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## Satisfaction Among Postgraduate Students With Library Sources and Services At Manonmaniam Sundaranar University, Tirunelveli

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### Abstract

*The study at M.S University surveyed 51 postgraduate students, analyzing their satisfaction with library resources and services. The results showed that students were most satisfied with newspaper arrangement, study carrel cleanliness, and library cleanliness. Working hours were the least satisfied. The study also found significant associations between demographic profiles and overall satisfaction, with 57.3% of variance explained by demographic factors. Gender was the strongest predictor of satisfaction. The findings offer valuable insights for university administrators and library management, highlighting areas for improvement and strengths in library services to enhance postgraduate student satisfaction.*

### Keywords

Library resources; service utilization; postgraduate students; Manonmaniam Sundaranar University

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## Introduction

University libraries support students' academic pursuits and research activities, particularly at the postgraduate level. The quality of library resources and services can significantly impact students' learning experiences and overall satisfaction with their educational institution. As such, understanding and evaluating student satisfaction with library services is essential for continuous improvement and maintaining the relevance of academic libraries in the digital age. This study focuses on assessing the satisfaction levels of postgraduate students with the library resources and services provided by M.S University. The research aims to identify key factors influencing student satisfaction, evaluate the current performance of various library aspects, and examine the relationship between students' demographic characteristics and their satisfaction levels.

### The objectives of this study are:

- To analyze the demographic profile of postgraduate students using the university library.
- To assess and rank various factors contributing to student satisfaction with library services.
- To examine the association between students' demographic characteristics and overall library satisfaction.

This research seeks to provide valuable insights for university administrators and library management by addressing these objectives. The findings can inform decision-making processes related to resource allocation, service improvements, and strategic planning to enhance the library experience for postgraduate students.

### M.S University's profile

Manonmaniam Sundaranar University (MSU) was founded on September 7, 1990, to meet the educational needs of the southernmost districts of Tamil Nadu, namely Tirunelveli, Tuticorin, and Kanyakumari. The University is named after the renowned poet-laureate and scholar Professor P. Sundaram Pillai. The University is associated with over 79 affiliated colleges, 6 Mano Colleges, and 3 Constituent Colleges.

## Review of Relevant Literature

The literature review would typically cover previous studies on student satisfaction with university library services.

1. Importance of library services in higher education
  - Role of libraries in supporting academic pursuits
  - Impact of library quality on student satisfaction and academic performance
2. Factors influencing student satisfaction with library services
  - Physical aspects (layout, cleanliness, facilities)
  - Resources (books, journals, electronic resources)
  - Staff behavior and competence
  - Accessibility and working hours
3. Demographic factors and library satisfaction
  - Studies examining the relationship between student demographics and library satisfaction
  - Variations in library usage and preferences across different student groups
4. Assessment methods for library satisfaction
  - Survey-based approaches
  - Statistical techniques used in analyzing library satisfaction data
5. Trends in academic library services
  - Digitalization and e-resources
  - Adaptation to changing student needs

## Review of Literature

Gao et al. (2020) studied user satisfaction in academic libraries, highlighting the growing importance of digital resources and remote access services. Mehta and Wang (2020) found that libraries that quickly transitioned to robust digital offerings maintained higher user satisfaction levels. Ahmad and Hussain (2021) investigated the factors influencing research scholars' satisfaction with digital library resources, finding that resource quality, system quality, and service quality were key determinants. Li and Yang (2022) revealed the significant impact of librarians' expertise and approachability on postgraduate students' satisfaction and research productivity. Okocha and Owolabi

(2023) found a negative correlation between library anxiety and satisfaction levels, suggesting the importance of user-friendly interfaces and adequate library orientation programs. Zhang et al. (2021) found that flexible study spaces, adequate lighting, and noise management were critical factors in enhancing user experience, particularly for postgraduate students engaged in long-term research projects. Chen and Liu (2022) examined the impact of artificial intelligence-powered library services on user satisfaction, finding that AI-enhanced search capabilities and personalized recommendations significantly improved satisfaction among tech-savvy students. Kumari and Sharma (2024) found significant differences in library usage patterns and satisfaction levels based on gender and academic disciplines among postgraduate students. Alam and Kumar (2023) emphasized the importance of continuous assessment and improvement of library services, showing that regular user feedback and responsive service adjustments led to sustained satisfaction level improvements over three years.

## Methodology

The methodology section would describe the research approach used in this study:

1. Research Design: Quantitative study using a survey method
2. Sample: 51 postgraduate students from M.S University, selected through simple random sampling method
3. Data Collection:
  - Survey instrument: Questionnaire covering demographic information and satisfaction variables
  - Satisfaction variables measured on a Likert scale
4. Data Analysis:
  - Descriptive statistics for demographic profile and satisfaction rankings
  - Calculation of mean, standard deviation, co-variation, and t-values for satisfaction variables
  - Regression analysis to examine the relationship between demographic factors and overall satisfaction

**Null Hypothesis and Alternative Hypothesis:**

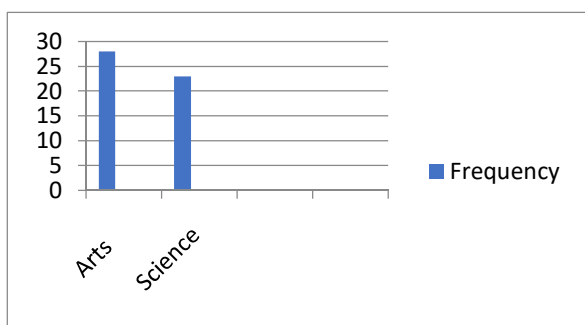
Null Hypothesis (H0): There is no significant relationship between the demographic profile of postgraduate students and their satisfaction with library resources and services at M.S University.

Alternative Hypothesis (H1): There is a significant relationship between the demographic profile of postgraduate students and their satisfaction with library resources and services at M.S University.

**Data Analysis & Interpretation**

**Table 1:** Distribution of Respondents by Subject

Subject	Frequency	Percentage
Arts	28	55%
Science	23	45%
Total	51	100%



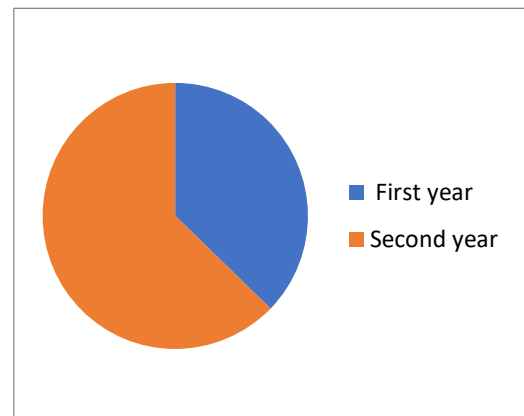
**Fig.1:** Distribution of Respondents by Subject

□ Subject Distribution (Table 1 and Figure 1):

- 55% of respondents are from Arts disciplines.
- 45% are from Science disciplines. This shows a relatively balanced distribution between Arts and Science students, with a slight majority in Arts.

**Table 2:** Distribution of Respondents by Year of Study

Year of Study	Frequency	Percentage
First year	19	37%
Second year	32	63%
Total	51	100%



**Fig. 2.** Distribution of Respondents by Year of Study

□ Year of Study (Table 2 and Figure 2):

- 37% are first-year students.
- 63% are second-year students. There's a higher representation of second-year students in the sample.

**Table 3:** Distribution of Respondents by Gender

Gender	Frequency	Percentage
Male	22	43%
Female	29	57%
Total	51	100%

□ Gender Distribution (Table 3):

- 43% of respondents are male.
- 57% are female. The sample has a slightly higher proportion of female students.

**Table 4:** Distribution of Respondents by Religion

Religion	Frequency	Percentage
Hindu	41	80%
Muslim	4	8%
Christian	6	12%
Total	51	100%

□ Religious Distribution (Table 4):

- 80% of respondents are Hindu.
- 8% are Muslim.
- 12% are Christian. The sample is predominantly Hindu, with smaller

representations of Muslim and Christian students.

with SC/ST having the smallest representation.

**Table 5:** Distribution of Respondents by Social Status

Social Status	Frequency	Percentage
O.C.	19	37%
OBC	24	47%
SC/ST	8	16%
Total	51	100%

□ Social Status (Table 5):

- 37% belong to O.C. (Other Castes) category.
- 47% are from OBC (Other Backward Classes).
- 16% are from SC/ST (Scheduled Castes/Scheduled Tribes). OBC students form the largest group, followed by O.C.,

**Table 6: Distribution of Respondents by Residential Area**

Residential Area	Frequency	Percentage
Rural	11	22%
Semi-urban	17	33%
Urban	23	45%
Total	51	100%

Residential Area (Table 6):

- 22% are from rural areas.
- 33% are from semi-urban areas.

45% are from urban areas. Urban students form the largest group, followed by semi-urban, with rural students having the smallest representation.

**Table 7.** Ranking of Satisfaction Variables

Variable	Mean	Std. Deviation	Co-Variation	“t” value	Rank
Library staff conduct themselves in a particular manner.	3.519	1.064	29.986	23.816	<b>VI</b>
Guidelines and protocols	3.194	1.086	29.463	24.238	<b>X</b>
Material safety	3.137	1.265	40.328	17.708	<b>XI</b>
Hours of operation	2.765	1.210	43.757	16.320	<b>XVII</b>
Geographical coordinates of the library	2.902	1.188	40.921	17.452	<b>XV</b>
Organization and design of books	3.431	0.985	28.705	24.878	<b>VIII</b>
Design and organization of magazines	2.961	1.232	41.619	17.159	<b>XIV</b>
Newspaper organization and design	<b>4.294</b>	<b>0.729</b>	<b>16.982</b>	<b>42.053</b>	<b>I</b>
Arrangement of recently arrived items	2.882	1.070	37.138	19.229	<b>XVI</b>
Illuminate	3.216	1.222	37.992	18.797	<b>IX</b>
Library maintenance	3.078	1.197	38.896	18.360	<b>XIII</b>
Access to computer facilities and electronic devices is available.	3.549	1.238	34.882	20.473	<b>V</b>
Bookkeeping quality	3.608	1.415	39.229	18.204	<b>IV</b>
Hygiene	3.667	1.532	41.778	17.093	<b>III</b>
Sanitary facilities	3.118	1.143	36.655	19.483	<b>XII</b>
Document duplication and printing services	3.314	1.049	31.645	22.567	<b>VII</b>
Private study cubicles	4.118	1.013	24.598	29.033	<b>II</b>

Table 7 provides a comprehensive ranking of satisfaction variables related to library services at M.S University, offering valuable insights into postgraduate students' preferences and experiences. The variables are ranked based on their mean scores, with higher means indicating greater satisfaction.

Notably, the organization and design of newspapers emerged as the top-ranked factor (mean: 4.294), followed closely by individual study cubicles (mean: 4.118). Cleanliness secured the third position (mean: 3.667), underlining the importance of a well-maintained environment. Conversely, operating hours received the lowest satisfaction rating (mean: 2.765), suggesting a potential area for improvement. The

table also provides each variable's standard deviation, co-variation, and t-values, offering a nuanced view of the data distribution and statistical significance. Interestingly, factors such as staff conduct, access to electronic resources, and book quality all ranked in the top half, indicating generally positive perceptions

in these areas. This comprehensive evaluation of library services can serve as a valuable tool for administrators and librarians in prioritizing enhancements and allocating resources to areas that most significantly impact student satisfaction.

**Table 8.** Association between Profile of Respondents and their Satisfaction

Model Summary						
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson	
1	.815 <sup>a</sup>	.573	.660	.54982	1.406	
Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	3.148	.395		7.980	.000
	Residence	.081	.255	.112	.316	.024
	Social	.268	.550	.332	.487	.028
	Religion	.155	.306	.186	.508	.014
	Gender	.780	.389	.688	2.006	.011
	Year	.661	.664	.569	.996	.025
	Subject	.449	.371	.398	1.211	.032

a. Dependent Variable: Satisfaction of P.G Students

Table 8 presents the results of a multiple regression analysis examining the association between the demographic profile of respondents and their satisfaction with library services. The R-square value of 0.573 indicates that approximately 57.3% of the variance in student satisfaction can be explained by the demographic variables included in the model. This suggests a moderately strong relationship between demographic factors and library satisfaction. All demographic variables (residence, social status, religion, gender, year of study, and subject) are statistically significant at the 5% level ( $p < 0.05$ ), indicating that each factor contributes meaningfully to explaining variations in student satisfaction. The standardized Beta coefficients reveal the relative importance of each predictor. Gender emerges as the strongest predictor of satisfaction (Beta = 0.688), followed by year of study (Beta = 0.569) and subject (Beta = 0.398). The Durbin-Watson statistic of 1.406 is close to 2, indicating no significant autocorrelation in the residuals, which is a positive sign for the model's validity. This analysis underscores the complex interplay between

demographic characteristics and library satisfaction among postgraduate students. It highlights the particular importance of gender in shaping satisfaction levels, while also demonstrating that factors such as year of study, subject, and social background play significant roles. These findings can inform targeted strategies to enhance library services and improve overall student satisfaction across diverse demographic groups.

**Findings**

1. Demographic Profile:
  - o The study sample consisted of 51 postgraduate students, with a majority (55%) from Arts subjects and 45% from Science.
  - o 63% were second-year students, while 37% were first-year students.
  - o Gender distribution showed a slight female majority (57%) compared to males (43%).
  - o The religious composition was predominantly Hindu (80%),

- followed by Christian (12%) and Muslim (8%).
  - In terms of social status, 47% belonged to Other Backward Communities (OBC), 37% to Open Category (O.C.), and 16% to Scheduled Castes/Scheduled Tribes (SC/ST).
  - 45% of respondents came from urban areas, 33% from semi-urban, and 22% from rural areas.
2. Satisfaction Variables:
    - The highest-ranked satisfaction variable was "Arrangement and layout of newspapers" with a mean score of 4.294.
    - "Individual study carrels" and "Cleanliness" ranked second and third, respectively.
    - "Working hours" received the lowest satisfaction rating.
  3. Association between Respondent Profile and Satisfaction:
    - The regression model explained 57.3% of the variance in student satisfaction (R-square = 0.573).
    - All demographic variables were statistically significant at the 5% level.
    - Gender emerged as the strongest predictor of satisfaction (Beta = 0.688,  $p = 0.011$ ).

### Suggestions

1. Improve Working Hours: Given the low satisfaction with working hours, the library should consider extending its operational hours, particularly during exam periods or based on student feedback.
2. Enhance Newspaper and Periodical Services: Maintain and potentially improve the current newspaper and periodical arrangement system, as it received the highest satisfaction rating.
3. Focus on Individual Study Spaces: Invest in creating more individual study carrels or improving existing ones, as this was the second-highest rated aspect.
4. Maintain Cleanliness: Continue prioritizing cleanliness in the library, as students highly value it.

5. Upgrade Computer Facilities: Given the importance of electronic resources, ensure that computer facilities and electronic equipment are up-to-date and easily accessible.
6. Staff Training: While staff behavior ranked well, continuous training can help maintain and improve this service aspect.
7. Gender-Specific Services: Since gender was the strongest predictor of satisfaction, further research should be conducted to understand gender-specific needs and preferences in library services.
8. Inclusive Services: Develop strategies to cater to the diverse student population, considering factors like social status and residential background.

### Conclusion

This study provides valuable insights into the satisfaction levels of postgraduate students with library resources and services at M.S University. The findings reveal that while students are generally satisfied with certain aspects of the library, such as newspaper arrangement and individual study spaces, areas require improvement, particularly working hours. The strong association between demographic factors and satisfaction levels underscores the importance of considering diverse student needs when planning and implementing library services. Gender, in particular, emerged as a significant factor influencing satisfaction, suggesting the need for a more nuanced approach to service delivery.

The high explanatory power of the regression model (57.3%) indicates that demographic factors play a crucial role in determining student satisfaction with library services. This highlights the importance of regular assessment and tailoring of services to meet the evolving needs of a diverse student population. In conclusion, while the M.S University library is performing well in several areas, there is room for improvement. The library can significantly improve overall student satisfaction by addressing the suggested areas for enhancement and continuing to monitor and respond to student needs. This, in turn, can contribute to a more positive academic experience for postgraduate students and potentially impact their academic performance and research output.

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