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User Success and Satisfaction with Electronic Information Services in Higher Educational Institutions

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ABSTRACT
This study deals with User success and satisfaction with electronic information services in higher education. The researcher has employed a well-structured questionnaire for collecting the data from PG students, Research Scholars and Faculty members of 10 colleges in Bharathiar University. ICT based resources and services are resources in which information is stored electronically and which are accessible through electronic systems and networks. ICT based resources and services is a very broad term that includes a variety of different publishing models, including OPACs, CD-ROMs, online database, e-journals, e-books, internet resource, print – on – demand (POD), e-mail publishing, wireless publishing, electronic link and web publishing etc.

Keywords: e-resources, e-services, information and communication technology, Arts and Science Colleges

INTRODUCTION

Education is primarily at the hub of a country's economic social and cultural development as much as it is science and technology. The evaluation in education can be seen as the increased awareness of the ever-increasing access to the wealth of information or knowledge. Libraries are considered centers for disseminations of knowledge and information at par with the changes in the world Electronic Resources are becoming very important these days as they are more up-to-date, and can be accessed anywhere, crossing all geographical boundaries. Such resources add value while conducting R&D activities. The concept of digital library, virtual library, and electronic library came into present situation. In the recent years, libraries have witnessed a great metamorphosis both in the collection development and the service structure. The availability of CD-ROM, DVD-ROM, and other online resources of bibliographical and full – text databases is quite common in the majority

of the university and college libraries. The libraries have an option to subscribe to these full – text databases as part of their digital collections. Most of the important publishers now offer web – enabled interfaces and full text of their journals. Some of the important full-text digital collections available on CD-ROM or online include Automatic Digital On-line Information System (ADONIS), IEEE/IEE Electronic Library (IEL), Computer Application Binary Interface Databases (ABI/ INFORM) and Library and General Periodicals, E-space worlds, US Patents, etc.ICT based resources and services are resources in which information is stored electronically and which are accessible through electronic systems and networks.

LITERATURE REVIEW

Ahmad and Fatima (2009) identified that researcher are not getting proper training/ guidance and assistance from the staffs/ libraries, which is very necessary for the effective use of ICT products and services. The library should arrange and organise training programmes related to ICT. Library should provide initial orientation workshops and training for the researchers on ICT based services so that they can utilize these technologies to optimum level. Yusuf and Nkiko (2010) revealed that application of Information Communication Technology in organising library materials has in turn changed the role of cataloguers from merely providing bibliographic details of materials to that of supervision and other administrative functions, and in order to maintain relevance, librarians have been forced to build capacity in the area of Information Communication Technology. Sampath Kumar and Biradar (2010) found the lack of budget, manpower, skilled staff, and training are the main constraints for not automating library activities. Even though library professionals have shown a positive attitude towards the use of ICT applications and library automation, they need extensive and appropriate training to make use of ICT tools. Kavitha, Esmail, and Nagarajan (2011) analysed that ICT tools like multi-media projectors, Internet communication equipment, VCD were at very low level usage whereas CD-Rom, overhead projectors, LCD, laptops, and digital cameras are most preferred ICT tools by the respondents. Towards the performance of library services rendered by the institutions, it was poor for information retrieval. Olaniyi (2013) recommends among others that government should encourage use of ICTs among the poultry farmers in the area and in Nigeria at large through its inclusion in the agricultural extension programme curriculum of different states. Hue and Ab Jalil (2013) stated in the field of education, to meet the ever-growing demands of modern life and the exponential growth of technological advancement, educators will invariably need to creatively find ways of incorporating ICT into their curricula. Bozdoğan and Özen (2014) further suggest that the perceived use of computers, experience, and confidence play significant role while lack of knowledge and skills, technical problems, and lack of confidence negatively influence ICT self-efficacy.

Ndibalema (2014) says that the important concept 'ICT as a pedagogical tool' needs an in-depth investigation by looking on teachers' willingness, confidence, motivation, feeling, thinking, belief, and actual practices through classroom observations including larger samples. It is against this background that the researcher finds it important to investigate further about the problem. Antony and Vijayakumar (2015) analysed that the total numbers of women library professionals in these institutions were 35, of whom 31 respondents

completed and returned the questionnaires; this represents 88.57% of the response rate. It is therefore recommended that the librarians all over the world need to update this skills and upgrade their service to meet the rising demand of this age. Oweghoro et al. (2015) studied the potentials to prepare healthcare professionals for dealing appropriately with internetinformed patients and restore their confidence. The Nigerian healthcare systems need to formulate policies on access and use of Internet-based health information by their patients. Rose and Kadvekar (2015) conducted the study which suggests ICT adoption model, very specific to higher education academia in India. The model is being tested already and has been recommended as a policy measure to the challenges faced in ICT adoption.

OBJECTIVES OF THE STUDY

The framed objectives of the study are:

1. To find out the frequency library visit for accessing ICT based resources and services among the users of Arts and Science Colleges affiliated to Bharathiar University in Coimbatore.
2. To study the utilization of ICT based resources by the users
3. To study the purpose of using ICT based resources among the users
4. To identify the experience in using ICT based resources among the users
5. To identify the most commonly search engine used
6. To identify the method of acquiring ICT skills by the users
7. To determine the user's level of satisfaction with the ICT based resources and services.

SAMPLING

There are 72 Arts and Science colleges are affiliated by Bharathiar University Coimbatore, Tamil Nadu. The researcher has selected only 10 colleges on the basis of year of establishment. The researcher has employed a well-structured questionnaire for data collection from PG students, Research Scholars and Faculty members of selected Colleges in Bharathiar University. A total number of 1600 questionnaires were distributed among the PG students, Research Scholars and Faculty members. Totally 1561 out of 1600 respondents among whom the questionnaires were distributed. This constitutes 97.56% (1561/1600) of the total response.

METHODOLOGY

This study aims at analyzing ICT Based resources and services in the

staff in search techniques and 20.00 percent of respondents indicated high bandwidth internet connection to improve the efficiency in retrieving information.

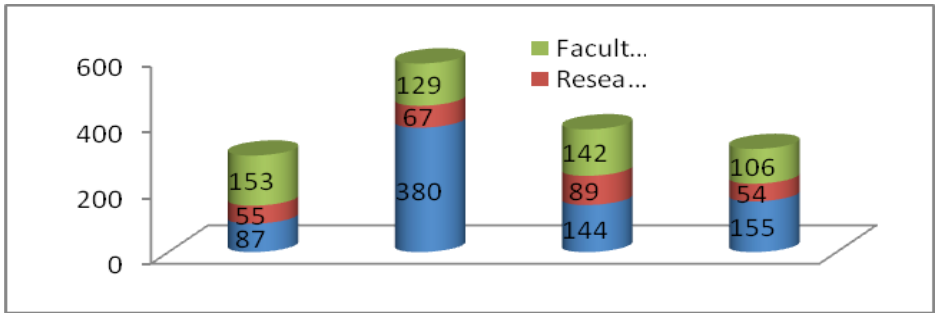

Figure 1: Academic status wise Distribution of Respondent's Measures to improve the efficiency in retrieving information

Table 6: Academic status wise Distribution of Respondent's Satisfaction level of ICT based resources and services

Academic status	Highly satisfied	Satisfied	Somewhat satisfied	Dissatisfied	Total
PG students	105 (13.71)	248 (32.38)	361 (47.13)	52 (61.79)	766
Research Scholars	52 (19.62)	71 (26.79)	115 (43.40)	27 (10.19)	265
Faculty members	98 (18.49)	183 (34.53)	212 (40.00)	37 (6.98)	530
Total	255 (16.34)	502 (32.16)	688 (44.07)	116 (7.43)	1561

(Figures in Parentheses denote Percentage)

Table 6 shows the academic status wise distribution of respondent's satisfaction level of ICT based resources and services. It could be noted that out of 1561 respondents, 255(16.34%) respondents are highly satisfied; 502(32.16%) respondents are satisfied; 688(44.07%) respondents are somewhat satisfied and 116(7.43%) respondents are dissatisfied. Among the total number of 766 PG students, 32.38 percent of them are satisfied and 6.79 percent of them are dissatisfied. Out of 265 Research scholars, 43.40 percent of them somewhat satisfied and 10.19 percent of them are dissatisfied. With regard to 530 faculty members, 40.00 percent of them somewhat satisfied and 6.98 percent of them are dissatisfied. Hence it can be concluded that most of the respondents are somewhat satisfied.

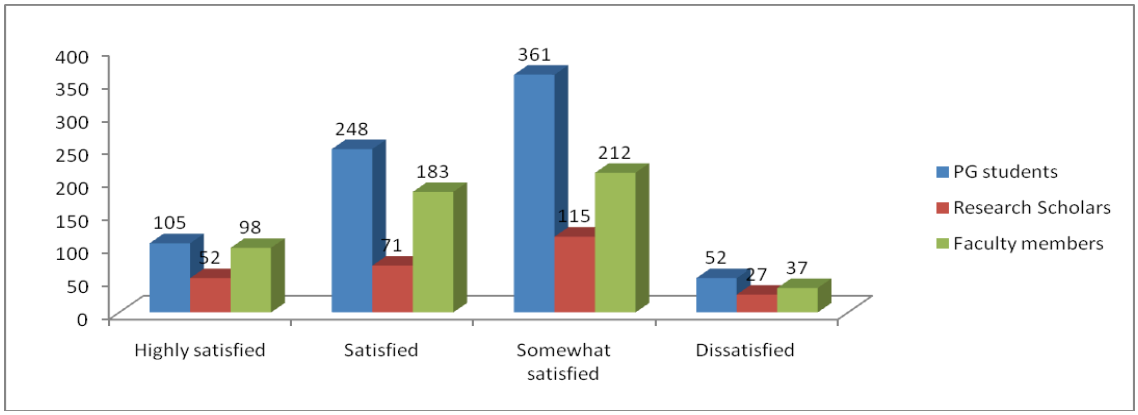

Figure 2. Academic status wise Distribution of Respondent's Satisfaction level of ICT based resources and services

Table 7: Academic status wise Distribution Respondent's regarding the usefulness of E-resources and services

Academic status	Very Useful	Useful	Average	Not useful	Total
P G Students	258 (33.68)	322 (42.04)	181 (23.63)	5 (0.65)	766
Research Scholars	105 (39.62)	127 (47.92)	31 (11.70)	2 (0.75)	265
Faculty members	297 (56.04)	179 (33.77)	53 (10.00)	1 (0.19)	530
Total	660 (42.28)	628 (40.23)	265 (16.98)	8 (0.48)	1561

(Figures in Parentheses denote Percentage)

Table 7 shows the academic status wise distribution of respondent's usefulness of e-resources and services. It is clear that out of 1561 respondents, 660 (42.28%) respondents felt that it is very useful; 628 (40.23%) respondents felt that it is useful; 265(16.98%) respondents felt that it is average and 8 (0.48%) respondent were felt that not useful.

FINDINGS

The findings of the academic status wise distribution of respondent's place of access to ICT based resources and services reveal the fact that, 29.63 percent of PG students access at off – campus and off – shore; 35.47 percent of Research Scholars access at off – campus and on-shore and 33.58 percent of Faculty members access at off – campus and off shore. The findings of the distribution of respondents most commonly used browser reveal the fact that, 996(63.81%) respondents use Internet Explorer; 445(29.15%) respondents use Opera

and 70(4.88%) respondents use Mozilla fire fox. The findings of the distribution of respondent's usefulness of ICT based resources reveal the fact that, 660(42.28%) respondent's opinion that it is very useful, 628(40.23%) respondents' opinion that it is useful, 265(16.98%) respondent's opinion that it is average and 8(0.48%) respondent's opinion that it is not useful. The findings of the distribution of respondent's satisfaction level of ICT based resources reveal the fact that, 255 (16.34%) respondents are highly satisfied; 502(32.16%) respondents are satisfied; 688(44.07%) respondents are somewhat satisfied and 116(07.43%)respondents are dissatisfied.

CONCLUSION

The application of information and communication technology has greatly influenced the teaching and research community to get access to information irrespective of space and cost factors. The library users must utilise the application of information and communication technology in library activities like automation, e-resources and digitisation techniques. The information communication technology is highly important factor not for profit, but for individual academic institution to develop and promote technical improvement. Nowadays the users well trained to utilises the ICT and library operation and library services. They are able to retrieve any kind of information from anywhere at any time. In view of the findings it can be concluded that the must be aware of and utilise the information communication technology facilities and tools in their day to day library activities and services in their respective libraries.

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