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## A Study on User Satisfaction among Engineering Professionals in AMS College Engineering, Chennai

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**L.Asokan**

Librarian

AMS College of Engineering

Avadi, Chennai.

E-Mail: [asokan\\_pec@yahoo.com](mailto:asokan_pec@yahoo.com)

### Abstract

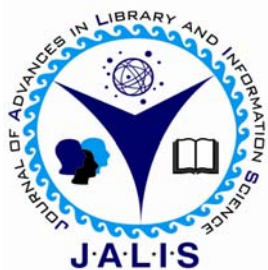
This study has been evaluating the user's satisfaction of Aalim Muhammed Salegh college of Engineering, Chennai.. The author has chosen to collect the data among engineering professionals in AMS College Chennai. The author was constructing the questionnaire to collect the data among professionals. Out of 250 distributed questionnaires, 217 were replied. In this study most of the respondents satisfied with the services.

### Keywords

User satisfaction, library, services, Engineering College Library

### Electronic access

The journal is available at [www.jalis.in](http://www.jalis.in)



Journal of Advances in Library and Information Science  
ISSN: 2277-2219 Vol. 2. No.1. 2013. pp. 31-34

## Introduction

A library is a collection of information sources, resources, books and services and the structure in which it is housed. It is organized for use and maintained by a public body an institution or private individual. In the more traditional sense a library is a collection of books.

The construct of user satisfaction, a user's self-reported degree of satisfaction with library services, is presumed to be a subjective measure of library performance. It has been used to evaluate the performances of various services within a library; to measure, in general, a given library's overall level of performance.

## User satisfaction

User satisfaction is also presumed to be positively related to the user's degree of library use. With respect to customer orientation, quality in the library sector is defined as permanent customer satisfaction. It is important that quality is defined from the customer's perspective and that it is not predefined by the library's standards. Only a customer who regards the services as being of a high quality from his subjective point of view will remain a satisfied library customer in the

Against this background in particular, it becomes apparent that it is not the outputs of a library which are decisive for user satisfaction but rather the outcomes. The outcomes are defined as "the uses made by the consumer of a given output and the degree of satisfaction felt with those outputs" [Abbott 1994]. There are sufficient standards for defining the quality of physical goods, and design codes for safeguarding this quality. A standard itself is relatively easy to define where as values and parameters for the quality of services are difficult to determine and standardization is only possible to a limited extent.

## Profile of AMS College: Chennai

The Aalim Mohammed Salegh College of Engineering was established by Nizara Educational Trust, Chennai in the year 2000.at Muthapudupet, Avadi, TamilNadu. In an Affiliation of Anna University, Chennai. It offers Under Graduate

courses and Post Graduate Courses in Eight Branches of Computer Science Engineering, Information Technology, Electronic Communication Engineering, Electrical & Electronics engineering, Mechanical Engineering, Civil engineering, master of business administration and Master of computer Applications. It is created to provide service to the minorities people.

**Library profile:**

AMS College central library is fully Automated. The library has 31521 volumes of the Books with 7122 Titles. The digital Library has on 28 P4 systems with Multimedia Kit. The library subscribe 120 foreign journals, 74 Indian Journals and 34 Magazines. Our Digital library has established on 4<sup>th</sup> April, 2004. We have an 26 Computers with Multimedia Kit, HP Proliant server for speedy access and FTP server for File Transmissions. We have additionally Subscribe the e-Resources of IEEE, ASCE, SPRINGER, ELSAVIER, Mc-GRAW HILL and EBSCO and DELNET ONLINE. All latest software are made available. The students can browse, download and share the documents and e-journals.

**Objectives of the study**

1. To find out the personal details and respondents visiting the Library.
2. To evaluate the usage of library in a respondents.
3. To encourage the reading habit of library user community.
4. To examine the users needed/expected services provided by the Library.
5. To study the level of satisfaction about the library resource collection and necessary services provided to the users.

**Methodology**

The questionnaire method was followed by this study. The questionnaires consist of only open questions. The questionnaire was personally distributed among the sample of the study by the Library users. 250 are the total numbers of questionnaire were distributed and 217 questionnaires were responded properly. The collected data was analyzed both quantitatively and qualitatively, by user's satisfaction of resource collections and

customized services of the Aalim Muhammed Salegh College of Engineering Library, Chennai.

**Data analysis and Interpretation**

**Table.1 Distribution of Questionnaires**

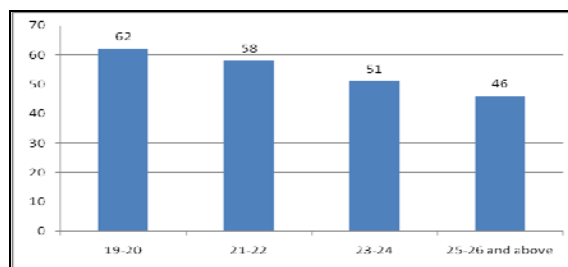
Sl.No.	Respondents	Distributed	Received
1	UG Students	100(40)	95(38)
	PG Students	80(32)	53(21.2)
	Faculty	70(28)	69(27.6)
	Total	250	217(86.8)

Table 1.shows the distribution of questionnaires to engineering professionals in AMS College of Engineering in Chennai. . Out of 250 questionnaires were distributed and 217 questionnaires were responded properly. Out of 100 UG Students, 95 replied, in PG Students out of 80, 53replied and out of 70 faculty members 69 were responded.

**Table 2. Age wise of Distribution of Respondents**

S.no	Age	No.of respondents	%
1	19-20	62	28.57
2	21-22	58	26.72
3	23-24	51	23.50
4	25-26 and above	46	21.19
	Total	217	100

Table 2 denotes the age wise distribution of users in the Aalim Muhammed Salegh college of Engineering Library ,Chennai. It appears from the above table that the majority of the students are in the age group between 19 -20 years.



*Figure 1. Age wise respondents to use of the library*

**Table 3. Gender wise distribution of Respondents.**

S.no	Gender	No. of respondents	%
1.	Male	136	62.67

2.	Female	81	37.32
	Total	217	100

Table 3 evaluates the gender wise distribution of the users are using the Aalim Muhammed Salegh college of Engineering Library ,Chennai. It is observed that majority of the respondents were male 62.67 %, and female is 37.32.

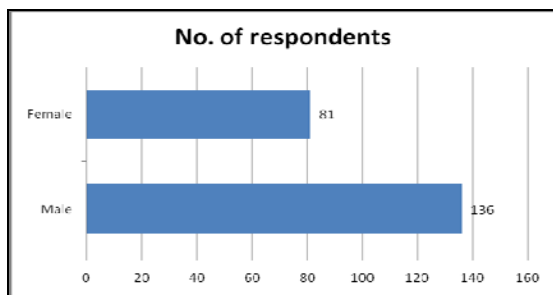


Figure 2. Gender wise respondents to use of the library

Table 4. Categories distribution of Respondents

S.no	Categories of user	No .of respondents	%
1.	UG Students	95	43.7
2.	PG Students	53	24.4
3.	Faculty	69	31.7
	Total	217	100

Table 4 reveals the categories of user wise respondents are using the Aalim Muhammed Salegh college of Engineering Library ,Chennai. The Category of UG students (43.7) are most used for library. The Faculty and PG Students are also the rest of positions.

Table 5 Department wise Distribution of Respondents

S.No	Department	No.of respondents	%
1.	Mechanical	49	22.5
2.	Civil	39	17.9
3.	ECE	60	27.6
4.	EEE	41	18.8
5.	Others	28	12.9
	Total	217	100

Table 5 identify the department wise distribution of the user are using the Aalim Muhammed Salegh college of Engineering Library ,Chennai. The department wise ECE students are the most 27.6 (60)

percent of library users, Mechanical 79, Civil 39, EEE 41 and others 28 are the users

Table 6 Frequency of Users are visit by the Respondents

S.no	Users are visit to Library	No. of respondents	%
1.	Every day	55	25.34
2.	Once in a week	52	23.96
3.	More than once in a week	36	16.5
4.	Once in a fortnight	32	14.7
5.	Once in a month	28	12.9
6.	Occasionally	14	6.45
	Total	217	100

Table 6 indicates the frequency wise distribution of the users to use the library in the Aalim Muhammed Salegh college of Engineering Library ,Chennai. Out 217 respondents 55 users are using the library daily and 52 users are using once in a week and very lowest (14) users are using the library occasionally.

Table 7. Users are sufficient hours for using the Library

S.no	Sufficient Hours for using the Library in Week	No. of respondents	%
1.	16-20 hours	21	9.67
2.	11-15 hours	31	14.28
3.	07-10 hours	39	17.97
4.	04-06 hours	48	22.11
5.	Less than 04 hours	78	35.94
	Total	217	100

Table 7 shows the user are sufficient hours for using the Aalim Muhammed Salegh college of Engineering Library ,Chennai. In above table Less than 4 hours are 35.94 (78) percentages of user are sufficient hours for using the library in a week. And minimum 21 users are using the library 16 to 20 hours in a week..

Table 8 Users are sufficient hours for using the Digital Library

S.No	using the Digital Library in Week	No. of Respondents	%
1.	Less than 1 hr	31	14.28
2.	One hr	80	36.86
3.	Two hrs	39	17.97
4.	Three hrs	27	12.44

5.	More than three hrs	24	11.05
6.	Uncertain	16	7.37
	Total	217	100

Table 8 denotes the user are sufficient hours for using the Digital Library in a week. . Most of the respondents are denote One hours is the 36.86(80) percentage sufficient hours for using the Digital Library. 39 respondents are using the digital library in a week.

**Table 9 Users needs in types of books.**

S.No	Usage in types of book	No.of Respondents	%
1.	General	56	25.80
2.	Subject	60	27.64
3.	Competitive Exam	54	24.88
4.	Other item on the above	47	21.65
	Total	217	100

Table 9 reveals the users are sufficient usage in types of books. In the books are categorized by general, subject, competitive exam, other item on the above. Highest 27.64 percentage of users are read only the subject books.

**Table 10 User satisfactions of the Library**

S. no	Category in User satisfactions	No. of respondents			%		
		Yes	No	Total	Yes	No	Total
1.	Collection of Library Materials	116	101	217	53.45	46.54	100
2.	Library Lending Services	113	104	217	52.07	47.92	100
3.	Library working hours	112	105	217	51.06	48.38	100
4.	Library rules and regulations	114	103	217	52.05	47.46	100

Table 10 denotes the user satisfactions of the Aalim Muhammed Salegh college of Engineering Library ,Chennai. More than fifty percent of the respondents are satisfied with library services.

**Table 11.Users opinion of the performing the Library staff members.**

S.no	Users opinion of the library	No. of respondents	%
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	staff members		
1.	Always ready to help	96	44.23
2.	Helpful	71	32.71
3.	Too busy to help	35	16.12
4.	Not very helpful	15	6.91
Total		217	100

Table 11 states the Users opinion of the performing the Library staff members. Most of the (96) 44.23% respondents are denote always ready to help for the library staff members to the user community. And they are stated the library Staffs are very helpful to the users.

**Major Findings of the Study:**

The major findings of research are:

1. Students have sufficient reading and library use habits;
2. Many students read books on subject oriented.
3. Students visit library regularly,
4. Library collection of materials and services of the library staff members are satisfied, and
5. Library working hours, Library rules and regulations are also satisfied.

**Conclusion**

The main purpose of any library is to provide relevant and up- to-date materials with a view to satisfying the information needs of users. Based on the findings, it is clear that the library users are satisfied with some facilities but not satisfied with the information resources and services of the Aalim Muhammed Salegh college of Engineering Library ,Chennai. On the whole, the study revealed that information resources, facilities and services influence users' satisfaction.

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