



SATISFACTION OF MEDICAL PROFESSIONALS WITH INFRASTRUCTURE FACILITY AND ATTITUDE OF LIBRARY STAFF FOR ACCESSING E-RESOURCES IN MEDICAL COLLEGE LIBRARIES OF DEEMED UNIVERSITIES IN KARNATAKA

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ABSTRACT

The Purpose of this study is to examine the satisfaction of users with Infrastructure facilities and the attitude of library staff of medical college libraries of Deemed Universities in Karnataka. The primary data collected through a well-structured questionnaire, informal interview and observation method. The data collected has been summarized using statistical techniques and presented in the form of tables and graphs. This study revealed that 66% of the respondents are satisfied and 34% are not satisfied with the infrastructure facility provided by the institution for accessing E-resources. The study also revealed that the majority of respondents i.e. 41% neither agree nor disagree about their opinion towards a user-friendly attitude of library staff and 30% of respondents agreed 22% of respondents disagreed and 29% of respondents were uncertain about whether library staff demonstrate and teach how to use e-resources. Overall, the study indicates medical professionals of deemed universities in Karnataka are partially satisfied with the infrastructure facilities provided by the institution and the user-friendly attitude of library professionals. This study suggested few recommendations to satisfy information needs of users.

KEYWORDS: User Satisfaction, E-Resources, Medical College Libraries; User studies.

INTRODUCTION

Today, the library and information centres are giving major importance to electronic information resources, which can be accessed with a computer or any handheld device. They enable users to carry anywhere and read any time easily. Medical college library users mainly depend on e-resources; through e-resources, almost all medical college libraries provide web-based information to the user community. Library professionals play a key role in providing access to e-resources to the end users. The main motto of any library is to satisfy its users by providing quality resources, services and facilities. User satisfaction with e-resources mainly depends on the attitude of library professionals to benefit from the resources. In this context, this study examines the satisfaction of users with Infrastructure facilities and the attitude of library staff of medical college libraries of Deemed Universities in Karnataka.

1. OBJECTIVES OF THE STUDY

1. To Examine the Satisfaction of the Users with Infrastructure Facility Provided by Institution for Accessing E-Resources

2. To Find out the attitudes of library staff towards facilitating access to E-Resources
3. To suggest measures for satisfying information needs of medical college library users

2. Scope and Limitations of the Study

The scope of the study confined to the faculty members working in Medical Colleges of Deemed Universities in Karnataka. The present study is limited to 9 medical colleges of 8 deemed universities in Karnataka. The respondents of the study are restricted to the faculty members of MBBS and MD courses of nine medical colleges of deemed universities in Karnataka. The Deemed Universities/medical colleges selected under the study are as follows.

Table 1: List of Medical Colleges under study.

Sl.No.	Name of the Medical College	Name of the Deemed University
1	Shri. B.M. Patil Medical College, Hospital & Research Centre, Vijaypur.	BLDE University, Vijaypur, Karnataka.
2	Jawaharlal Nehru Medical College, Belgaum.	KLE Academy of Higher Education and Research Belgaum, Karnataka.
3	JSS Medical College, Mysore.	Jagadguru Sri. Shivarathreeswara University Mysore, Karnataka.
4	Kasturba Medical College (KMC), Manipal.	Manipal Academy of Higher Education Udupi, Manipal, Karnataka.
5	Kasturba Medical College (KMC), Mangalore.	
6	Sri. Devraj Urs Medical College, Kolar.	Sri Devraj Urs Academy of Higher Education and Research, Kolar, Karnataka.
7	Sri Siddhartha Medical College, Tumkur.	Sri Siddhartha Academy of Higher Education, Tumkur, Karnataka.
8	Yenepoya Medical College, Mangalore.	Yenepoya university Mangalore, Karnataka.
9	K.S.Hegde Medical College, Mangalore.	NITTE University, Mangalore, Karnataka.

3. METHODOLOGY

The study has adopted a survey method using a questionnaire tool to collect relevant information. For this purpose, a well-structured questionnaire was distributed to collect primary data from the respondents. The population includes both male and female faculty members working in medical colleges selected for the

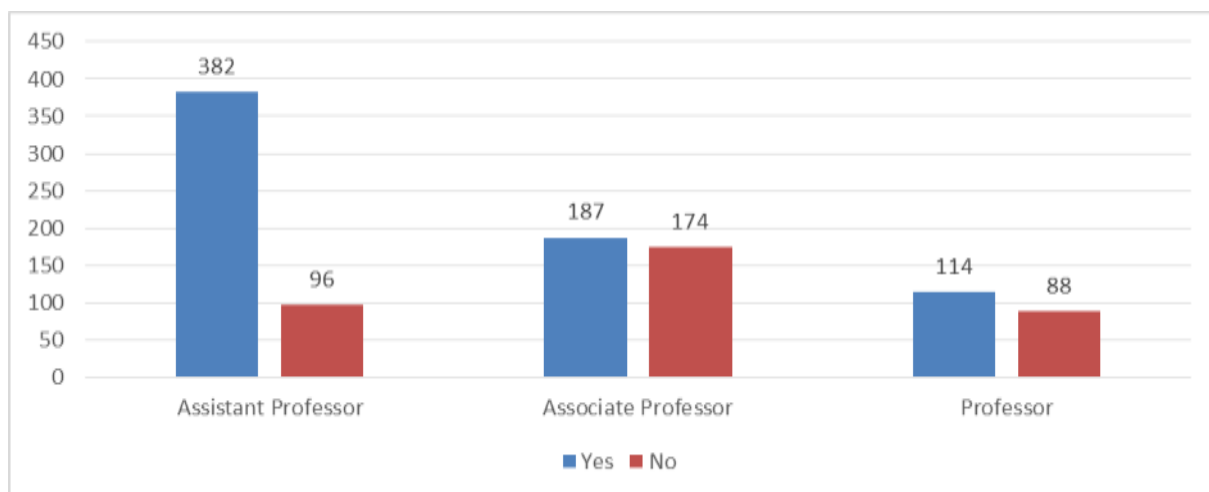
study. The questionnaires distributed to the respondents and enough time given to fill the questionnaire. Among the total population, of 4200 medical professionals, 1260 questionnaires were distributed, and 1041 filled-in questionnaires received, and the response rate was 82.62 %.

4. Analysis of data

4.1. User satisfaction with infrastructure facility to access e-resources

Table 2: Satisfied with Infrastructure Facility Provided by Institution for Accessing E-Resources.

Sl. No.	Satisfied with Infrastructure Facility Provided by Institution for Accessing E-Resources	Assistant Professor	Associate Professor	Professor	Total
1	Yes	382 (55.92)	187 (27.38)	114 (16.69)	683 (65.61)
2	No	96 (26.82)	174 (48.60)	88 (24.58)	358 (34.39)

**Figure-1: Satisfied with Infrastructure Facility Provided by Institution for Accessing E-Resources.**

It is clear from Table 2 that 683 (65.61%) of the faculty members are satisfied with the infrastructure facility provided by the institution for accessing E-resources whereas 358 (34.39%) are not. As far as the designation-wise breakup of the faculty members is concerned it can

be seen from the above table that 382 (55.92%) of the assistant professors are satisfied with the infrastructure facility provided by the institution for accessing E-resources whereas 96 (26.82%) are not. About 187 (27.38%) of the associate professors are satisfied with

the infrastructure facility provided by the institution for accessing E-resources 174 (48.60%) are not. In addition,

about 114 (16.69%) of the professors are satisfied and 88 (24.88%) are not satisfied.

Table 3: Satisfaction level of the respondents regarding infrastructure facility provided by the institution.

Sl. No.	Satisfaction level	Assistant Professor	Associate Professor	Professor	Total (N=683)
1	Extremely satisfied (100%)	65 (47.79)	51 (37.50)	20 (14.70)	136 (19.91)
2	Satisfied (75%)	200 (58.65)	76 (22.29)	65 (19.06)	341 (49.92)
3	Moderately satisfied (50%)	94 (56.97)	48 (29.10)	23 (13.94)	165 (24.16)
4	Slightly satisfied (25%)	23 (56.10)	12 (29.27)	6 (14.63)	41 (06.00)

Note: Figures in Parenthesis indicate the Percentage

Table 3 depicts the satisfaction level of the faculty members about the infrastructure facility provided by the institution for accessing E-resources. It can be seen that out of 683 respondents, 341 (49.92%) of the faculty members are 'Satisfied' with the infrastructure facility provided by the institution for accessing E-resources, followed by 165 (24.16%) are 'Moderately satisfied', 136 (19.91%) are 'Extremely Satisfied' and only about 41 (06.00%) of the faculty members are 'slightly satisfied'.

As far as the designation-wise breakup of the faculty members is concerned it can be seen from the above table that 200 (58.65%) of the assistant professors are 'Satisfied', followed by 94 (56.97%) are 'Moderately satisfied', 65 (47.79%) are 'Extremely satisfied' and 23 (56.10%) of the professors are 'Slightly Satisfied'. with the infrastructure level provided by the institution for accessing E-resources,

4.2. ATTITUDE OF LIBRARY STAFF TOWARDS ACCESS TO E-RESOURCES

Table 4: They take personal interest, and are polite in facilitating access to E-Resources.

Sl.No	Designation	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1	Assistant Professor	64 (52.46)	132 (39.88)	211(48.84)	54 (46.15)	17 (43.59)
2	Associate Professor	36 (29.51)	132 (39.88)	147 (34.03)	36 (30.77)	10 (25.64)
3	Professor	22 (18.03)	67 (20.24)	74 (17.13)	27 (23.08)	12 (30.77)
	Total	122 (11.72)	331(31.80)	432 (41.50)	117 (11.24)	39 (03.75)

Note: Figures in Parenthesis indicate the Percentage



Figure 3: They take a personal interest, and are polite in facilitating access to E-Resources.

Table-4. Shows the opinion of respondents about the attitude of the library staff i.e. library staff take a personal interest; they are polite, and courteous in facilitating access to E-Resources. It revealed from the above table that 432 (41.50%) of the faculty members are 'Uncertain' about this, followed by 331 (31.80%) are 'Agree', 122 (11.72%) who 'strongly agree', 117 (11.24%) who 'disagree' and 39 (03.75%) of the faculty members 'strongly disagree'.

As far as the designation-wise break-up of the attitude of library staff i.e. library staff take personal interest and are polite and courteous in facilitating access to E-Resources. It is clear from the above table that 211 (44.14%) of the assistant professors are 'Uncertain' with the attitude of the library staff that they take personal

interest and are polite and courteous in facilitating access to E-Resources, followed by 132 (27.62%) of the assistant professors who 'agree', 64 (52.46%) are 'strongly agree', 54 (11.30%) who 'disagree' and about 17(03.56%) of the assistant professors 'strongly disagree'.

It can be known from the above table that 147 (40.72%) of the associate professors are 'Uncertain' With the attitude of the library staff that they take personal interest and are polite and courteous in facilitating access to E-Resources, followed by 132 (36.57%) who 'agree', 36 (30.77%) who 'disagree', 36 (29.51%) who 'strongly agree' and 10 (02.77%) of the associate professors 'strongly disagree'.

It can be identified from the above table that 74 (36.63%) of the professors are 'Uncertain' with the attitude of the library staff followed by 67 (33.17%) who 'agree', 27

(13.37%) who 'disagree', 22 (18.03%) who 'strongly agree' and 12 (05.94%) of the professors 'strongly disagree'.

Table-5: Demonstrate and teach how to use E-Resources and web resources in different formats.

Sl.No	Designation	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1	Assistant Professor	53 (46.49)	142 (45.96)	138 (45.85)	107(45.53)	38 (46.34)
2	Associate Professor	39 (34.21)	107 (34.63)	104 (34.55)	82 (34.89)	29 (35.37)
3	Professor	22 (19.30)	60 (19.42)	59 (19.60)	46 (19.57)	15 (18.29)
	Total	114 (10.95)	309 (29.68)	301 (28.91)	235 (22.57)	82 (07.88)

Note: Figures in Parenthesis indicate the Percentage

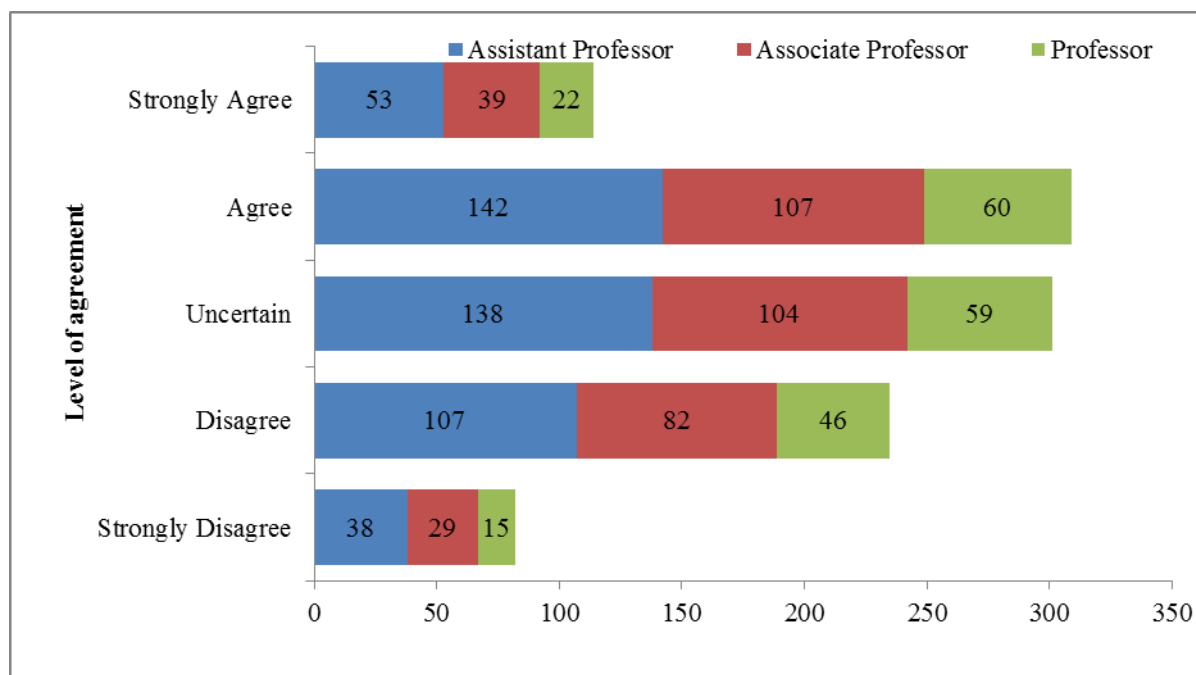


Figure-4: Demonstrate and teach how to use E-Resources and web resources in different formats.

Table-5 shows the opinion of faculty members regarding assistance of library staff to search e-resources. It is found that 309 (29.68%) of the faculty members 'agree' with the attitude of library staff i.e. Demonstrating and teaching how to use E-Resources and web resources in different formats, followed by 301 (28.91%) who are 'uncertain', 235 (22.57%) who 'disagree', 114 (10.95%) who 'strongly agree' and about 82 (07.88%) of the faculty members 'strongly disagree'.

As far as the designation-wise break-up of the faculty members about the attitude of library staff i.e. about demonstrating and teaching how to use E-Resources and web-resources in different formats, It is found that 142 (45.96%) of the assistant professors 'Agree' with the attitude of library staff i.e. about demonstrating and teaching how to use E-Resources and web-resources in different formats, followed by 138 (45.85%) who are 'uncertain', 107 (45.53%) who 'disagree', 53 (46.49%) who 'strongly agree' and about 38 (46.34%) of the assistant professors 'strongly disagree'.

It has been seen from the above table that 107 (34.63%) of the associate professors 'Agree' with the attitude of library staff i.e. about demonstrating and teaching how to use E-Resources and web-resources in different formats, followed by 104 (34.55%) who are 'uncertain', 82 (34.89%) who 'disagree', 39 (34.21%) who 'strongly agree' and 29 (35.37%) of the associate professors 'strongly disagree'. It is depicted from the table that 60 (19.42%) of the professors 'Agree' with the attitude of library staff i.e. about demonstrating and teaching how to use E-Resources and web resources in different formats, followed by 59 (19.60%) who are 'uncertain', 46 (19.57%) who 'disagree', 22 (19.30%) who 'strongly agree' and 15 (18.29%) of the professors who 'strongly disagree'.

Table-6: They are well trained in accessing E-Resources and up to date in their knowledge.

Sl.No	Designation	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1	Assistant Professor	61 (46.56)	106 (45.89)	147 (45.94)	118 (45.91)	46 (45.10)
2	Associate Professor	45 (34.35)	80 (34.63)	111 (34.69)	89 (34.63)	36 (35.29)
3	Professor	25 (19.08)	45 (19.48)	62 (19.36)	50 (19.46)	20 (19.61)
	Total	131 (12.58)	231 (22.19)	320 (30.74)	257 (24.69)	102 (09.80)

Note: Figures in Parenthesis indicate the Percentage

The opinion of the faculty members towards the library staff that the library staff are well trained in accessing e-resources and are up to date in their knowledge has been summarized in the e Table 5 The above table shows that 320 (30.74%) of the faculty members are 'Uncertain' with the opinion that the library staff are well trained in accessing e-information resources and are up-to-date in their knowledge, followed by 257 (24.69%) who 'Disagree', 231 (22.19%) who 'Agree', 131 (12.58%) who 'strongly agree' and 102 (09.80%) of the faculty members who 'Strongly Disagree'. As far as the designation-wise break-up of attitude of library staff i.e. the library staff are well trained in accessing e-information resources and up-to-date in their knowledge.

It can be found from the above table 147 (45.94%) of the assistant professors are 'Uncertain' with the attitude of the library staff that library staff are well trained in accessing E-information resources and up-to-date in their

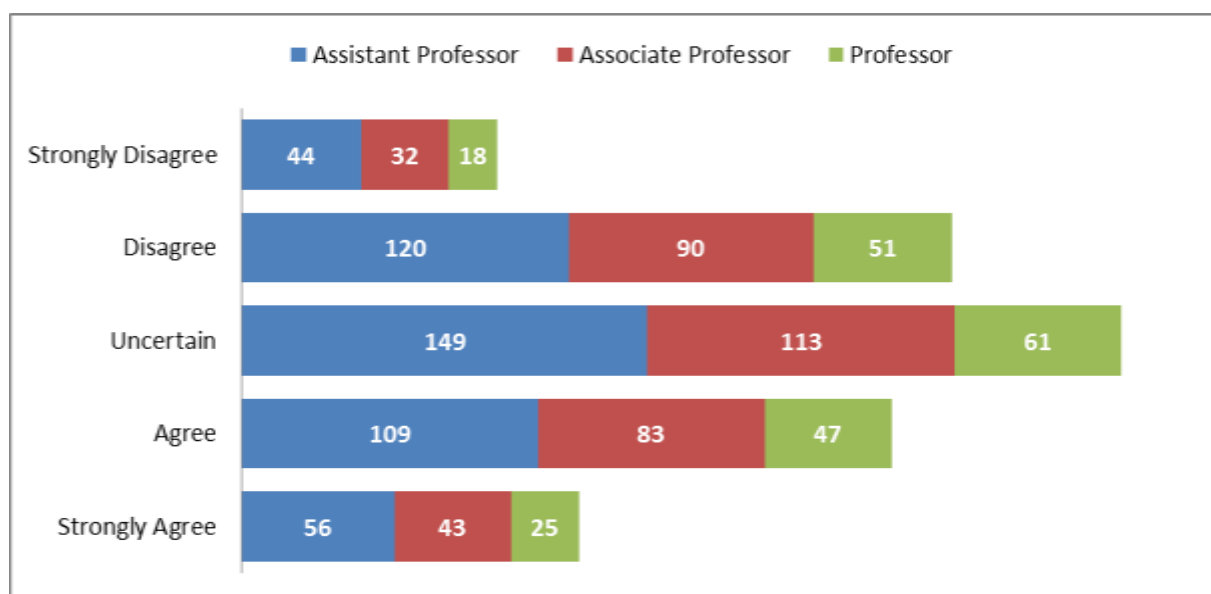
knowledge, followed by 106 (45.89%) who 'Agree', 118 (45.91%) who 'Disagree', 61 (46.56%) who 'Strongly Agree' and 46 (45.10%) who 'Strongly Disagree'. It can be seen from the above table that 111 (34.69%) of the associate professors are 'Uncertain' with the attitude of the library staff that the library staff are well trained in accessing E-information resources and are up-to-date in their knowledge, followed by 89 (34.63%) who 'Disagree', 80 (34.63%) who 'Agree', 45 (34.35%) who 'Strongly Agree' and 36 (35.29%) of the associate professors who 'strongly disagree'.

It is revealed from the above table that 62 (19.36%) of the professors are 'Uncertain' with the attitude of the library staff that they are well trained in accessing E-information resources and up-to-date in their knowledge, followed by 50 (19.46%) 45 (19.48%) who 'Agree', 25 (19.08%) who 'Strongly Agree' and 20 (19.61%) of the professors who 'Strongly Disagree'.

Table-6: Library staff are very thorough in selecting appropriate E-Resources and using relevant terms or phrases to retrieve references.

Sl.No	Designation	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1	Assistant Professor	56 (45.16)	109 (45.61)	149 (46.13)	120 (45.98)	44 (46.81)
2	Associate Professor	43 (34.68)	83(34.73)	113 (34.98)	90 (34.48)	32 (34.04)
3	Professor	25 (20.16)	47 (19.67)	61 (18.89)	51 (19.54)	18 (19.15)
	Total	124 (11.91)	239 (22.96)	323 (31.03)	261 (25.07)	94 (09.03)

Note: Figures in Parenthesis indicate the Percentage

**Figure- 6: Library staff are very thorough in selecting appropriate E-Resources and using relevant terms or phrases to retrieve references.**

The opinion of the faculty members towards the opinion of the library staff that they are thorough in selecting appropriate e-resources and disseminating it to the users immediately has been summarized in Table 6. The above table helps us know that 323 (31.03%) of faculty members are 'Uncertain' with the opinion that the library staff are very thorough in selecting appropriate e-resources and disseminating it to the users immediately, followed by 261 (25.07%) of the faculty members who 'Disagree', 239 (22.96%) of the faculty members who 'agree', 124 (11.91%) of the faculty members who 'strongly agree' and 94 (09.03%) of the faculty members who 'strongly disagree'.

As far as the designation-wise break-up of the attitude of library staff i.e. the library staff are very much thorough in selecting appropriate e-resources and disseminating it to the users immediately. It can be seen from the above table that 149 (46.13%) of the assistant professors are 'Uncertain' with the attitude of the library staff are thorough in selecting appropriate e-resources and disseminating it to the users immediately, followed by 120 (45.98%) disagree, 109 (45.61%) 'Agree', 56 (45.16%) of them 'strongly agree' and about 44 (46.81%) of them 'strongly disagree'.

It is found from the above table that 113 (34.98%) of the associate professors are 'Uncertain' about the attitude of the library staff who are thorough in selecting appropriate e-resources and disseminating it to the users immediately, followed by 90 (34.48%) 'Disagree', 83 (34.73%) of them 'agree', 43 (34.68%) of them 'strongly agree' and 32 (34.04%) of them 'strongly disagree'.

It is known from the above table that 61 (18.89%) of the professors are 'Uncertain' about the attitude of the library staff who are thorough in selecting appropriate e-resources and disseminating it to the users immediately, followed by 51 (19.54%) of them 'disagree', 47 (19.67%) of them 'agree', 25 (20.16%) of them 'strongly agree' and about 18 (19.15%) of them 'strongly disagree'.

5. DISCUSSION AND CONCLUSION

In light of the above analysis, this study revealed that more than 34% of respondents were not satisfied with the infrastructure facility provided by medical colleges of deemed universities of Karnataka for accessing e-resources. Therefore, the present study recommends that high-quality infrastructure facilities need to be provided by the institution to access electronic resources to satisfy the users. At the same time, more than 30% of respondents were moderately and slightly satisfied with the infrastructure facility provided by the institution hence the study recommended that higher authority of the institutions need to provide state-of-art infrastructure. In addition, the majority of respondents overall and category-wise opined that they neither agree nor disagree about the user-friendly attitude of library professionals who are working in selected Medical College libraries. Therefore, library professionals need to show their

interest and they should be polite in facilitating access to e-resources. Library staff need to demonstrate and teach how to use e-resources and web resources in different formats to the faculty members. In addition, library professionals need to undergo training programs to acquire skills and techniques for searching electronic resources according to user requirements, thereby they need to update their knowledge.

This study examines the satisfaction of users with infrastructure facilities and the attitude of library staff of medical college libraries of Deemed Universities in Karnataka. It can be concluded that the overall attitude towards the utilisation of E-Resources among medical faculty members was shown to be exceptionally positive.

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