicts that 30% of users visiting the library twice in a week followed by 26% of users once in a month and rarely, 14% of users thrice in a week and 4% of users visiting the library daily basis.

Table 2: Percentage of users visiting frequency

Daily	Twice a week	Thrice a week	Once in a month	Rarely
4%	30%	14%	26%	26%

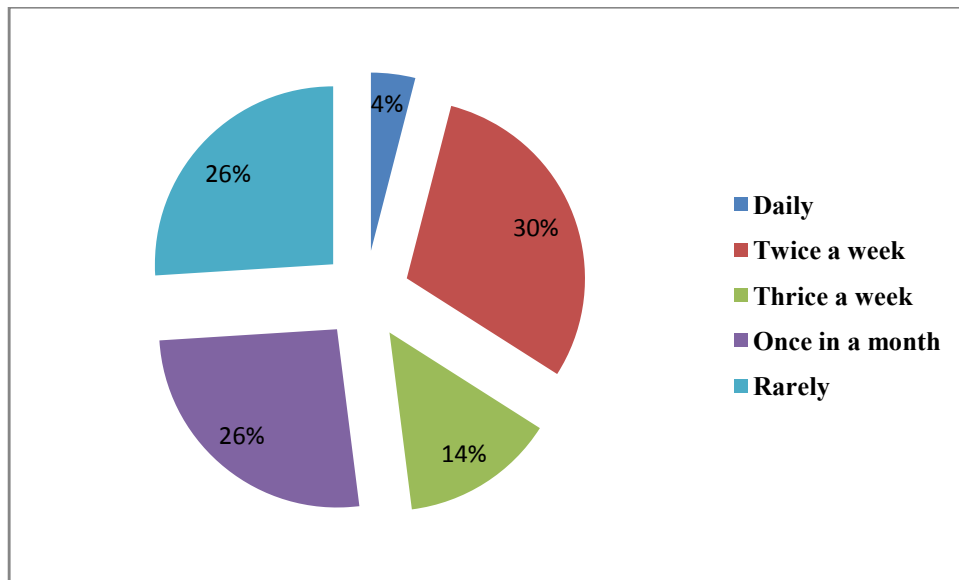


Figure 1: Visiting frequency

Purpose of Library Visit: The table 3 and figure 3 it is clear that 62% of users visiting the library to issue and return of books followed by 44% of users to read books and journals, 8% of users to read newspaper and magazine, 4% of users

visiting for preparing of class notes and 2% of users for writing assignments and to access the internet services. 22% of users visiting the library for more than one purpose.

Table 3: Purpose of Visiting the Library

Issue and return of book	Write an assignment	Preparation for class notes	To read books/journals	To read only newspaper/magazine	To access the internet service
62%	2%	4%	44%	8%	2%

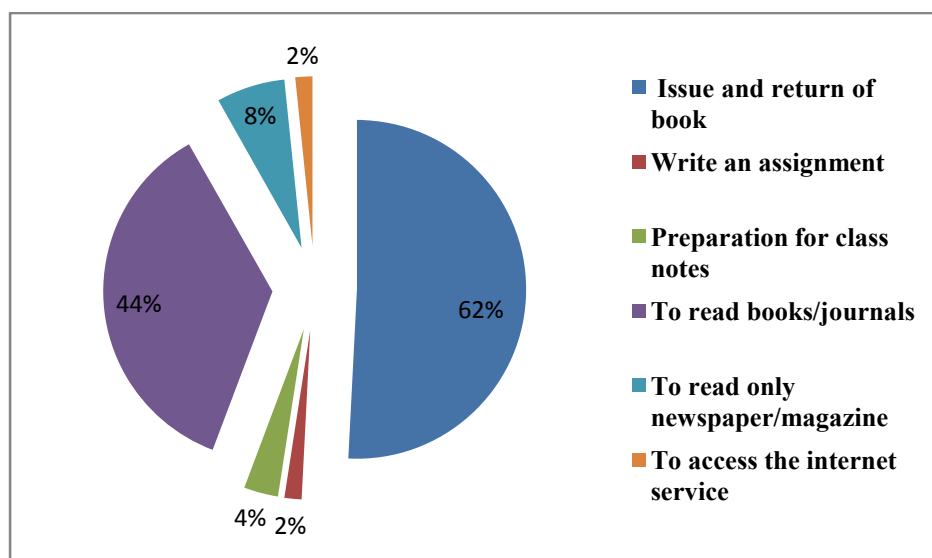


Figure 2: Purpose of visiting the library

Types of Material used in the Library: From the below table and figure it is clear that 86% of users using books, 28% of users using journals and 2% of users using newspaper in the library. 16% of users using more than one item in the library.

Table 4: Types of Material Used in the Library

Books	Journals	Newspaper
86%	28%	2%

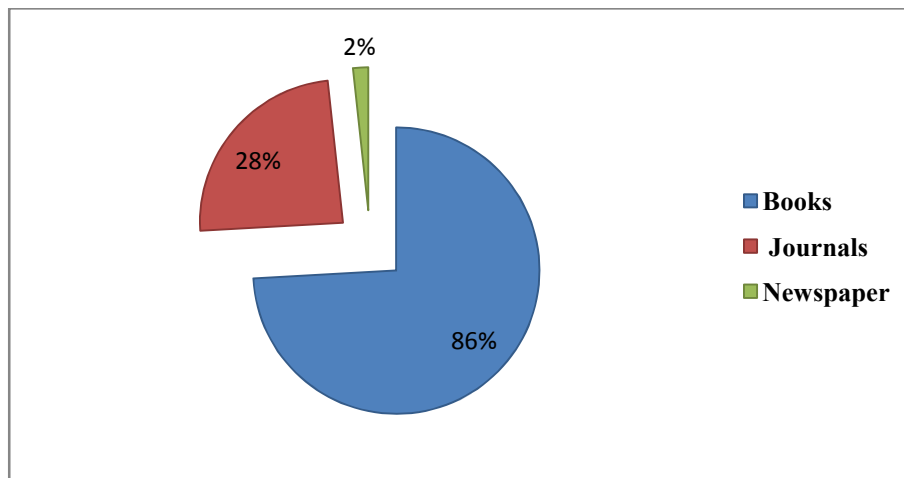


Figure 3: Types of material use

Satisfaction of Users with Library Collection: Library users were asked to indicate their satisfaction level in connection with library collection. Six attributes were tabulated in a five

point Likert Scale. The Likert Score of table 1 is 3.65 (Approx. 4=Agree) which indicates that the users are satisfied with the library collection.

Table 5: Users Satisfaction with Library Collection

Satisfaction with Library Collection	Level of Satisfaction					Missing Frequency	Total Frequency	Attribute Total	Attribute Likert Score
	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)				
Library's resource sharing is very satisfactory. (+ve)	8	28	9	4	0	1	50	187	3.82
Library's printed resources are as important as online resources. (+ve)	8	28	8	6	0	0	50	188	3.76
The library has a sufficient collection. (+ve)	16	11	14	5	4	0	50	180	3.60
The library subscribes to various regional and national newspapers regularly. (+ve)	9	25	10	6	0	0	50	187	3.74
Library subscribes to national and	7	20	9	12	1	1	50	167	3.41

User Satisfaction on Knowledge Centre of National Institute of Technology Agartala, India: An Evaluative Study

international journal regularly. (+ve)									
The library has different types of periodicals like current periodical/back volumes of periodicals/indexing/abstracting periodicals. (+ve)	8	21	13	7	1	0	50	178	3.56
Grand Total						2	300	1087	3.65

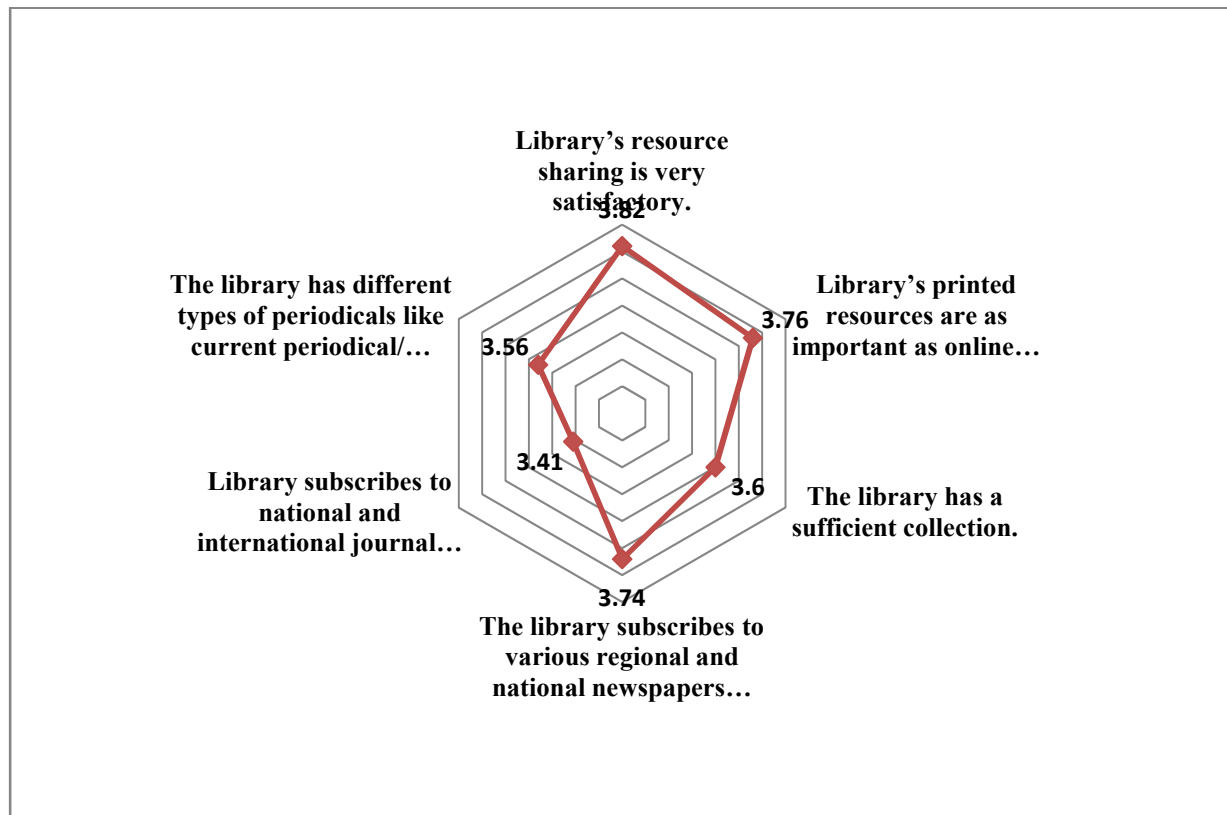


Figure 4: Radar chart of Users' Satisfaction with Library Collection

Satisfaction of Users with Various Library Services: Library users were asked to indicate their satisfaction with various library services. Nine attributes were listed in connection with various library services in a five point Likert

Scale. The Likert Score of table is 3.64 (Approx. 4=Agree) which means the users are satisfied with the various library services.

Table 6: Users Satisfaction with various Library Services

Satisfaction with various Library Services	Level of Satisfaction					Missing Frequency	Total Frequency	Attribute Total	Attribute Likert Score
	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)				
Library provides reprographic services to the users. (+ve)	6	21	17	5	0	1	50	175	3.57
Library provides book lending services to the users. (+ve)	15	23	10	1	0	1	50	199	4.06
Library provides documentation services to the users. (+ve)	9	20	15	5	0	1	50	180	3.67
Library provides Selective Dissemination of Information (SDI) services to the users. (+ve)	7	15	24	3	0	1	50	173	3.53
Library provides SMS services for new arrivals. (+ve)	5	13	11	12	8	1	50	142	2.90
The library provides reference services as per user satisfaction. (+ve)	10	21	13	5	0	1	50	183	3.73
The library issued notification of new arrivals of library materials to the user. (+ve)	9	17	11	12	1	0	50	171	3.42
The issue returns system is maintained correctly. (+ve)	16	28	3	3	0	0	50	207	4.14
Library's existing services are entirely satisfactory. (+ve)	19	15	10	5	1	0	50	196	3.92
Grand Total						6	450	1618	3.64

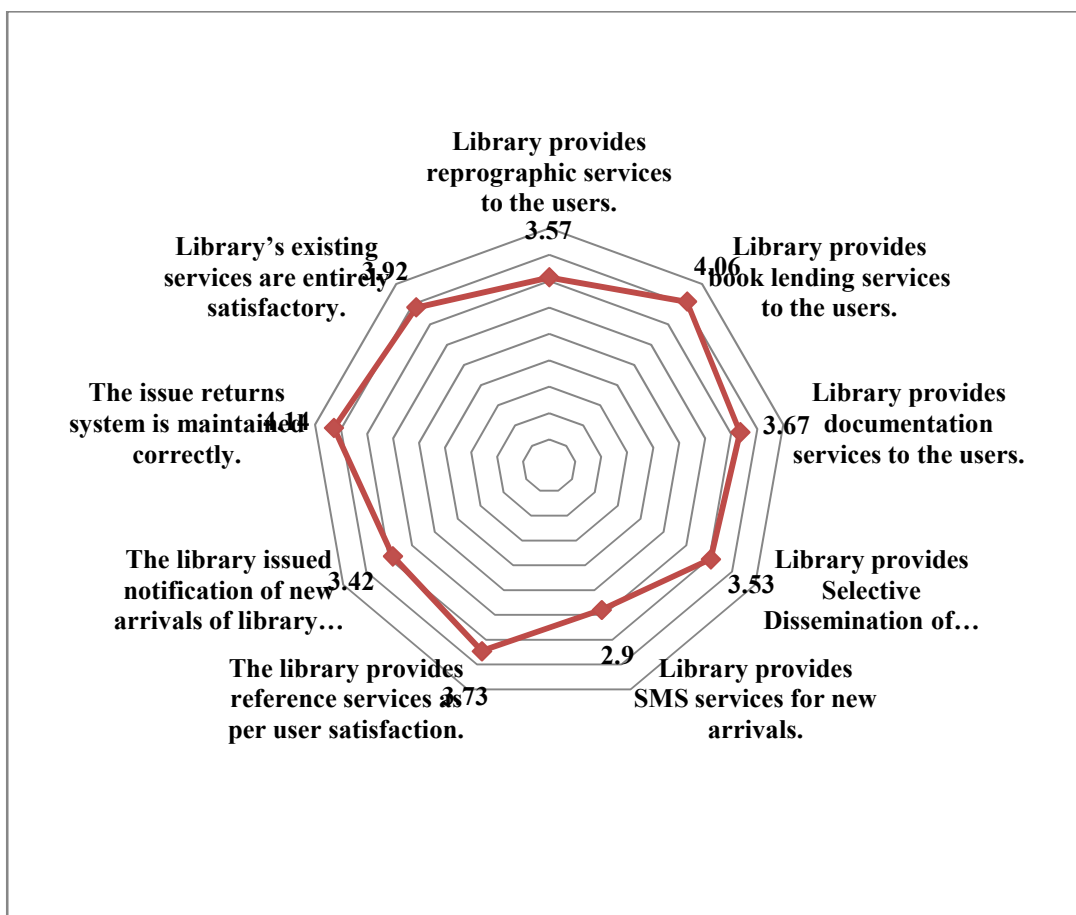


Figure 5: Radar chart of User' Satisfaction with various Library Services

Satisfaction of Users with Library Reading Room Services: Library users were asked to indicate the satisfaction level with library reading room services. Ten attributes were tabulated concerning with library reading room services in a five point Likert Scale. The below

table depicts that the Likert score is 4.12 (Approx. 4=Agree) which is satisfactory indication towards the library reading room services.

Table 7: Users satisfaction with library reading room services

Satisfaction with Library Reading Room Services	Level of Satisfaction					Missing Frequency	Total Frequency	Attribute Total	Likert Attribute Score
	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)				
Library's reading room facility is very satisfactory. (+ve)	24	17	9	0	0	0	50	215	4.30
Library's reading environment is delightful. (+ve)	24	14	10	2	0	0	50	210	4.20

There are good reading facilities in the library like adequacy of lights, the overall security of atmosphere, the opening of reading rooms etc. (+ve)	20	22	5	2	1	0	50	208	4.16
The library has a separate reading room and also a provision of a reading table. (+ve)	10	32	6	1	1	0	50	199	3.98
The sitting arrangement of the library is satisfactory. (+ve)	23	16	9	2	0	0	50	210	4.20
The library furniture is well-equipped. (+ve)	21	21	6	2	0	0	50	211	4.22
The library maintains proper arrangement of documents (books, journals). (+ve)	16	25	5	4	0	0	50	203	4.06
The lighting/ventilation facility of the library is satisfactory. (+ve)	24	20	4	1	1	0	50	215	4.30
The library maintains cleaning and a good environment. (+ve)	24	18	0	1	1	0	50	198	3.90
The opening hour of the library is very satisfactory. (+ve)	12	25	6	7	0	0	50	192	3.84
Grand Total						0	500	2061	4.12

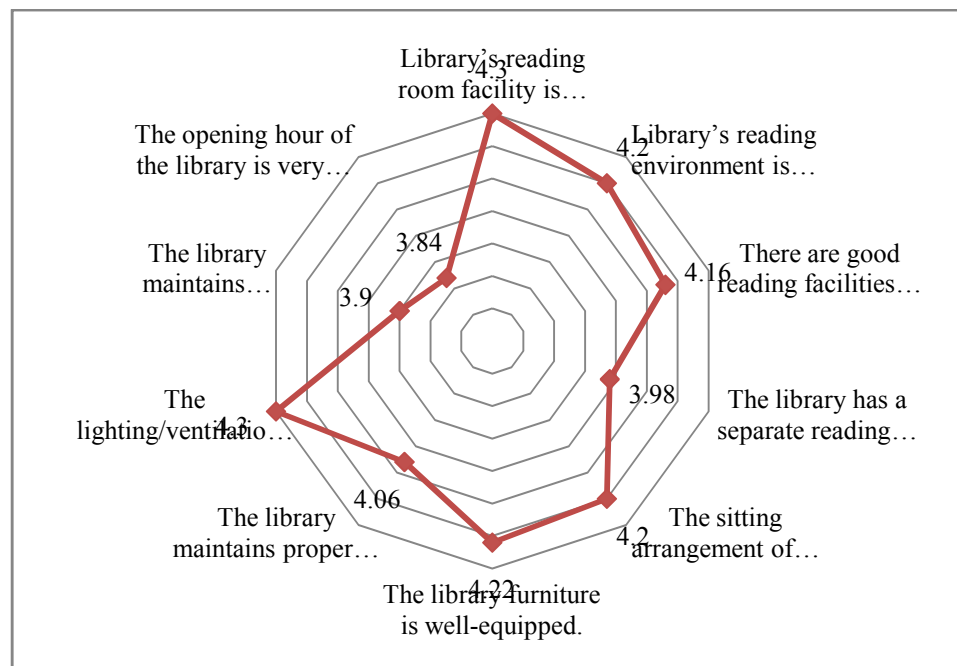


Figure 6: Radar chart of User Satisfaction with Library Reading Room Services

Satisfaction of Users with Library E-Services:

The users were asked to specify their satisfaction level with respect to library e-services. Fifteen attributes were listed regarding library e-

services in a five point Likert Scale. The below table shows that the Likert score is 3.32 (Approx. 3=Neutral) which indicate the users are neutral with library e-services.

Table 8: Users Satisfaction with Library e-Services

Satisfaction with Library E-Services	Level of Satisfaction					Missing Frequency	Total Frequency	Attribute Total	Likert Attribute Score
	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)				
Library provides all types of electronic information like e-book/e-report/e-thesis and dissertation. (+ve)	10	19	13	8	0	0	50	181	3.62
The library provides e-mail services to the users. (+ve)	8	10	14	12	5	0	50	151	3.02
Library provides e-information services. (+ve)	9	17	12	8	2	2	50	167	3.48
Library's internet connectivity and online services are good. (+ve)	14	24	5	7	0	0	50	195	3.90
The library has IT-based services. (+ve)	8	16	16	10	0	0	50	172	3.44
The Online Public Access Catalogue (OPAC) services are very satisfactory. (+ve)	7	9	18	12	4	0	50	153	3.06
The online database services of the library are satisfactory. (+ve)	4	19	12	14	1	0	50	161	3.22
The library provides full access to subscribe database resources. (+ve)	11	12	14	11	2	0	50	169	3.38
Library provides e-book services to the users. (+ve)	6	21	10	10	2	1	50	166	3.39
Library provides e-journals services to its users. (+ve)	9	18	13	8	2	0	50	174	3.48
Library provides downloading and printing of online resources services to the users. (+ve)	6	14	10	18	2	0	50	154	3.08
Library having provision of CD-ROM database services. (+ve)	2	14	14	17	3	0	50	145	2.90
Library provides e-document delivery services. (+ve)	7	15	10	15	3	0	50	158	3.16
The virtual or electronic reference services are very satisfactory. (+ve)	10	15	10	13	2	0	50	168	3.36
The photocopying services of the library are satisfactory. (+ve)	8	14	16	10	2	0	50	166	3.32
Grand Total						3	750	2480	3.32

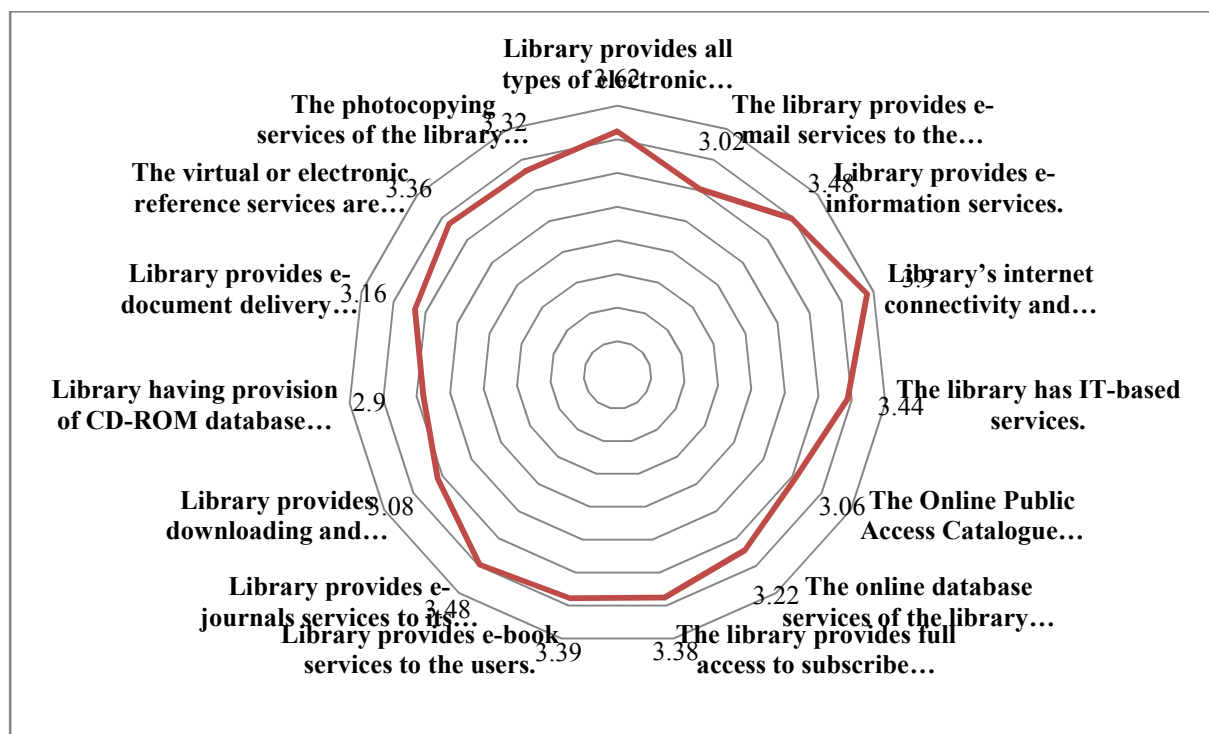


Figure 7: Radar chart of Users Satisfaction with Library e-Service

Satisfaction of User with Library Staff Behavior: The users were asked to specify the level of satisfaction in connection with library staff behavior. Five attributes were tabulated in

a five point Likert Scale. The Likert Score is 3.98 (Approx. 4=Agree) which means the users are satisfied with the library staff behavior.

Table 9: Users Satisfaction with Library Staff Behavior

Satisfaction with Library Staff Behavior	Level of Satisfaction					Missing Frequency	Total Frequency	Attribute Total	Attribute Likert Score
	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)				
The library fulfils user's expectations while offering quality services. (+ve)	9	21	15	4	1	0	50	183	3.66
Library staffs fully understand the needs of the user. (+ve)	17	22	7	4	0	0	50	202	4.04
Library staffs are willing to listen to your queries. (+ve)	16	24	9	1	0	0	50	205	4.10
There is a good relation between users and library staffs. (+ve)	22	15	11	1	0	0	50	205	4.10
The library staffs behavior is excellent. (+ve)	28	14	0	2	0	0	50	200	4.00
Grand Total						0	250	995	3.98

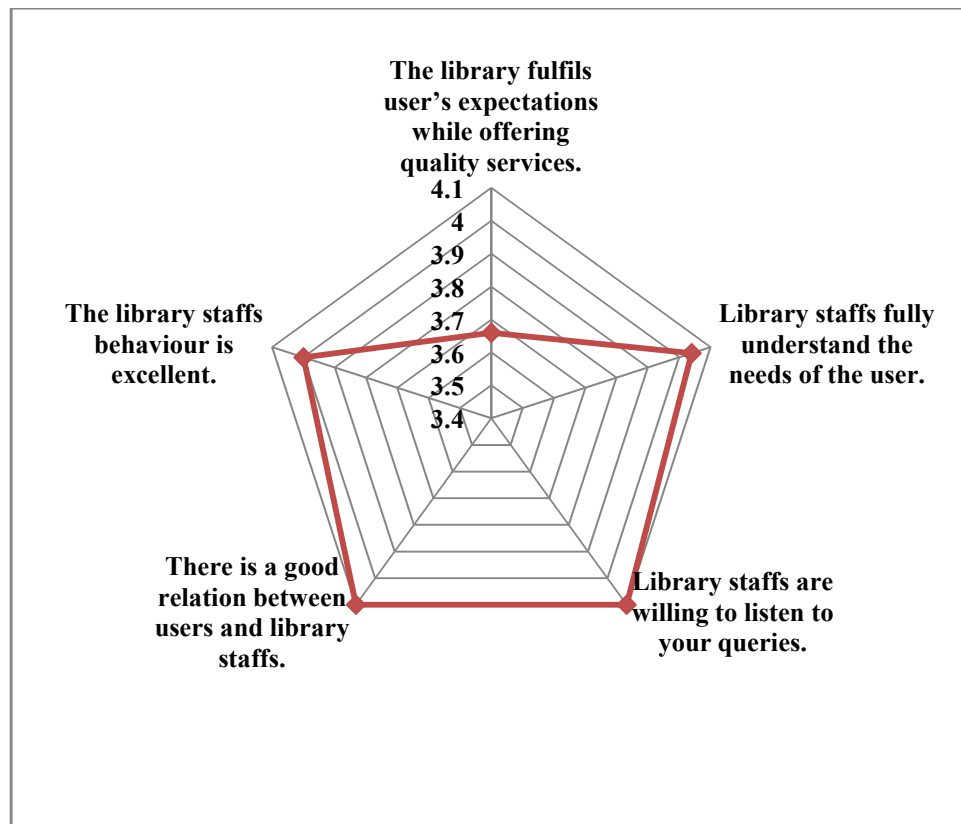


Figure 8: Radar chart of Users Satisfaction with Library Staff Behavior

Satisfaction of User through Social Networking Site: The library users were asked to indicate their satisfaction level related to social networking sites. Six attributes were tabulated in connection with social networking

sites in five point Likert Scale. The Likert Score is 2.33 (Approx. 2=Disagree) which indicating the users are not satisfied with the social networking sites.

Table 10: Users satisfaction through social networking sites

Satisfaction with through Social Networking Site	Level of Satisfaction					Missing Frequency	Total Frequency	Attribute Total	Likert Attribute Score
	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)				
Library provides information through social networking sites. (+ve)	5	5	13	20	7	0	50	131	2.62
Face book is mainly used while providing information from library. (+ve)	3	4	10	19	14	0	50	113	2.26
Twitter is mainly used while providing information from library. (+ve)	3	4	11	20	12	0	50	116	2.32
Whatsapp is mainly used while providing	1	8	7	22	12	0	50	114	2.28

information from library. (+ve)									
Instagram is mainly used while providing information from library. (+ve)	1	7	9	19	14	0	50	112	2.24
Telegram is mainly used while providing information from library. (+ve)	2	5	9	22	12	0	50	113	2.26
Grand Total						0	300	699	2.33

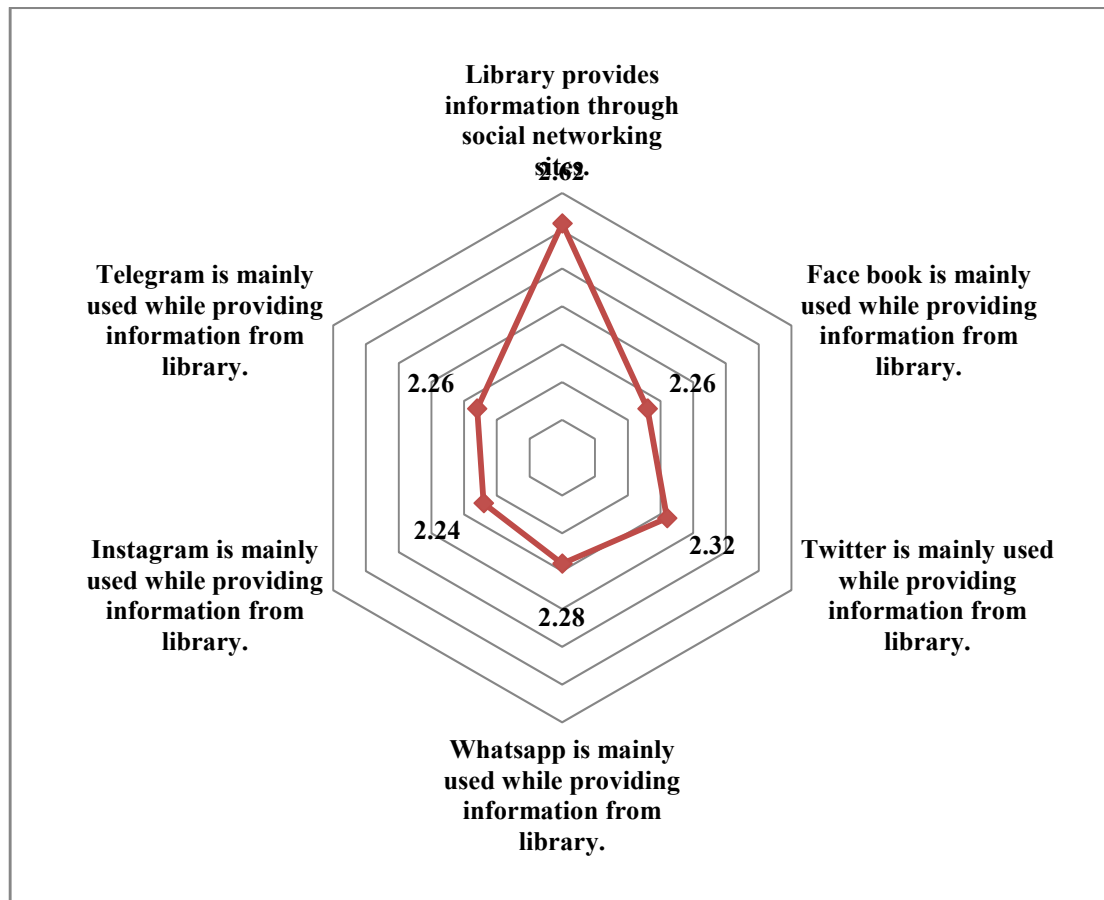


Figure 9: Radar chart of Users' Satisfaction through Social Networking Sites

Satisfaction of Users with Library User Orientation: Users were asked to specify the satisfaction level in connection with user orientation. Two attributes were given in five

point Likert Scale. The Likert score is 3.09 (Approx. 3=Neutral) which indicate the users are neutral in user orientation.

Table 11: Users Satisfaction with Library User Orientation

Satisfaction with User Orientation	Level of Satisfaction					Missing Frequency	Total Frequency	Attribute Total	Attribute Likert Score
	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)				
The library conducts user's orientation programme regularly. (+ve)	5	12	18	10	5	0	50	152	3.04
The user orientation programme of the library is wholly satisfactory. (+ve)	5	13	18	8	4	2	50	151	3.14
Grand Total						2	100	303	3.09

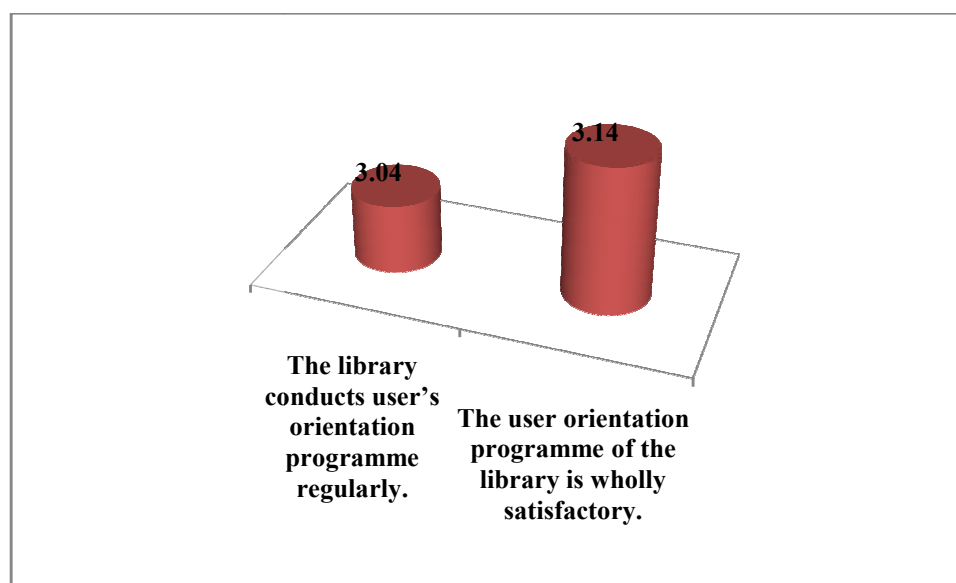


Figure 10: Users Satisfaction with Library User Orientation

Important Findings

The major findings of the study are:

- (i) The study reveals that majority users of NIT Agartala visited the library twice in a week.
- (ii) The study found that 62% of users visiting the library to issue and return of books followed by 44% of users to read books and journals, 8% of users to read newspaper and magazine, 4% of users

- (iii) visiting for preparing of class notes and 2% of users for writing assignments and to access the internet services. 22% of users visiting the library more than one purpose.
- The study found that 86% of users using books, 28% of users using journals and 2% of users using newspaper in the library. 16% of users using more than one item use in the library.

- (iv) The users of NIT Agartala are satisfied with library collection.
- (v) The users of NIT Agartala are satisfied with various library services.
- (vi) The users of NIT Agartala are satisfied with reading room services.
- (vii) The users of NIT Agartala have neutral opinion towards e-services of the library.
- (viii) The users of NIT Agartala are satisfied with library staff behavior.
- (ix) The users of NIT Agartala are not satisfied with the services provided through social networking sites.
- (x) The users of NIT Agartala have neutral opinion for library orientation programs.

CONCLUSION AND RECOMMENDATION

The study focused on user's frequency and purpose of library visit. Equal emphasis was given on evaluation of user's satisfaction on library's collection, services, and e-services, services through social networking sites and staff behavior. The findings of the study reveal that the majority of users visit library twice in a week with the purpose of issuing and return of books. Most of the users visit library for using books. Furthermore, the analysis found that the users are satisfied with library collection, various library services, reading room services of library and library user orientation while the users were neutral towards library e-services and library orientation. The NIT Agartala library should encourage its users to visit the library on a daily basis for maximum utilization of library resources. Various marketing strategies including awarding the best library user should be done on a monthly basis. The library should make it more visible in the social networks to attract the attention of the youngsters. Regular

updates on social networks will assist the users to stay connected with their library.

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