USER SATISFACTION TOWARDS THE LIBRARY SERVICES DURING COVID-19 IN THE UNIVERSITIES OF UAE AND INDIA: A COMPARATIVE STUDY

Saba Gaffar *   Dr. Chandrashekara J.**

* Research Student,
VTU,
Belagavi,
Karnataka, India

** Librarian
VVIET,
Mysuru, Karnataka, India

QR Code

Abstract: - *Reference services are one major component of university library services. The Paper discusses users satisfaction with the library services during covid-2019 in the universities of UAE and India: A Comparative study. Users are satisfied with the library services in the libraries. A structured questionnaire was administered to the University of Wollongong in Dubai and Visvesvaraya Technological University (VTU), India Libraries and collected the data regarding library services to the users during the covid-2019 period. The survey reveals how would describe your online library experience, accessibility to electronic resources, availability of library staff remotely, self-service: renewal of books, use of social media to regulate communication, liaison with library staff, virtual training sessions, library guides, copyright process, response time of requested library services and document delivery/inter library loans service. The users observed the user's satisfaction with the library services during covid-2019 in the universities of UAE and India.*
Keywords: Satisfaction, Covid-19, University Libraries, Services, Library, UAE, India.

1. Introduction:

The main purpose of a university library is to support in the area where a is specialized in learning, teaching and research. The library is regarded as the "Heart" of any 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. The library personnel must be concerned with the provision of quality services, adequate information resources, library facilities and should understand users ' needs and expectancies in order to show their relevance to the parent organization or university in which they

are embedded, and also to stay competing and to ensure adequate financing for both operations.

The requirement for information exists in each emergency; library and library professionals must be prepared to address this issue, whether it is for COVID-19 or something different. During a pandemic, the library should likewise proceed with help to its regular users. (Ali and Gatiti, 2020). This paper attempts to users in relation to-online services, their satisfaction level and awareness of different remote access platforms being provided by the libraries of University of Wollongong in Dubai and Visvesvaraya Technological University (VTU), India. This

paper also reflects on how users manage digital resources and e-books. This is an unusual time as the world struggles to re-plan and re-strategic to encounter the challenges put forward by the Covid-19 Pandemic. In this paper , we will discuss the users satisfied with the library services during covid-2019 in the universities of UAE and India.

User's satisfaction could be considered as the satisfaction users derive from the library by using the various types of information facilities and services to meet their information needs for their various daily activities. Thus, the availability of quality information resources and services in libraries do have a significant influence on users' satisfaction.

2. LITERATURE REVIEW

The International Association of Universities (IAU) conducted a survey globally and got the response that 91 percent of higher education institutions (HEIs) in various continents like Europe (97%), the Americas (97%), and Asia & Pacific (99%), has the infrastructure to communicate with students and staff about COVID-19, except African countries where 66% universities have infrastructure to communicate while 34 percent African universities do not have even a basic infrastructure (IAU, 2020). In the same survey, 67 percent of universities said that classroom teaching has been replaced by distance teaching and learning. In addition to this, as much as 80% of HEIs who have responded to the survey reported that research at their institutions has been affected by the COVID-19 pandemic (IAU,

2020). Ibrahim and Febriani, (2018), also explained that in online learning, students of higher education have an inclination to access learning material in the form of lecture slides, video lectures, pdf, e books, e-journals, ETD etc. However, the level of need for internet use inspires the development of learning materials that are developed based on subjects and leads to the creation of the final product in the form of e-material.

Verawardina, Asnur, Lise et al, (2020), says that, in online learning there are no geographical constrains it can happen anywhere, only we need to develop digital infrastructure. They regarded online learning as the emergence of the covid-19 outbreak that threw the world away.

Veram and Prang (2015) conducted a survey regarding satisfaction with library services by PG students of the school of physical sciences and study resolved that users are quite satisfied with library collection and services. Chavez et al. (2005) study revealed that generally users of the Paradise Valley Community College Library were satisfied with the resources, facilities and circulation service and recommended to repeat the survey in two years to compare the satisfaction level of students. Sriram and Rajev (2014) conducted a study to identify the various services and facilities required by the academic library users of Sur University College Sultanate of Oman and their degrees of impact on its users' satisfaction.

3. OBJECTIVE

The study is set out:

➢ To study the users satisfaction for Describe your online library experience and accessibility to e-resources.

➢ To find out the availability of library staff remotely and self-service: renewal of books,

➢ To identify the use of social media to regulate communication,

➢ To find out liaison with library staff, virtual training sessions and library guides,

➢ To identify the copyright process,

➢ The study response time of requested library services and document delivery/inter library loans service.

4. METHODOLOGY:

The search for research study literature starts with the investigation. Keeping in view of the objectives, a survey method was adopted and prepared structured questionnaires and randomly distributed among the users of Visvesvaraya Technological University (VTU), India and University of Wollongong in Dubai. The researchers have collected data through online questionnaires from students, researchers and faculty of Visvesvaraya Technological University (VTU), India, and University of Wollongong in Dubai. 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' opinion from the universities, a special questionnaire was created. Universities' post-graduate students, researchers, and staff pretested the planned surveys. Users of 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 collected data information has been analysis, interpreted and presented as below.

5. ANALYSIS

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)
	M.Tech	42 (7.3)	72 (13.7)	114 (10.3)

Table 1 shows data relating to various demographic details of the respondents by universities. University-wise data reveals that there are 575 users at Wollongong university. With regard to age, majority 357 (32.4%) of them belong to the 23 years of age group, followed by 248 (22.5%) in the 25 years and above group, 196 (17.8%) are in the 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 the majority of respondents (577; 52.4%) are male and the remaining 525 (47.6%) of them are female respondents. A 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 services during Covid-19

Table 2
Frequency and percent responses on satisfaction levels of users Wollongong and VTU universities on various services during Covid-19 and results of chi-square tests

Facilities	Responses	University		Total	Test statistics
		Wollongong	VTU		
Describe your Online Library Experience	Highly Dissatisfied	1 (0.2)	4 (0.8)	5 (0.5)	X^2=114.039; p=.001
	Dissatisfied	1 (0.2)	21 (4.0)	22 (2.0)	
	Neutral	52 (9.0)	97 (18.4)	149 (13.5)	
	Satisfied	341 (59.3)	154 (29.2)	495 (44.9)	
	Highly satisfied	180 (31.3)	251 (47.6)	431 (39.1)	
Accessibility to Electronic Resources	Highly Dissatisfied	1 (0.2)	6 (1.1)	7 (0.6)	X^2=105.426;
	Dissatisfied	0 (0.0)	7 (1.3)	7 (0.6)	
	Neutral	95 (16.5)	108 (20.5)	203 (18.4)	

	Satisfied	329 (57.2)	149 (28.3)	478 (43.4)	p=.001
	Highly satisfied	150 (26.1)	257 (48.8)	407 (36.9)	
Availability of Library Staff Remotely	Highly Dissatisfied	1 (0.2)	6 (1.1)	7 (0.6)	X^2=119.001; p=001
	Dissatisfied	9 (1.6)	25 (4.7)	34 (3.1)	
	Neutral	50 (8.7)	107 (20.3)	157 (14.2)	
	Satisfied	364 (63.3)	165 (31.3)	529 (48.0)	
	Highly satisfied	151 (26.3)	224 (42.5)	375 (34.0)	
Self Service: Renewal of Books	Highly Dissatisfied	1 (0.2)	4 (0.8)	5 (0.5)	X^2=70.759; p=001
	Dissatisfied	7 (1.2)	9 (1.7)	16 (1.5)	
	Neutral	80 (13.9)	110 (20.9)	190 (17.2)	
	Satisfied	325 (56.5)	166 (31.5)	491 (44.6)	
	Highly satisfied	162 (28.2)	238 (45.2)	400 (36.3)	
Use of Social Media to Regulate Communication	Highly Dissatisfied	1 (0.2)	2 (0.4)	3 (0.3)	X^2=61.847; p=.001
	Dissatisfied	8 (1.4)	12 (2.3)	20 (1.8)	
	Neutral	76 (13.2)	101 (19.2)	177 (16.1)	
	Satisfied	323 (56.2)	172 (32.6)	495 (44.9)	
	Highly satisfied	167 (29.0)	240 (45.5)	407 (36.9)	
Liaison with Library Staff	Highly Dissatisfied	1 (0.2)	2 (0.4)	3 (0.3)	X^2=91.003; p=001
	Dissatisfied	7 (1.2)	11 (2.1)	18 (1.6)	
	Neutral	73 (12.7)	126 (23.9)	199 (18.1)	
	Satisfied	342 (59.5)	163 (30.9)	505 (45.8)	
	Highly satisfied	152 (26.4)	225 (42.7)	377 (34.2)	
Virtual Training Sessions	Highly Dissatisfied	1 (0.2)	4 (0.8)	5 (0.5)	X^2=138.939; p=001
	Dissatisfied	2 (0.3)	12 (2.3)	14 (1.3)	
	Neutral	64 (11.1)	132 (25.0)	196 (17.8)	
	Satisfied	354 (61.6)	142 (26.9)	496 (45.0)	
	Highly satisfied	154 (26.8)	237 (45.0)	391 (35.5)	
Library Guides	Highly Dissatisfied	1 (0.2)	4 (0.8)	5 (0.5)	X^2=80.036; p=.001
	Dissatisfied	4 (0.7)	12 (2.3)	16 (1.5)	
	Neutral	79 (13.7)	119 (22.6)	198 (18.0)	
	Satisfied	332 (57.7)	165 (31.3)	497 (45.1)	

	Highly satisfied	159 (27.7)	227 (43.1)	386 (35.0)	
Copyright Process	Highly Dissatisfied	1 (0.2)	4 (0.8)	5 (0.5)	X^2=113.719; p=.001
	Dissatisfied	7 (1.2)	15 (2.8)	22 (2.0)	
	Neutral	77 (13.4)	121 (23.0)	198 (18.0)	
	Satisfied	335 (58.3)	140 (26.6)	475 (43.1)	
	Highly satisfied	155 (27.0)	247 (46.9)	402 (36.5)	
Response Time of Requested Library Services	Highly Dissatisfied	1 (0.2)	4 (0.8)	5 (0.5)	X^2=116.224; p=.001
	Dissatisfied	0 (0.0)	9 (1.7)	9 (0.8)	
	Neutral	80 (13.9)	125 (23.7)	205 (18.6)	
	Satisfied	362 (63.0)	165 (31.3)	527 (47.8)	
	Highly satisfied	132 (23.0)	224 (42.5)	356 (32.3)	
Document Delivery/Inter Library Loans Services	Highly Dissatisfied	1 (0.2)	2 (0.4)	3 (0.3)	X^2=64.077; p=.001
	Dissatisfied	2 (0.3)	12 (2.3)	14 (1.3)	
	Neutral	66 (11.5)	111 (21.1)	177 (16.1)	
	Satisfied	384 (66.8)	230 (43.6)	614 (55.7)	
	Highly satisfied	122 (21.2)	172 (32.6)	294 (26.7)	

i, Describe your Online Library Experience

Table 2 shows data relating to satisfaction levels of users at Wollongong and VTU universities on various services during Covid-19 in the university libraries. Out of 1102 respondents, 495 (44.9%) users opined 'satisfied' with the online library experience in their libraries, followed by 431 (39.1%) users opined 'highly satisfied', 149 (13.5%) users opined 'neutral', 22 (2.0%) users opined 'dissatisfied' and the remaining few 5 (0.5%) users opined 'highly dissatisfied'. Further, Chi-square test, there is a significant correlation between satisfaction of online library experience during covid-19 and universities (X^2=114.039; P=.001). We find that Users University of Wollongong in Dubai users more than the satisfaction of VTU University in India users.

ii. Accessibility to Electronic Resources

There were 478 (43.4%) of respondents opined 'satisfied' of accessibility to electronic resources during covid-19 in the university libraries, followed by 407 (36.9%) respondents opined 'highly satisfied', 203 (18.4%) respondents indicated 'neutral' and only 7 (0.6) each respondent opined 'dissatisfied' and 'highly dissatisfied'. The Chi-Square test revealed a significant relationship between the satisfaction of accessibility

to electronic resources during covid-19 and universities (X^2=105.426; P=.001), indicating that University of Wollongong in Dubai users more than satisfaction of VTU University in India users.

iii. Availability of Library Staff Remotely

529 (48.0%) respondents opined 'satisfied' with the availability of library staff remotely during covid-19, followed by 375 (34.0%) respondents opined 'highly satisfied', 157 (14.2%) opined 'neutral', 34 (3.1%) users opined 'dissatisfied' and only 7 (0.6) respondents opined 'highly dissatisfied'. The Chi-Square test d revealed a significant relationship between satisfaction of availability of library staff remotely during covid-19 and universities (X^2=119.001; P=.001), indicating that University of Wollongong in Dubai users more than satisfaction of VTU University in India users.

iv. Self-service: Renewal of Books

The table shows that 491 (44.6%) respondents 'satisfied' that there is self-service: renewal of books during covid-19 in university libraries, followed by 400 (36.3%) respondents indicated 'highly satisfied', 190 (17.2%) respondents indicated 'neutral', 16 (1.5%) respondents indicated 'dissatisfied' and only 5 (0.5%) respondents indicated 'highly dissatisfied'. The Chi-Square test revealed a significant relationship between the satisfaction of self-service: renewal of books during covid-19 and universities (X^2=70.759; P=.001), indicating that University of Wollongong in Dubai users more than satisfaction of VTU University in India users.

v. Use of Social Media to Regulate Communication

There were 495 (44.9%) users opined 'satisfied' of social media to regulate communication during covid-19, followed by 407 (36.9%) users opined 'highly satisfied', 177 (16.1%) users opined 'neutral', 20 (1.8%) users opined 'dissatisfied' and the remaining few 3 (0.3%) users opined 'highly dissatisfied'. Further, Chi-Square test revealed a significant relationship between satisfaction of social media to regulate communication to during covid-19 and universities (X^2=61.847; P=.001), indicating that University of Wollongong in Dubai users more than satisfaction of VTU University in India users.

vi. Liaison with Library Staff

Above the table shows that 505 (45.8%) users indicated 'satisfied' of liaison with library staff during covid-19, followed by 377 (34.2%) users opined 'highly satisfied', 199 (18.1%) users opined 'neutral', 18 (1.6%) users opined 'dissatisfied' and only 3 (0.3%) users opined 'highly dissatisfied'. The Chi-Square test revealed a significant relationship between the satisfaction of Liaison with Library Staff during covid-19 and universities (X2=91.003; P=.001), indicating that University of Wollongong in Dubai users more than satisfaction of VTU University in India users.

vii. Virtual Training Sessions

There were 496 (45.0%) respondents opined 'satisfied' of virtual training sessions during covid-19, followed by 391 (35.5%) respondents opined 'highly satisfied', 196 (17.8%) respondents opined 'neutral', 14 (1.3%) users opined 'dissatisfied' and only 5 (0.5%) respondents opined 'highly dissatisfied'. The Chi-Squarest revealed a significant relationship between satisfaction of virtual training sessions during covid-19 and universities (X^2=138.939; P=.001), indicating that University of Wollongong in Dubai users are more than VTU University in India users.

viii. Library Guides

There are 497 (45.1%) respondents say 'satisfied' with the library guides during the covid-19, followed by 386 (35.0%) respondents say 'highly satisfied', 198 (18.0%) respondents say 'neutral', 16 (1.5%) respondents say 'dissatisfied' and only 05 (0.5%) respondents say 'highly dissatisfied'. The Chi-Square test revealed a significant relationship between satisfaction with the library guides during the covid-19 and universities (X^2=80.036; P=.001), indicating that users of University of Wollongong in Dubai in the UAE users more than satisfaction of VTU University in India users.

ix. Copyright Process

There were 475 (43.1%) respondents 'satisfied', of copyright process during covid-19, followed by 402 (36.5%) respondents indicated 'highly satisfied', 198 (18.0%) respondents indicated 'neutral', 22 (2.0%) respondents indicated 'dissatisfied' and only 5 (0.5%) respondents indicated 'highly dissatisfied'. Chi-Square test revealed a significant relationship between satisfaction of copyright process to during covid-19 and universities (X^2=7113.719; P=.001), indicating that University of Wollongong in Dubai users are more than satisfaction of VTU University in India users.

x. Response Time of Requested Library Services

There were 527 (47.8%) respondents opined 'satisfied' of response time of requested library services to during covid-19, followed by 356 (32.3%) respondents opined 'highly satisfied', 205 (18.6%) respondents opined 'neutral', 9 (0.8%) users opined 'dissatisfied' and only 5 (0.5%) respondents opined 'highly dissatisfied'. Further, Chi-Square test revealed a significant relationship between satisfaction of response time of requested library services during covid-19 and universities (X^2=116.224; P=.001), indicating that University of Wollongong in Dubai in the UAE users more than satisfaction of VTU University in India users.

xi. Document Delivery/Inter Library Loans Services

There were 614 (55.7%) respondents opined 'satisfied' with Document Delivery/Inter Library Loans Services during covid-19, followed by 294 (26.7%) respondents opined 'highly satisfied', 177 (16.1%) respondents opined 'neutral', 14 (1.3%) users opined 'dissatisfied' and only 3 (0.3%) respondents opined 'highly dissatisfied'. The Chi-Square test revealed a

significant relationship between satisfaction of Document Delivery/Inter Library Loans Services during covid-19 and universities (X^2=138.939; P=.001), indicating that University of Wollongong in Dubai users more than satisfaction of VTU University in India users.

5.3 T-Test

Table 3

User's responses on satisfaction levels of users Wollongong and VTU universities on various services during Covid-19 and T-Test

University	N	Mean	Std. Deviation	Std. Error Mean	't' value	P value
Wollongong	575	45.3304	5.88792	.24554	-.703	.482
VTU	527	45.6490	8.95999	.39030		

The independent samples 't' analysis proves a non-significant (t=-.007; p=.482) difference between users of University of Wollongong in UAE and users of VTU University users in India. The total mean scores of users of Wollongong University in UAE and users of VTU University in India are 45.3304 and 45.6490 respectively.

6. FINDINGS AND CONCLUSION

Early research indicates that numerous elements need to be investigated in order to be User Satisfaction towards the Library Services during Covid-19 in the Universities of UAE and India: A Comparative study. The University of Wollongong in Dubai and Visvesvaraya Technological University (VTU), India are having very good facilities and services, and having well developed libraries. The both universities libraries availability of quality of e-resources and services in libraries do have a significant influences Digital library on user's satisfaction during covid-19.

On the whole, it is clear that the users were satisfied with the library services during Covid-19 in the universities of the UAE and India. As far as satisfied with the library services during covid-19, it was found that about 926 (84%) users opined 'satisfied' that the online library experience in their libraries, 885 (80.3%) respondents opined 'satisfied' of accessibility to electronic resources, 904 (82.0%) respondents opined 'satisfied' with the availability of library staff remotely, 891 (80.9%) respondents 'satisfied' that there is self-service: renewal of books, 902 (81.8%) users opined 'satisfied' of social media to regulate communication, 882 (80.0%) users indicated 'satisfied' of liaison with library staff, 887 (80.5%) respondents opined 'satisfied' of virtual training sessions, 883 (80.1%) respondents say 'satisfied' with the library guides, 877 (79.6%) respondents 'satisfied', of copyright process, 883 (80.1%) respondents opined 'satisfied' of response time of requested library services and 908 (82.4%) respondents opined 'satisfied' about of Document Delivery/Inter Library Loans Services to during covid-19.

Overall, user's satisfaction with library facilities and services during covid-19 was always high, based on degrees of user satisfaction. They have to strengthen their library facilities, e-resources and services, assist the learners and the educational process.

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