

User Satisfaction towards Facilities Available in the Universities of UAE and India: A Comparative study

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ABSTRACT

Reference services are one major component of library services. This study reveals the user satisfied with Reference library facilities, Paper discusses about the Satisfied with the Reference Library facilities in the universities of UAE and India : A Comparative study. Satisfied with the Reference Library Facilities in the libraries. A structured questionnaire was administered to the University of Wollngong in Dubai and Visvesvaraya Technological University (VTU), India Libraries and collected the data regarding Reference Library facilities to the users. The survey reveals that Seating facilities, study areas conducive for learning, the library is an inviting space, seminar rooms for group discussions Wi-Fi Connectivity, Wi-Fi Connectivity, sufficient power plugs for laptop adaptors and Lighting are satisfied with library facilities. The users observed that the overall satisfied was good considering the libraries.

KEYWORDS: Satisfied, University Libraries, Reference Library, Facilities, UAE, India

1. INTRODUCTION

The main purpose of a university library is to supports in the area which University is specialized in learning, teaching and research. The library is regarded as the "Heart" of any academic, institution & university. The "Heart" of any academic institution or university is often referred to as the library. Any library can be successful if its patrons are happy with the services offered and if those services are in their best interests. Library has been regarded as a store house of knowledge and a living pool of culture. An academic library is the beating-heart of the educational institution. Its main objective is to provide right information to the right user at the right time. Being a social institution, it is to carter to the needs of various categories of users ranging from layman to scientists. College library should provide Reference Service in the form of instruction, guidance and personal service. University libraries in modem days offer bibliographical service, documentation service and personal service to the students and teachers. To familiarize the teachers and students with the wave front of knowledge it has been providing Current Awareness Service (CAS) and also Selective Dissemination of Information (SDI) service. Document

Service is intended to meet the challenge of knowledge explosion and to allow the teachers and students to concentrate on their work.

There is little agreement that our institutions' libraries are lacking in skilled professional staff and material to assist students learning. It is obvious that library resources include human resources such as the strength of library officials, their qualifications and experiences, as well as physical resources such as library study area, seating facilities, library space, tables, books and so on.

Printed and electronic resources are essential for planning teaching activities, lecturers' notes, student assignments, conducting research, accessing electronic journals and websites, and subscribing to online journals. Therefore, it is worthwhile to explore and identify the current resources of libraries in the light of student's requirements of those universities. This research focused to understand whether universities libraries are ready to support the students and faculty needs improvement. The study will identify the available resources, facilities and also analyse whether these resources are being utilised by students or not.

Failure of libraries is caused by users' dissatisfaction and displeasure with the facilities they receive. Therefore, an investigation of the library facility characteristics that contribute to user satisfaction should be the first step in any research of library facilities.

This inquiry is based on the premise that the library is constantly updating its infrastructure to satisfy user needs, and that this shift is consistent with international standards caused by rising user demand. In light of this, the researcher was driven to conduct a study to ascertain whether the amenities offered have any bearing on users' satisfaction.

2. LITERATURE REVIEW

Halder (2013) examined user satisfied with library facilities. The author revealed that, Library staff needs to take efforts to reach users to increase user satisfied. Kassim (2009) evaluated the user satisfaction with library services, such as the physical environment and collection, is used to gauge library performance. He implied that the process of transforming libraries into service organizations with a focus on users as customers and designing programs and services that meet or exceed customer expectations requires participation from library personnel. Kumar, (2012) that less than 50% of users are happy with the library's collection, physical facilities, and more than 50% are happy with its information resources, services, and organizational structure. Most responders express great appreciation for the staff's behaviour. Kaunda (2013) examined user with library services and facility provisions of National Library Services. He found that, users are dissatisfied with security system of library, library opening time and library space and atmosphere. Edem and Edem (2002) conducted a study on the University of Calabar Library. 250 respondents returned usable questionnaires. The results showed that 127 respondents (or 50.80 %) were pleased with the services provided by reference information sources, while 73 respondents (or 29.20 %) were undecided about their level of satisfaction. With this outcome, it can be claimed that the University of Calabar's reference information services were satisfactory to the library's patrons.

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3. OBJECTIVE

The study is set out:

- ✓ To study the Level of satisfaction for Seating facilities and Lighting
- ✓ To identify the library is an inviting space,
- ✓ To find out the study areas conducive for learning,
- ✓ To identify the seminar rooms for group discussions Wi-Fi Connectivity,
- ✓ To find the Wi-Fi Connectivity,
- ✓ The study of sufficient power plugs for laptop adaptors

4. METHODOLOGY

The search for research study literature starts with the investigation. Data for the study were gathered by online questionnaire surveys from Visvesvaraya Technological University (VTU), India, and University of Wollongong in Dubai. To get the users' feedback from the universities, a special questionnaire was created. Both universities' post-graduate students, researchers, and staff pretested the planned surveys. Users of the university libraries on a regular basis were asked to respond to the survey within three months. A total of 1102 of the questionnaires were completed and used for data analysis. Descriptive statistics and %age tabulation were used to examine the data. During the academic year 2021–2022, the study was carried out. The reference library services are included in this study.

5. ANALYSIS AND INTERPRETATION

5.1 Demography

Table 1 Distribution of Respondents by various demographic factors in Wollongong and VTU universities

Demographic variable	Sub variable			Total
		Wollongong	VTU	
Total sample	-	575 (52.2)	527(47.8)	1102(100)
Age (in years)	Below 20	41 (7.1)	0 (0.0)	41 (03.7)
	21	28 (4.9)	43 (8.0)	71 (6.4)
	22	67 (11.7)	129 (24.5)	196 (17.8)
	23	133 (23.1)	224 (42.5)	357 (32.4)
	24	110 (19.1)	79 (15.0)	189 (17.2)
	25 and above	196 (34.1)	52 (9.9)	248 (22.5)
Gender	Female	257 (44.7)	268 (50.9)	525 (47.6)
	Male	318 (55.3)	259 (49.1)	577 (52.4)
Departments	MBA	525 (91.3)	318 (60.3)	843 (76.5)
	MCA	08 (1.4)	137 (26.0)	145 (13.2)
	MTech	42 (7.3)	72 (13.7)	114 (10.3)

The Table 1 shows data relating to various demographic details of the respondents by universities. University-wise data reveals that there are 575 users in University of Wollongong. With regard to age, majority 357 (32.4%) of them belong to 23 years of age group, followed by 248 (22.5%) in the 25 years and above group, 196 (17.8%) are in group of 22 years, 189 (17.2%) are in the age group of 24 years, 71 (6.4%) are in the age group of 21 years and very few of them (41; 3.7%) are in the age group of below 20 years. Further UAE and 527 user in VTU in India. Gender-wise, distribution of respondents indicated that majority of respondents (577; 52.4%) are male and remaining 525 (47.6%) of them are female respondents. Department-wise distribution of the respondents showed that 843 (76.5%) belong to MBA, 145 (13.2%) belong to MCA and only 114 (10.3) of respondents belong to M.Tech.

5.2 User Satisfaction on various facilities

Table 2 Frequency and % Responses on Satisfaction Levels of users Wollongong and VTU Universities on Various Facilities and Results of chi-square tests

Facilities	Responses	University		Total	Test statistics
		Wollongong	VTU		
Seating Facilities	Highly Dissatisfied	0 (0.0)	14 (2.7)	14 (1.3)	X ² =112.931; p=.001
	Dissatisfied	0 (0.0)	11 (2.1)	11 (1.0)	
	Neutral	29 (5.0)	59 (11.2)	88 (8.0)	
	Satisfied	362 (63.0)	176 (33.4)	538 (48.8)	
	Highly satisfied	184 (32.0)	267 (50.7)	451 (40.9)	
Study Areas Conducive for Learning	Highly Dissatisfied	0 (0.0)	6 (1.1)	6 (0.5)	X ² =97.481; p=001
	Dissatisfied	2 (0.3)	16 (3.0)	18 (1.6)	
	Neutral	89 (15.5)	70 (13.3)	159 (14.4)	
	Satisfied	337 (58.6)	177 (33.6)	514 (46.6)	
	Highly satisfied	147 (25.6)	258 (49.0)	405 (36.8)	
Library is an Inviting Space	Highly Dissatisfied	06 (1.0)	20 (3.8)	26 (2.4)	X ² =130.075; p=001
	Dissatisfied	7 (1.2)	10 (1.9)	17 (1.5)	
	Neutral	30 (5.2)	69 (13.1)	99 (9.0)	
	Satisfied	383 (66.6)	172 (32.6)	555 (50.4)	
	Highly satisfied	149 (25.9)	256 (48.6)	405 (36.8)	
Seminar Rooms for Group Discussion	Highly Dissatisfied	5 (0.9)	23 (4.4)	28 (2.5)	X ² =108.948;
	Dissatisfied	5 (0.9)	16 (3.0)	21 (1.9)	
	Neutral	50 (8.7)	92 (17.5)	142 (12.9)	

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	Satisfied	344 (59.8)	157 (29.8)	501 (45.5)	p=001
	Highly satisfied	171 (29.7)	239 (45.4)	410 (37.2)	
Wi-Fi connectivity	Highly Dissatisfied	4 (0.7)	35 (6.6)	39 (3.5)	X ² =194.474; p=.001
	Dissatisfied	5 (0.9)	23 (4.4)	28 (2.5)	
	Neutral	38 (6.6)	104 (19.7)	142 (12.9)	
	Satisfied	350 (60.9)	116 (22.0)	466 (42.3)	
	Highly satisfied	178 (31.0)	249 (47.2)	427 (38.7)	
Sufficient Power Plugs for Laptop Adaptors	Highly Dissatisfied	4 (0.7)	22 (4.2)	26 (2.4)	X ² =137.83; p=001
	Dissatisfied	2 (0.3)	13 (2.5)	15 (1.4)	
	Neutral	37 (6.4)	86 (16.3)	123 (11.2)	
	Satisfied	374 (65.0)	164 (31.1)	538 (48.8)	
	Highly satisfied	158 (27.5)	242 (45.9)	400 (36.3)	
Lighting	Highly Dissatisfied	1 (0.2)	9 (1.7)	10 (0.9)	X ² =115.608; p=001
	Dissatisfied	1 (0.2)	4 (0.8)	5 (0.9)	
	Neutral	41 (7.1)	65 (12.3)	106 (9.6)	
	Satisfied	381 (66.3)	181 (34.3)	562 (51.0)	
	Highly satisfied	151 (26.3)	268 (50.9)	419 (38.0)	

Seating facilities

Out of 1102 respondents, 538 (48.8%) said they are "satisfied" with the seating in their university libraries, followed by 451 (40.9%) who are "highly satisfied," 88 (8.0%) who said they are "neutral," 14 (1.3%) who said they are "highly dissatisfied," and only 11 (1.0%) who said they are "dis-satisfied.". According to a Chi-square test, there is a significant correlation between student satisfaction with seating facilities and universities (X²=112.931; P=.001). We find that students at University of Wollngong in Dubai in the United Arab Emirates are more satisfied with seating facilities than students at VTU University in India.

Study areas Conducive for Learning

In their university libraries, 514 respondents (46.6%) report being "satisfied," followed by 405 respondents (36.8%) who are "highly satisfied," 159 respondents (14.4%) who report being "neutral," 18 respondents (1.6%) who report being "dis-satisfied," and only 6 respondents (0.5%) who report being "highly dis-satisfied." According to the results of the Chi-Square test, there is a significant correlation between student satisfaction with study spaces that are conducive to learning and universities (X²=97.481; P=.001), and students at University of Wollngong in Dubai in the United Arab Emirates are more satisfied with this relationship than students at VTU University in India.

Library is an Inviting Space

The statistics in the table above pertains to patron satisfaction with university libraries' welcoming libraries. 555 respondents (50.4%) said they are "satisfied" with the welcoming atmosphere in their university libraries, followed by 405 respondents (36.8%) who are "highly satisfied," 99 respondents (9.0%) who said they are "neutral," 26 respondents (2.04%) who said they are "highly dissatisfied," and only 17 respondents (1.5%) who said they are "dissatisfied." Users of University of Wollngong in Dubai in the UAE are more satisfied with their perception of the library as an inviting space than users of VTU University in India, according to the results of a Chi-Square test that found a significant relationship between satisfaction levels with the library as an inviting space and universities ($X^2=130.075$; $P=.001$).

Seminar Rooms for Group Discussion Wi-Fi connectivity

Out of 1102 respondents, 501 (45.5 %) are 'satisfied' with the seminar rooms for group discussions Wi-Fi connectivity in their university libraries, while 410 (37.2 %) are 'highly satisfied,' 142 (12.9 %) are 'neutral,' 28 (2.5 %) are 'highly dissatisfied,' and only 21 (1.9 %) are 'dissatisfied.' The Chi-Square test revealed a significant relationship between satisfaction levels regarding seminar rooms for group discussion Wi-Fi connectivity and universities ($X^2=108.948$; $P=.001$), indicating that users of University of Wollngong in Dubai in the UAE are more satisfied in their perception of seminar rooms for group discussion Wi-Fi connectivity than users of VTU University in India.

Wi-Fi Connectivity

Data about Wi-Fi connectivity satisfaction in university libraries are included in the table. There are 466 (46.6 %) satisfied, 427 (38.7 %) very satisfied, 142 (12.9 %) neutral, 39 (3.5 %) highly dissatisfied, and only 28 (2.5 %) dissatisfied out of 1102 responses. The Chi-Square test observed significant link between satisfaction levels with Wi-Fi connectivity and universities ($X^2=194.474$; $P=.001$), showing that users of University of Wollngong in Dubai in the UAE are more satisfied with Wi-Fi connectivity than users of VTU University in India. es ($X^2=108.948$; $P=.001$), we notice that users of University of Wollngong in Dubai in the UAE are more satisfied with seminar rooms for group discussion Wi-Fi connectivity than users of VTU University in India.

Sufficient Power Plugs for Laptop Adaptors

There are 538 (48.8%) respondents who are 'satisfied' with the adequate power plugs for laptop adaptors in their university libraries, 400 (36.3%) respondents who are 'highly satisfied,' 123 (11.2%) respondents who are 'neutral,' 26 (2.04%) respondents who are 'highly dissatisfied,' and only 15 (1.4%) respondents who are 'dissatisfied.' The Chi-Square test discovered a significant correlation between satisfaction levels regarding sufficient power plugs for laptop adaptors and universities ($X^2=137.830$; $P=.001$), with University of Wollngong in Dubai in the UAE users being more satisfied than VTU University in India users.

Lighting facility

There were 562 (51.0 %) respondents who said they were 'satisfied,' 419 (38.0 %) respondents who said they were 'highly satisfied,' 106 (9.6 %) respondents who said they were 'neutral,' 10 (0.9 %) respondents who said they were 'highly dissatisfied,' and only 5 (0.9 %) respondents who said they were 'dissatisfied.'

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The Chi-Square test discovered a positive link between satisfaction levels with lighting facilities and universities ($\chi^2=115.608$; $P=.001$), indicating that University of Wollngong in Dubai in the UAE users are more satisfied with lighting facilities than VTU University in India users.

T-Test for User Satisfaction on various facilities

Table 3 Responses on Satisfaction Levels of users Wollngong and VTU Universities on Various Facilities

University	N	Mean	Std. Deviation	Std. Error Mean	't' value	P value
Wollngong	575	29.2522	3.46773	.14461	-.007	.994
VTU	527	29.2543	6.25715	.27257		

The independent samples 't' analysis proves a non-significant ($t=-.007$; $p=.994$) mean difference between University of Wollngong in Dubai users in the UAE and VTU University users in India. University of Wollngong in Dubai in the UAE and VTU University in India had total mean scores of 29.2522 and 29.2543, respectively.

FINDINGS AND CONCLUSION

Early research indicates that numerous elements need to be investigated in order to be satisfied with the Reference Library facilities at the universities of the UAE and India: A Comparative study. The current study looked into how happy consumers were with Reference library facilities and services.

On the whole, it is clear that the satisfied with the Reference Library facilities in the universities of UAE and India. As far as satisfied with the Reference Library facilities and services, it was found that about (989: 89.7%) respondents opined that the seating facility in their university libraries is 'satisfied', 919 (83.4%) respondents say that the study areas conducive for learning in their university libraries is 'satisfied', 960 (87.2%) respondents opined that the Library is an inviting Space in their university libraries is 'satisfied', 911 (82.7%) respondents indicated that the seminar rooms for group discussion Wi-Fi connectivity in their university libraries is 'satisfied', 893 (85.3%) respondents say that the Wi-Fi Connectivity in their university libraries is 'satisfied', 938 (85.1%) respondents opined that sufficient power plugs for laptop adaptors in their university libraries is 'satisfied', 981 (89.0%) respondents who indicated that about Lighting Facility is 'satisfied',

Overall, customer satisfaction with reference library facilities and services was always high, based on degrees of user satisfaction. The reason for this duality could be that university library users score their existing services using defined standards that make them aware of satisfaction.

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