Users’ Satisfaction Level on Library Services of Wavoo Wajeeha Women’s College of Arts and Science Kayalpatnam, Thoothukudi, Tamil Nadu: A Study

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Abstract

This study was conducted to find out users’ satisfaction with services and resources at Wavoo Wajeeha Women’s College of Arts And Science, Thoothukudi. A descriptive survey design was adopted for the study. The questionnaire was the instrument used for data collection. The questions were both open- closed ended. The target population was all undergraduate students of Wavoo Wajeeha Women’s College of Arts And Science, Thoothukudi. In the entire total, sample for the study was 310. Thus availability sampling technique was adopted for the study which means that users who were available at the time the research was carried out were asked to respond to the questionnaire after explaining to them the purpose for the study. There was a high response rate because they were retrieved right on the spot. Data was analysed into t test tables and ANOVA. Results of the study revealed that though students were satisfied with the present services, there is more room for improvement as far as the services and resources of the library are concerned. The study also provides evidence for Wavoo Wajeeha Women’s College of Arts And Science management to allocate sufficient and regular funds for items for library are more often ignored or glossed over. In addition, the findings of this study would enable the management of the College, in collaboration with the library management, to focus their attention on the library. Recommendations made included extending opening hours of the library and enhancing photocopying and printing facilities.

Keywords: Satisfaction, Users, Wavoo Wajeeha Womens College, Kayalpatnam.

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