



## **Perception and passiveness of MBA and MCA students towards Yogi Vemana University library resources and services: a study**

B. Prasada Rao  
Library Assistant Grade – 1  
Yogi Vemana University,  
Vemanapuram,  
Kadapa – 516005, A.P

M. PandurangaSwamy  
Assistant Librarian  
Sri Sathya Sai Institute of Higher Learning,  
Puttaparthi – 515134.  
Anantapur (Dist). A.P

### **Abstract**

This study is an examination of Master of Business Administration (MBA) and Master of Computer Applications (MCA) perception and passiveness on library collection, services, and facilities at the Yogi Vemana University (YVU) library, Kadapa, Andhra Pradesh. An online questionnaire was prepared using Google form and shared the questionnaire link to all the second and final-year MBA and MCA students. The objective of this study is to understand more about how library resources are used and the level of satisfaction of users are with the library's resources and services. The findings of this study will be utilised to change collection development techniques and build new library services at Yogi Vemana University. A total of 129 completed questionnaires were received and evaluated from the 198 persons questioned. According to the findings of the research, the vast majority of those surveyed are using the library on a regular basis to accessing electronic resources and the internet. The vast majority of responders are pleased with the circulation, reprography, scanning, and printing services provided. Based on these findings, this study has included some suggestions to increase users' satisfaction with the YVU library.

**Keywords:** User Satisfaction, Academic Libraries, Library Resources, Library Services



## **Introduction**

The University Library's primary goal is to assist university students with their studies, teaching, and research. The library is considered the heart of an educational institution. In the higher education scheme, university libraries around the world are of paramount importance. Libraries are not just knowledge stores, but also knowledge transmitters. There is little question that when university libraries and other institutions of higher learning are disregarded or undervalued, the nation as a whole loses since the quality and quantity of services offered by university libraries are critical to the standards of study, teaching, and research.

Kothari (1964–66), head of the Education Commission, said that “Libraries play a significant role in the advancement of universities and colleges. The University Grants Commission (UGC) puts a premium on the enhancement of library facilities and their efficient administration in universities and colleges. Additionally, the commission has assisted institutions with the acquisition of books and periodicals, the construction of library structures, and the recruitment of library employees”.

## **ABOUT YOGI VEMANA UNIVERSITY:**

On March 9, 2006, the Andhra Pradesh State Legislative Assembly Act announced Yogi Vemana University (YVU) as a State University committed to teaching and research services. The University encompasses 652 acres of land and offers a calm, natural atmosphere. The main campus of the university is fully covered with greenery, making it ecologically friendly with a sylvan environment. Currently, 1,700 post-graduate and research students are enrolled at this university in various disciplines.

## **LIBRARY PROFILE:**

In 1977, the library started with a collection of 27,857 volumes. The library gained additional attention once the institute was elevated to university status. The library was originally located in a college building, which was eventually transformed into the current structure, aided by UGC funding. The YVU Central Library is the building center of the campus, and all department users can reach it by walking. The library building has plenty of natural sunlight and



fresh air cross ventilation. This library building was named Dr. A.P.J. Abdul Kalam Central Library in October 2015.

The primary role of the YVU Central Library is to collect, process, archive, and make academic and research information available to its users. The library activities are computerized using SOUL 2.0 software (Software of University Libraries). The following print and online collections are accessible at the library to meet the requirements of university students, faculty, staff, and visitors.

Table 1:  
Collection of information products in Dr. A.P.J. Abdul Kalam Central Library

Collection	Information Products	No. in collection
Print collection	Textbooks	50,516
	Periodicals	92
	Back volumes	382
	Theses	321
	Dailies	13
Electronic resources	Inflibnet : E ShodhSindhu	JSTOR
		J-Gate Complete Collection
		IBID (India Business Insight Database)
		Economic & Political Weekly DELNET
Non-Book materials	Audio Cassettes	68
	CD/DVD	452
Anti - Plagiarism Software		1.Turnitin, 2. Ouriginal

### Review of literature

Users' studies can offer important feedback to libraries in collections development, innovative services, and activities for successfully reaching users' expectations and their information needs. Therefore, evaluating library resources and services based on user satisfaction is very necessary and beneficial, because the success of any library depends on how well the library meets the demands placed on it by users. Widely, a large number of user studies are carried out by researchers on perception, passiveness, and satisfaction with library collections and services.



Khan & Khan (2016) Discussed Shri Ram College Muzaffarnagar library and library services in the opinion of faculty members, staff, and students. According to the findings of the survey, many of the respondents had difficulties obtaining electronic resources and experiencing slow internet connections. A few recommendations are provided at the end. Oak, Meenal (2016). Measured the MBA and MCA course users' expectations and perceptions in management institutions' libraries affiliated with Savitribai Phule Pune University (SPPU) from selected districts. The LibQUAL+ technique method was used to collect data. The results found that 39 percent of the respondents preferred library resources as the prime source of information, followed by the internet and open access resources. Most faculty members rely on electronic resources for academic and research purposes. Library professionals need to create awareness programs and hands-on training for users to use the library better. **Kassim, N.A. (2017)**. carried out a study on evaluating users' satisfaction with academic library performance in Malaysia by distributing questionnaires to 650 university final-year students from three faculties. According to the findings, the library's services were appreciated by the vast majority of its patrons. Half of the users expressed satisfaction with the collection, infrastructure, and amenities of the library. **Kona, Chagari, & Rudraksha (2017)**. evaluate the utilisation of library information resources and services in the selected deemed universities in Andhra Pradesh. Questionnaire tools were used for data collection. According to the findings, the majority of deemed university library patrons visit the library to consult their required textbooks. All the libraries have acquired print and electronic resources for academic and research needs. All three deemed university respondents are satisfied with library hours, collection, infrastructure, and services. **Swamy & Kishore (2017)** examined the Indian Institute of Management institutions libraries patron's preference and opinions on print and electronic resources. Traditional libraries have been significantly impacted by the advent of electronic resources and digital libraries. The research examines consumers' perceptions toward electronic resources as opposed to printed ones. The findings of the survey indicate that patrons prefer to utilize electronic journals and, to a lesser extent, electronic books over printed copies. Patrons expected more space, training on online databases, and innovative services. **Muthuraja & Shivaraj (2018)** conducted to know the undergraduate students' satisfaction with the library collection, facilities, and services at the C. S. Bembalgi Arts, SHA. M. R. Palaresha Science, and G. L. Rathi Commerce College Library,



Ramdurg. According to the report, 41.18 percent of respondents use the library regularly, 56 percent are very satisfied with the general collection, and 53 percent are highly pleased with textbooks. The vast majority of responders express extreme satisfaction with circulation services. Additionally, it was found that few awareness initiatives met the customers' academic expectations. **Rani (2018)** investigated the technical institution's library resources and services based on the questionnaire. The findings indicate that 86 percent of respondents are very delighted with books, while 56 percent were satisfied with browsing services. **Salauddin, Nazia (2018)** concluded a study of the usage of library resources and services at the Tagore Library, University of Lucknow. **According to the findings, 54% of respondents were happy with the library's hours. The majority of users depended on textbooks and gave a low rating to the economics and geology fields' texts. The vast majority of library visitors come to use computers for research, printing, and photocopying, rather than for other uses.** **Salubi et al. (2018)** examined undergraduate students' use of library resources at the University of Fort Hare and Nelson Mandela University in the Eastern Cape Province, South Africa. **A structured questionnaire was utilised to gather data using a stratified sample method. According to the findings of the survey, the majority of respondents chose to read printed textbooks and spent two to three hours browsing the internet and Wi-Fi.** 75 percent of the respondents used previous question papers and reference materials. The majority of the respondents do not use e-books due to specialized readers not being installed on computers and the limited printing of e-book chapters. **Roy & Mandal (2020)** conducted a survey on the library and services of the Indian Institute of Science Education and Research (IISER - K), Kolkata. Questionnaire tools were used for data collection from post-graduate students and research scholars. The library was mostly utilised by students for academic and research reasons. Postgraduate and research students expressed pleasure with the collection and services of the library. The majority of integrated programme students made substantial use of non-library electronic resources. The majority of respondents express dissatisfaction with library services as a result of the absence of contemporary facilities and services. **Kaushamalika & Weerakoon (2020)** investigated user satisfaction with library facilities, services, and resources at three regional open university libraries in Sri Lanka, namely Kandy, Matara, and Anuradhapura. Questionnaires were employed to gather data. According to the survey, 48 percent of respondents were happy with the library's hours of operation. According to 59.45 percent of respondents, they utilised the library to refer to



library books. 54 percent of the respondents were satisfied with bookshelf arrangements, and 40.29 percent of the respondents were unsatisfied with the existing collection and ICT infrastructure in the libraries. A few recommendations are suggested, i.e., towards collection development as well as ICT infrastructure with Wi-Fi facility and innovative services to satisfy the library user's needs.

### OBJECTIVES:

1. To determine the frequency with which MBA and MCA students visited the library.
2. To identify the objective of MBA and MCA students' visits to the library.
3. To investigate patron awareness and usage of library resources, facilities, and services.
4. To ascertain the level of user satisfaction with library resources and services.

### Methodology

The survey approach, which is comprised of a standardized questionnaire, is the foundation of the research. The information was gathered via the use of a google form, and the questionnaire link was sent to all second-year MBA and MCA students. A total of 129 complete replies were obtained out of a total population of 198 students. The present study is limited only to second-year course MBA and MCA students at Yogi Vemana University, Kadapa. It is not considered the other affiliated institutes are not the objective of the study.

### Analysis & interpretation

Table 2  
Respondents' frequency distributions by user category, gender, age, and demographic profile

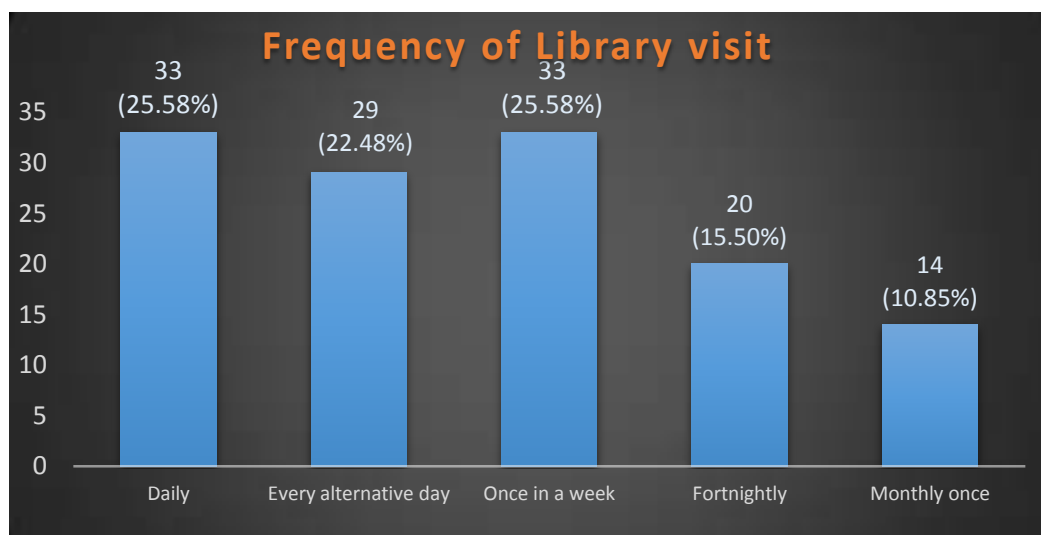
	DEPARTMENT	FREQUENCY	PERCENTAGE
User Category	MCA	41	31.78%
	MBA	88	68.22%
	<b>TOTAL</b>	<b>129</b>	<b>100.00</b>
Gender	Male	81	62.79%
	Female	48	37.21%
	<b>TOTAL</b>	<b>129</b>	<b>100.00</b>
Age	Below 23	73	56.59%
	23 - 25	44	34.11%
	26 & above	12	9.30%
	<b>TOTAL</b>	<b>129</b>	<b>100.00</b>
Demographic profile	Rural	78	60.47%
	Urban	33	25.58%
	Semi Urban	18	13.95%
	<b>TOTAL</b>	<b>129</b>	<b>100.00</b>



Table 2 reveals the discipline, gender, age, and demographic profile of the respondents. It is clear that the mainstream 88 (68.22%) are from the MBA and 41 (31.78%) are from the MCA disciplines. 81 (62.79%) are male, while the remaining 48 (37.21%) of respondents are female. 73(56.59%) are below the age of 23, 44 (34.11%) are from 23 – 25 age, and the remaining 12 (09.30%) are in the 26 and above age group. 78 (60.47%) are from rural areas, 33 (25.58%) are from urban areas, and the remaining 18 (13.95%) are from semi-urban areas.

Table 3  
Frequency of the library visit

Frequency	MBA	MCA	Total
Daily	21 (23.86%)	12 (29.27%)	33 (25.58%)
Every alternate day	22 (25.00%)	7 (17.07%)	29 (22.48%)
Once in a week	29 (32.95%)	4 (9.76%)	33 (25.58%)
Fortnightly	10 (11.36%)	10 (24.39%)	20 (15.50%)
Monthly once	6 (6.82%)	8 (19.51%)	14 (10.85%)
Total	<b>88</b> <b>(100%)</b>	<b>41</b> <b>(100%)</b>	<b>129</b> <b>(100%)</b>



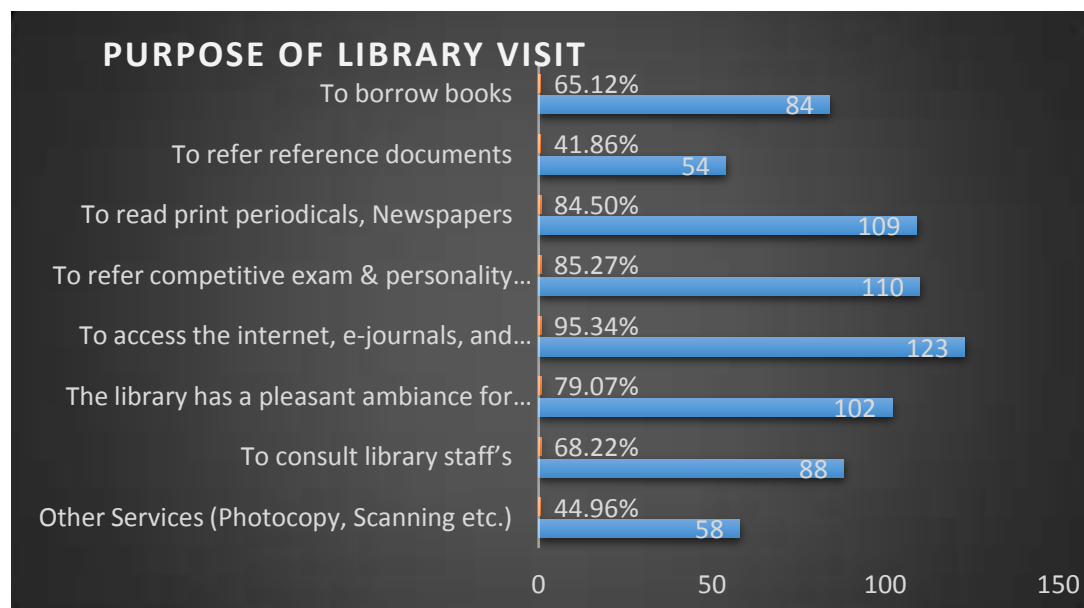


The data presented in Table 3 illustrate the frequency of MBA and MCA students visiting the University Library. Out of a total of 129 respondents, it can be observed that 25.58% of the respondents visit both of them daily and once in a week. 22.48% of respondents visit each alternate day. 15.50% of respondents visit once a fortnight and the remaining 10.85% of the respondents are visited once a month, respectively.

Table 4  
Purpose of library visit

Purpose	MBA (N=88)	MCA (N=41)	Total (129)
To borrow books	54 (61.36%)	30 (73.17%)	84 (65.12%)
To refer reference documents	32 (40.91%)	22 (53.66%)	54 (41.86%)
To read print periodicals, Newspapers	78 (88.64%)	31 (75.61%)	109 (84.50%)
To refer competitive exam & personality development books	71 (96.59%)	39 (92.68%)	110 (85.27%)
To access the internet, e-journals, and online databases	83 (94.32%)	40 (95.12%)	123 (94.35%)
The library has a pleasant ambiance for reading and group discussion	69 (78.41%)	33 (80.49%)	102 (79.07%)
To consult library staff's	62 (70.45%)	26 (63.41%)	88 (68.22%)
Other Services (Photocopy, Scanning etc.)	36 (40.09%)	22 (53.66%)	58 (44.96%)

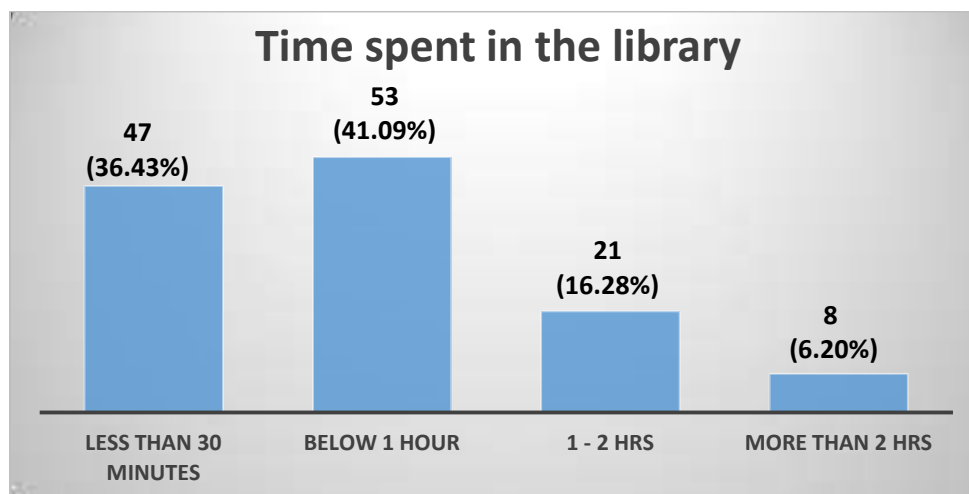




The respondents were questioned about the purpose of visiting the library. The responses made by MBA and MCA students are displayed in Table 4. The table indicates that (94.35%) of the respondents visit the library to access the internet, e-journals, and online access, followed by (85.27%) to refer to competitive exam and personality development books, (84.50%) of the respondents access the library to reading print periodicals and newspapers, (79.07%) visit the library because of the pleasant ambiance the library provides for reading and group discussion, and (68.22%) to consult library staff for academic and research purposes, (65.12%) to borrow the books, (44.96%) to use photocopying and scanning services, and 41.86% of the respondents visit the library to use reference documents.

Table 5  
Time spent in the Library per visit

Time spent in the Library	MBA	MCA	Total
Less than 30 minutes	25 (28.41%)	22 (53.66%)	47 (36.43%)
Below 1 hour	39 (44.32%)	14 (34.15%)	53 (41.09%)
1 - 2 hrs	16 (18.18%)	5 (12.20%)	21 (16.28%)
More than 2 hrs	8 (9.09%)	0 (0.00%)	8 (6.20%)
<b>Total</b>	<b>88</b> <b>(100.00%)</b>	<b>41</b> <b>(100.00%)</b>	<b>129</b> <b>(100.00%)</b>

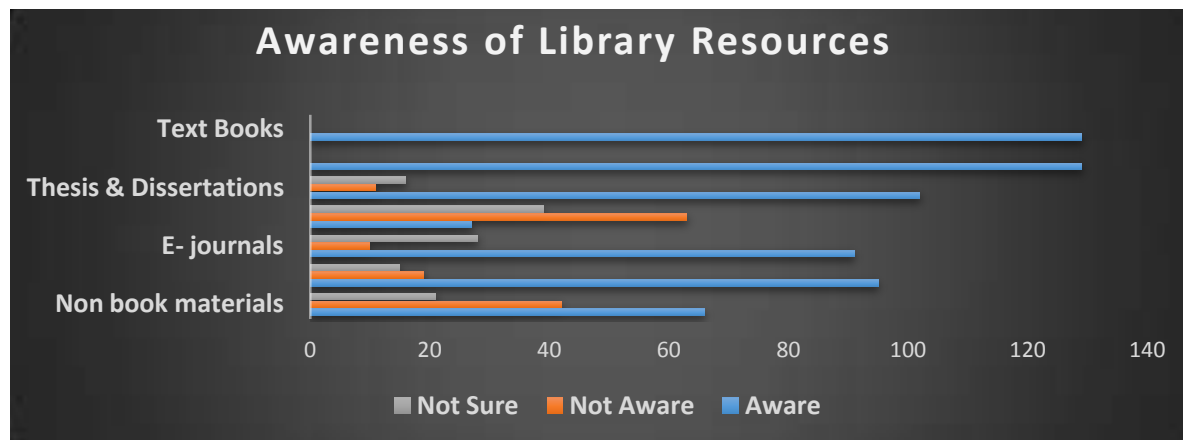


In response to time spent in the library, table 5 indicates that 53 (41.09%) respondents spent below one hour per visit, 47 (36.43%) of the respondents spent less than thirty minutes. 21 (16.28%) of the respondents spent one to two hours and 8 (6.20%) respondents spent more than 2 hours.

Table 6

Awareness of Library Resources (1 = Aware 2 = Not Aware 3= Not sure)

Library Resources	MBA (N=88)			MCA (N=41)			Total (N=129)		
	1	2	3	1	2	3	1	2	3
Text Books	88 (100.00%)	-	-	41 (100.00%)	-	-	129 (100.00%)	-	-
Print Periodicals	88 (100.00%)	-	-	41 (100.00%)	-	-	129 (100.00%)	-	-
Thesis & Dissertations	69 (78.41%)	3 (3.41%)	16 (18.18%)	33 (80.49%)	8 (19.51%)	-	102 (79.06%)	11 (8.52%)	16 (12.04%)
E- books	16 (18.18%)	42 (47.73%)	30 (34.09%)	11 (26.83%)	21 (51.22%)	9 (21.95%)	27 (20.93%)	63 (48.83%)	39 (30.23%)
E- journals	72 (81.82%)	4 (4.55%)	12 (13.64%)	19 (46.34%)	6 (14.63%)	16 (39.02%)	91 (70.54%)	10 (7.75%)	28 (21.70%)
Online Databases	79 (89.77%)	9 (10.23%)	-	16 (39.02%)	10 (24.39%)	15 (36.59%)	95 (73.64%)	19 (14.72%)	15 (11.62%)
Non book materials	57 (64.77%)	20 (22.73%)	11 (12.50%)	9 (21.95%)	22 (53.66%)	10 (24.39%)	66 (51.16%)	42 (32.55%)	21 (16.27%)



The purpose of this study is to determine the awareness of library resources. Table 6 displays the responses from MBA and MCA students. According to the results, 129 (100.00%) of the respondents are aware of textbooks and print periodicals. 79.06 percent of the respondents are aware of theses and dissertations, 73.64 percent of the respondents are aware of online databases. 70.54 percent of respondents are familiar with e-journals, whereas 51.16 percent are familiar with non-book materials. Only 20.93 percent of respondents are familiar with electronic books.

Table 7  
Overall Satisfaction of library resources and services  
(1 = Satisfied      2 = Neutral      3 = Dissatisfied)

Library Resources & Services	MBA (N=88)			MCA (N=41)			Total (N=129)		
	1	2	3	1	2	3	1	2	3
Print resources	42 (47.73%)	36 (40.91%)	10 (11.36%)	22 (53.66%)	10 (24.39%)	9 (21.95%)	64 (49.61%)	46 (35.66%)	19 (14.73%)
Electric resources	16 (18.18%)	23 (26.14%)	49 (55.68%)	6 (14.63%)	24 (58.54%)	11 (26.83%)	22 (17.05%)	47 (36.43%)	60 (46.51%)
Digital library	53 (60.23%)	21 (23.86%)	14 (15.91%)	21 (51.22%)	14 (34.15%)	6 (14.63%)	74 (57.36%)	35 (27.13%)	20 (15.50%)
Circulation	74 (84.09%)	8 (9.09%)	6 (6.82%)	38 (92.68%)	1 (2.44%)	2 (4.88%)	112 (86.82%)	9 (6.98%)	8 (6.20%)
Reference	68 (77.27%)	11 (12.50%)	9 (10.23%)	19 (46.34%)	14 (34.15%)	8 (19.51%)	87 (67.44%)	25 (19.38%)	17 (13.18%)
Reprography	79 (89.77%)	9 (10.23%)	0 (0.00%)	36 (87.80%)	2 (4.88%)	3 (7.32%)	115 (89.15%)	11 (8.53%)	3 (2.33%)
Library Orientation	51 (57.95%)	29 (32.95%)	8 (9.09%)	25 (60.98%)	12 (29.27%)	4 (9.76%)	76 (58.91%)	41 (31.78%)	12 (9.30%)

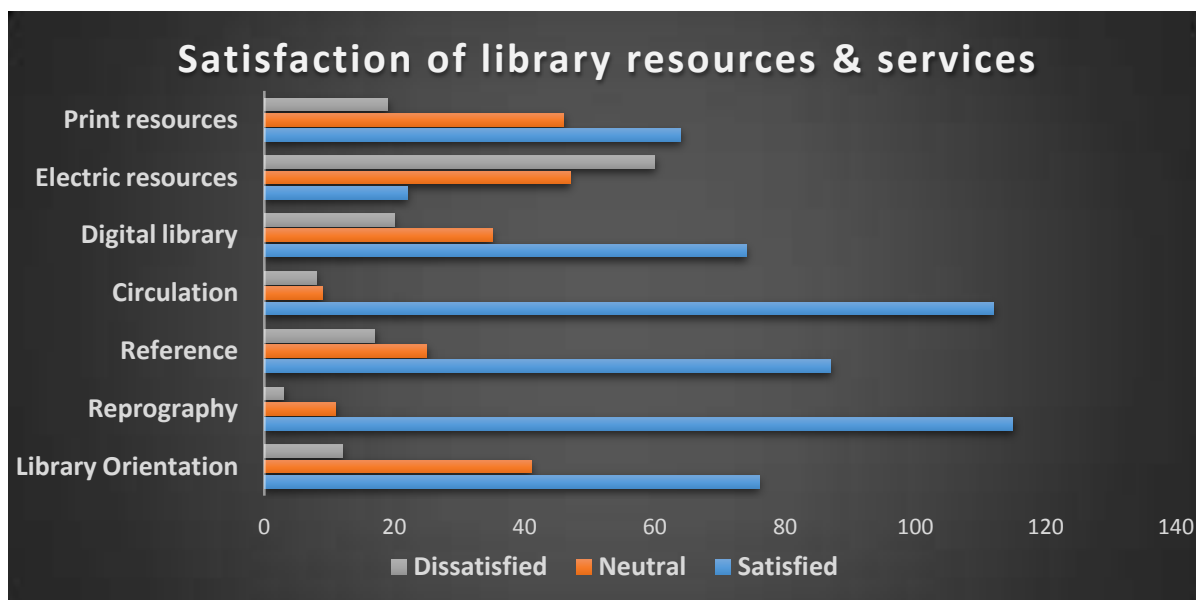


Table 7 contains information on the level of satisfaction that respondents expressed with library resources and services. It reveals that 89.15 percent of respondents are pleased with reprography, scanning, and printing facilities, followed by 86.82 percent who are satisfied with circulation services, 67.44 percent who are satisfied with reference services, 58.91 percent who are satisfied with library orientations, 57.36 percent are satisfied with digital library services, 49.61 percent of the respondents are satisfied with print resources, and only 17.05 percent of the respondents who are satisfied with electronic resources.

### Conclusion

In this 21st century, university libraries play a significant role in a lot of emerging technology implementation as well as its changes in discovery and utilization to provide the best services to their patrons for their academic and research activities. The following recommendations were made in line with the findings of the study:

The Yogi Vemana University higher authorities put in more effort to get more funds and seek the assistance of both internal and external research funds to build up the library collection every year with sufficient relevant materials that can fulfill the information needs of the various disciplines. Library professional staff will benefit from this study in terms of providing adequate information resources in the form of print as well as electronic and providing the computer application services in the library with the internet as well as a Wi-Fi facility. Conducting the



awareness of library resources as well as services through library tours, workshops, and training programs that will be beneficial to both patrons and the LIS professions. Continuous orientation programs on information literacy skills through hands-on training for better utilization of electronic resources and online databases. Maintain ICT facility-related concerns, maintain sufficient electronic collections, and offer remote access to suit the information requirements of Yogi Vemana University patrons. It is necessary to arrange sufficient space for group discussion rooms, silent zones and study carrels in the library.

Because the majority of university patrons are from rural areas, a language lab and multimedia facility within the library is required so that these patrons can improve their communication skills as well as their personality development.



## References

- Kassim, A. N. (2017). Evaluating users` satisfaction on academic library performance. *Malaysian Journal of Library & Information Science* 14(2), pp:101-115.
- Kaushamalika, K.M. & Weerakoon, W.R.W.M.A.U. (2020). "Students` satisfaction with library services and facilities at three regional center libraries of the Open University of Sri Lanka, *Journal of the University Librarians Association of Sri Lanka*, 23 (1), pp: 37-56. DOI: <http://doi.org/10.4038/jula.v23i1.7965>
- Kona, Ramakrishna; Chagari, Sasikala; and Rudraksha, Gowridevi, (2017). "Use of Library Resources and Services in selected Deemed University Libraries in Andhra Pradesh: a study" *Library Philosophy and Practice* (e-journal). <http://digitalcommons.unl.edu/libphilprac/1506>
- Nazia, Salauddin. (2018). "Perceived User Satisfaction with Library Resource and Service performance at the Tagore Library, University of Lucknow", *Research Journal of Library and Information Science*, 2(2). pp. 12-18. <https://www.sryahwapublications.com/research-journal-of-library-and-information-science/pdf/v2-i2/2.pdf>
- Meenal Oak (2016). "Assessing the library users` expectations: a select study of management institutions in Savitribai Phule Pune University (SPPU), Pune, India". *International Journal of Library & Information Science*, 5(3), pp.149–158. <http://www.iaeme.com/IJLIS/issues.asp?JType=IJLIS&VType=5&IType=3>
- Munohsamy, Thulasimani (2016). "Students` perception of library services in academia: a case study of Universiti Teknologi Brunei" *Advances in Science, Technology and Engineering Systems Journal*, 1 (6), pp.1-4. [https://www.astesj.com/publications/ASTESJ\\_010601.pdf](https://www.astesj.com/publications/ASTESJ_010601.pdf)
- Muthuraja, S., Surendra, C.S & Shivaraj B. Halyal (2018). "User satisfaction with library resources, services and facilities: a study" *International Journal of Library and Information Studies*, 8(3). pp. 132 - 137. <https://www.ijlis.org/articles/user-satisfaction-with-library-resources-services-and-facilities-a-study.pdf>
- Rani, P. (2018). "A study on library resources with services satisfaction based on students and faculties: in an institution" *International Journal of Applied Engineering Research*, 13 (22). pp. 15443-15450. [http://ripublication.com/ijaer18/ijaerv13n22\\_01.pdf](http://ripublication.com/ijaer18/ijaerv13n22_01.pdf)
- Salubi, O., Ondari-Okemwa, E., and Nekhwevha, F. (2018). Utilization of library information resources among Generation Z students: facts and fiction. *Publications*, 6(2), 16. DOI:10.3390/publications6020016
- Swamy, M. Panduranga., and Kishore., A. (2017). "Patrons preferences and opinions on print and electronic resources at Indian Institute of Management (IIMs) libraries of South India", *Scientific Society of Advanced Research and Social Change, International Journal of Library Information Networks and Knowledge*, Vol.2 (1), pp:11-24. <http://slp.org.in/IJLINK/volumes/IJLINK-V2I1-2.pdf>
- Umoh, Margaret Sylvanus., and Abua, Dymphina Anyingang (2020). "User Perception of Library Services in the University of Calabar Library, Calabar", *Journal of Library and Information Sciences* 8 (1). pp. 29-34. [http://jlisnet.com/journals/jlis/Vol\\_8\\_No\\_1\\_June\\_2020/4.pdf](http://jlisnet.com/journals/jlis/Vol_8_No_1_June_2020/4.pdf)
- Unuabor, S, O., and Oseghale, G. C. O. (2018). Impact of the use of library course for undergraduates` better usage of library resources in Faculty of Education, University of Ibadan: A study. *African Educational Research Journal*, 6(3), pp. 181-189. <https://files.eric.ed.gov/fulltext/EJ1208438.pdf>
-