

User Satisfaction on e-Resources: A Case Study of Rajiv Gandhi University of Knowledge Technologies (RGUKT), (A.P)

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ABSTRACT: *Use of e-resources by the students depends mostly on some factors pertaining to the users, particularly E- resource service and satisfaction. Therefore, the study examined the influence of e- resources service and satisfaction about the usage of electronic resources by the students of Rajiv Gandhi University of Knowledge Technologies (RGUKT). The survey research design was adopted in the study with the questionnaire was used as a data collection tool. Proportionate stratified random sampling method was used to collect the data so as to give appropriate representation to 200 students, who were studying engineering final year in RGUKT. The study recommended that measures should be taken to increase the level of e-resources service among the students for increasing the usage of available electronic resources in the academic libraries.*

Key words: *e-Resources, User's satisfaction and Problem faced, RGUKT.*

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I. INTRODUCTION

The application of ICTs in science research has given new avenues and constructive changes in every aspects of human life. Today the novel application of ICT in knowledge generation and communication have brought the users and knowledge more closer, the way information is gathered, stored, organized, accessed, retrieved and consumed are really productive and more user friendly. The application of computers in information processing has brought several products and services to the users and that made libraries more competitive to meet the complex and ever changing needs of user community with most effectively and economically. Universities are the highest learning centers and intellectual hubs of every nation and university libraries are the driving force behind all the intellectual activities of universities. University libraries are today moving towards having access to more and more E-resources in their collection as they form major intellectual research output of the world. To support teaching, learning and research activities of the academic community of Rajiv Gandhi University of Knowledge Technologies (RGUKT) having access to huge number of E-resources and this study is to realize its usage pattern and Impact to further enhance the utilization of E-resources at the University.

E-RESOURCES

Electronic resources represent an increasingly important component of the collection building activities of libraries. "Electronic resources" refer to those materials that require computer access, whether through a personal computer, mainframe, or handheld mobile device. They may either be accessed remotely via the Internet or locally. Some of the most frequently encountered types are:

- E-journals
- E-books
- Full-text (aggregated) databases
- Indexing and abstracting databases
- Reference databases (biographies, dictionaries, directories, encyclopaedias, etc.)
- Numeric and statistical databases
- E-images
- E-audio/visual resources

Electronic resources whether acquired via purchase or license, free from the web, born digital or multiple format materials (e.g., CD-ROM combined with a book). Electronic resources present a number of challenges not encountered with the selection and acquisition of traditional analog materials and it is advisable for the library to develop clear policies and processes for the selection and management of such resources. This

will provide clarity to staff and ensure that electronic resources within the library are developed with due consideration of cost, technical feasibility, licensing, access and preservation requirements, and constraints.

Brief Note On Rajiv Gandhi University Of Knowledge Technologies (Rgukt)

The Rajiv Gandhi University of Knowledge Technologies (RGUKT) was established in March 2008 at the request of the Chief Minister of Andhra Pradesh. He was dissatisfied with the opportunities available to the rural youth and wanted to set up at least three IIITs in the three regions of Andhra Pradesh which would ensure better opportunities for rural students. At present, most universities in India and in Andhra Pradesh follow the affiliated college structure model where the main role of the university is to set the curriculum and conduct examinations to ensure that the students have indeed learned the material prescribed in the curriculum. Most colleges have an entering class of 100-300. Having an entry class of 6,000 students leads to issues of scale. This is unique to RGUKT and is being attempted for the first time in India. In the US, several of the larger universities do have enrolments of 20,000 to 30,000. However not all of them tend to be residential universities. Thus RGUKT, as a green field university, represents a unique experiment in the educational arena.

The central library of RGUKT is fully automated and it has huge collection of 1,15,000 volumes which include 10156 bound volumes. It currently subscribes to 25 national and foreign Journals, 8 online databases (IEEE, Science Direct, ASCE and ASME, J-Gate, Springer journals). The library also has vast collection of non book materials, viz, 1500 CD/DVDs on several subjects and 675 Audio/Video Sources.

Objectives

- To know the frequency and purpose of accessing and using e-resources among students
- To know the satisfaction of e resources service
- To state the problems faced and suggestions for effective use of e-information resources

II. METHODOLOGY AND ANALYSIS

The survey method was adopted for the present study and a questionnaire was used as a data collection tool. A total number of 200 questionnaires were distributed to the final year students were studying in different branches at RGUKT, out of which an 89% response rate was received. Students were also personally assisted and interviewed in order to receive more clear, accurate and pin-pointed responses to the listed questions. The data gathered is organized in tabular form and simple calculations (%percentage) are used to achieve the qualitative and quantitative results in the study.

A representative sample of 20% size out of 1000 final year students was studying in Rajiv Gandhi University of Knowledge Technologies in RK Valley. Proportionate stratified random sampling method was used to collect the data so as to give appropriate representation to all students. A suitable questionnaire was framed to collect data. The questionnaire was distributed personally to 200 students. The total number of respondents was 178 (89%).

Table 1: Distribution of Questionnaires to Gender wise

S.No.	Gender	Distribution of Questionnaires		No. of Respondents	
		No.	%	No.	%
1	Male	140	70.00	126	63.00
2	Female	60	30.00	52	26.00
Total		200	100	178	89.00

Table 1 indicates that the out of 200 final year students, 126 (63%) respondents were male students and 52 (26%) of the female students were responded.

Table 2: Frequency of visit to library

S.No.	Frequency	Male		Female		Total	
		No.	%	No.	%	No.	%
1	Daily	68	38.20	38	21.35	106	59.55
2	Once in a week	27	15.17	6	3.37	33	18.54
3	Fortnightly	17	9.55	4	2.25	21	11.80
4	Once in a month	7	3.93	2	1.12	9	5.06
5	Occasionally	6	3.37	3	1.69	9	5.06
6	Never	0	0.00	0	0.00	0	0.00
Total		126	70.79	52	29.21	178	100

Table 2 is general understanding that the frequency of users' visit to library depends upon the e-resources. The above table shows that the majority of 106 (59.55%) respondents are using e-resources of an everyday. Also 33 (18.54%) of the respondents using e-resources on once in a week and 21 (11.80%) of the respondents are twice a month. About 9 (5.06%) of the respondents respectively use it once in a month and occasionally.

Table 3: Frequently using e-Resources

S.No.	Frequency	Male		Female		Total	
		No.	%	No.	%	No.	%
1	Regularly	92	51.69	46	25.84	138	77.53
2	Some times	34	19.10	6	3.37	40	22.47
3	Never	0	0.00	0	0.00	0	0.00
Total		126	70.79	52	29.21	178	100

Table 3 shows that accessing of availability of e-resources in Rajiv Gandhi University of Knowledge Technologies (RGUKT). About 138 (77.53%) of the respondents were using the e-resources on regularly and 40 (22.47%) of the respondents were using the e-resources on sometimes. Only 10 (5.62%) of the respondents were never used the e-resources.

Table 4: Purpose of using e-Resources

S.No.	Purposes	Male		Female		Total	
		No.	%	No.	%	No.	%
1	Ongoing study work	21	11.80	2	1.12	23	12.92
2	Preparation of notes	11	6.18	3	1.69	14	7.87
3	Project/Dissertation	38	21.35	26	14.61	64	35.96
4	Writing a article for publication	36	20.22	15	8.43	51	28.65
5	Attending seminars	14	7.87	6	3.37	20	11.24
6	Curriculum design	6	3.37	0	0.00	6	3.37
Total		126	70.79	52	29.21	178	100

Table 4 shows that majority of the respondents (35.96%) reported that they using e-resources for the purpose of their project/dissertation and 28.65% uses e-resources for writing an article for publication. About 12.92% of the respondents use e-resources for the purpose of their study work and 11.24% of the respondent's use of e-resources for attending seminars. Also 7.87% of the respondents are using preparing of class notes and only 3.37% of the respondents use the same for curriculum design.

Table 5: Use of different types of e-Resources by the students

S.No.	e-Resources	Male		Female		Total	
		No.	%	No.	%	No.	%
1	E-journals	98	55.06	44	24.72	142	79.78
2	E-books	41	23.03	27	15.17	68	38.20
3	E-conference proceedings	67	37.64	26	14.61	93	52.25
4	E-data archives	36	20.22	15	8.43	51	28.65
5	E-lecturer notes/Videos & PPTs	102	57.30	51	28.65	153	85.96
6	E-listserv, discussion groups	21	11.80	2	1.12	23	12.92
7	E-newspaper	59	33.15	22	12.36	81	45.51
8	E-projects and thesis	47	26.40	35	19.66	82	46.07
9	E-research reports	78	43.82	42	23.60	120	67.42
10	E-zines	6	3.37	2	1.12	8	4.49

The table 5 indicates that 153 (85.96%) of the respondents were using E-lecture notes/videos & PPTs, followed by e-journals (79.78%), e-research reports (67.42%) and E-conference proceedings(52.25%). 46.07% of the respondents have shown their preference for using e-projects and thesis and 45.51% for e-newspaper. Only 68 (38.20%) uses e-books, followed by 28.69% uses E-data archives, 12.92% prefer E-listserv, discussion groups and e-zines (4.49%) are least used resources.

Table 6: Use of different types of e-database by the students

S.No.	Database	Male		Female		Total	
		No.	%	No.	%	No.	%
1	IEEE Xplore	121	67.98	48	26.97	169	94.94
2	Science Direct	87	48.88	28	15.73	115	64.61
3	Springer e-books	68	38.20	26	14.61	94	52.81
4	ASCE	37	20.79	15	8.43	52	29.21
5	ASME	32	17.98	6	3.37	38	21.35
6	NPTEL Videos	102	57.30	46	25.84	148	83.15

Table 6 shows that 94.94% of the respondents were using IEEE Xplore and 83.15% using NPTEL videos. Whereas 64.61% of the respondents were using Science Direct, 52.81% of the respondents were using Springer e-books. Only 29.21% of the respondents were using ASCE and 21.35% uses ASME

Table 7: User satisfaction on the use of e-Resources

S.No.	Level of Satisfaction	Male		Female		Total	
		No.	%	No.	%	No.	%
1	Highly satisfied	68	38.20	13	7.30	81	45.51
2	Satisfied	32	17.98	32	17.98	64	35.96
3	Neutral	16	8.99	6	3.37	22	12.36
4	Dissatisfied	10	5.62	1	0.56	11	6.18
5	Highly dissatisfied	0	0.00	0	0.00	0	0.00
Total		126	70.79	52	29.21	178	100

It is evident from the table 7, shows that 81 (45.51%) of the respondents were highly satisfied with the using of e-Resources in Rajiv Gandhi University of Knowledge Technologies (RGUKT) and 64 (35.96%) of the respondents were satisfied with the using of e-Resources. Further, 22 (12.36%) of the respondents were moderately satisfied whereas only 11 (6.18%) were dissatisfied and there is no respondents were highly dissatisfied with the access of e-resources.

Table 8: Problems encountered while using e-Resources

S.No.	Problems	Male		Female		Total	
		No.	%	No.	%	No.	%
1	Too few computers with internet facilities	0	0.00	0	0.00	0	0.00
2	Incessant power outage	45	25.28	5	2.81	50	28.09
3	Slow internet connectivity	97	54.49	43	24.16	140	78.65
4	Non-connectivity	19	10.67	12	6.74	31	17.42
5	Inability to use computer	21	11.80	7	3.93	28	15.73
6	Selecting search terms	23	12.92	17	9.55	40	22.47
7	Finding relevant information	46	25.84	23	12.92	69	38.76
8	Lack of IT skills	47	26.40	31	17.42	78	43.82

The above table shows that there is no problem faced by the student to availability of computers in RGUKT. While, 78.65% of the respondents were facing the problem of slow internet connectivity, 43.82% users faced the problem of lack of IT skills and finding relevant information (38.76%). Similarly, 22.47% of the respondents are encounter the problem of selecting search terms, 17.42% of the respondents are encounter the problem of non-connectivity of internet and 15.73% of the respondents are encountering the problem of inability to use computer respectively.

III. FINDINGS AND DISCUSSIONS

The study had sought to investigate the user satisfaction on electronic resources on productivity of engineering final year students of Rajiv Gandhi University of Knowledge Technologies (RGUKT), Idupulapya. The study revealed that majority of the respondents used e-resources, were regularly and have become familiar with e-resources.

The study also revealed that respondents used e-resources to access information available worldwide for project/dissertation and writing an article for publication. The study revealed that the respondent's use of different electronic resources such as e-lecturer notes/Videos & PPTs, over 85.96 percent used them. The study revealed that students acknowledged the usefulness and importance of e-resources to research and productivity. Although respondents were not get adequate guidance from the library staff in the use of electronic information resources. Also, the respondents are faced the problem with the slow internet connectivity while using e-resources.

On the basis of the above analysis and observations, it was found that unfamiliarity with e-resources were the major reasons that would discourage users from accessing electronic resources in the Rajiv Gandhi University of Knowledge Technologies (RGUKT), Idupulapya. A large number of users were using e-resources for e-lecturer notes/Videos & PPTs, writing an article to publishing and for keeping abreast with new developments in their areas of interest.

A large number of electronic resources users were however not satisfied with the slow internet connectivity when they using of e-resources. Most of the students indicated their dissatisfaction with their lack of ICT skills. This was attributed to inadequate the librarians to provision of training and guidance to the users.

IV. CONCLUSION

It is very important for any academic and research library to develop itself with a high technological infrastructure and build a solid collection of e-resources to help its users and provide high quality services to the user's desktop. Libraries should organize various teaching and learning programs, either general training or subject specific training to impart and encourage education about all aspects of e-resources to its users. Libraries should be taken to increase the level of e-resources and develop their own subject gateways, portals and data archives to provide access to back volumes to know the past research done and to focus on present research trends in order to move towards satisfaction of the users for increasing the usage of available electronic resources in the academic libraries.

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