

# **SERVICE QUALITY IN LIBRARIES OF GOVERNMENT ENGINEERING COLLEGES IN HARYANA: AN ANALYTICAL STUDY**

**A Abstract Submitted to the  
Babasaheb Bhimrao Ambedkar University, Lucknow  
in Fulfilment of Requirement for the Award of Degree of**

**Doctor of Philosophy  
in Library & Information Science**



**BY**

***Mamta***

**Enrollment No.: 166/18**

**SUPERVISOR**

***Dr. Vinit Kumar***

**Assistant Professor**

**DEPARTMENT OF LIBRARY & INFORMATION SCIENCE  
SCHOOL OF INFORMATION SCIENCE AND TECHNOLOGY  
BABASAHEB BHIMRAO AMBEDKAR UNIVERSITY**

**(A CENTRAL UNIVERSITY)**

**VIDYA VIHAR, RAEBARELI ROAD, LUCKNOW-226 025  
UTTAR PRADESH, INDIA**

**2023**

# ABSTRACT

---

## 1.1 Introduction

Librarians and library patrons have always recognized that measures of library input metrics, such as collection counts, different types of library services, orientation programmes were limited indicators of library service quality. Libraries offer a multitude of value-added services to their users. As the user satisfaction is the ultimate objective of every library, there is a need to measure the quality of these services. There are a number of tools available for measuring service quality such as SERVQUAL, LibQUAL, SERVPERF, WEBQUAL. All these tools are based on users' perceptions about the services.

Quality refers to the perception and expectations of users towards the library. It is a comparison between expectations and performance. In other words, library service quality is determined by user judgment of overall activities and services. The objective of this study is to analyze the discrepancy between service expectations and service perceptions of users by utilizing the survey method based on questionnaire using SERVQUAL model (tangibility/physical aspects, reliability, responsiveness, assurance, and empathy). The study highlights the importance of evaluating and improving library services in order to enhance the educational experience of students in government engineering colleges.

## 1.2 Need of the Study

Haryana is a populous state in India, with a population of around 25 million. It is ranked 11th in terms of population density among the states in India. Every year, a significant number of students pass out with various engineering degrees from institutions in Haryana, including engineering colleges and engineering departments in state and central universities. The educational needs of these students are met by the libraries in these institutions, which provide various services. However, it is important to understand the service quality of these libraries in order to determine the perceptions and expectations of the users. Such a study will aid policy makers in identifying the bottlenecks, challenges, and issues faced by these libraries, and help them make informed changes in policy to improve the services provided by these libraries. Hence

the researcher decided to conduct a study entitled the SERVICE QUALITY IN LIBRARIES OF GOVERNMENT ENGINEERING COLLEGES IN HARYANA: AN ANALYTICAL STUDY.

### **1.3 Significance of the Study**

The present study is beneficial for librarians, library professionals, and users of Government Engineering College libraries in Haryana as it aims to evaluate the service quality of these libraries and provide recommendations for improvement. This study will be useful for research scholars and teachers of library and information science who want to conduct further research on the aspect of service quality of libraries. The study's results will be useful in identifying the gap between service expectations and perceptions of library users, as well as the strengths and weaknesses of the library services provided. This information can be used to improve the service quality of the library and provide a benchmark for future comparisons and evaluations.

### **1.4 Objectives of the Study**

This study aims to evaluate the service quality of Government Engineering College Libraries in Haryana and identify the gap between the service expectations and service perceptions of library users. Specific objectives of the study are given below:

- To identify the overall library service quality of Government Engineering College Libraries of Haryana.
- To identify the status of infrastructure and services available in the Government Engineering College libraries of Haryana.
- To identify the level of user satisfaction of Government Engineering College in Haryana.
- To identify the dimensions that determine the user's evaluation of the quality in the Government Engineering College library.
- To identify the problems encountered by the users of the Government Engineering College libraries in Haryana.

### **1.5 Scope and Limitations of the Study**

The present study focuses on evaluating the service quality of libraries in Government Engineering Colleges in Haryana through an analytical approach collecting data using survey method. The researcher included all Government Engineering Colleges affiliated to the Department of Technical Education, Haryana which offer B. Tech and M. Tech courses. The researcher excluded University campuses, Private Universities, Agriculture Universities, and private colleges that offer B. Tech programs. All the four Government Engineering colleges in Haryana affiliated to the Haryana State Board of Technical Education (HSBTE) which offer B. Tech courses are selected in this study.

- Ch. Ranbir Singh State Institute of Engineering & Technology, Silani Kesho, Jhajjar
- Ch. Devi Lal Institute of Engineering & Technology, Panniwala, Mota
- Rao Birender Singh State Institute of Engineering & Technology, Zainabad (Rewari)
- State Institute of Engineering & Technology, Nilokheri, Karnal

### **1.6 Hypotheses of the Study**

**H1:** The expectation of the users towards the services of the engineering college libraries in Haryana matches with the perception.

**H2:** The users of the engineering college libraries are satisfied with the collection of the library.

### **1.7 Research Methodology**

The study follows quantitative research design, that involves collection of numerical data and its statistical analysis. In the present study survey questionnaires were used for data collection based on SERVQUAL model. Two questionnaires were used in the form of structured questionnaires for the purpose of data collection from the government engineering colleges of Haryana. One, questionnaire for librarians: to know details of the collection, infrastructures, facilities etc. provided in their libraries and second one questionnaire for library users: to know the expectations and perceptions of users. The

collected data were analysed calculating descriptive statistics and statistical hypothesis testing were done using SPSS Software. The analysed data were presented using tables and figures and interpreted in the light of objectives of the study.

### **1.8 Major Findings of the Study**

- The findings of this study indicate that there is a significant difference between the expectations and perceptions of users regarding certain tangible dimensions of the library such as IT infrastructure, trust on the property counter, clear directional signs, cleanliness and maintenance of the library building. However, there is no significant difference in the perception and expectations of users for collection of books and journals, e-resources, seating space, ventilation and temperature, lighting, and availability of clean toilets.
- In terms of empathy dimension, the study found that there is a significant difference in the perception and expectations of users for timely availability of requested documents while there is no significant difference in the responsiveness of the staff to user queries, staff approachability and availability.
- The study found that there is no significant difference between user expectations and perceptions regarding the assurance dimension of the library such as library staff instilling confidence in users, library staff having adequate knowledge about the library, and library staff being capable of helping the library user.
- These findings suggest that while certain aspects of the library such as IT infrastructure and cleanliness are meeting user expectations, there are areas for improvement in terms of collection of books and journals, e-resources, seating space, ventilation and temperature, and availability of clean toilets. Further, it is suggested that library staff should be more responsive, approachable, and helpful to users and the timely availability of requested documents is more important to the users.

### **1.9 Suggestions**

The following are some of the key suggestions for improving the availability of resources, increasing access to library services, and enhancing the overall user experience.

1. Provide online and offline access to library resources, including remote access for students.
2. Make Wi-Fi available for all students free of charge.
3. Increase seating space and improve the availability of books in the library.
4. Acquire more number of newspapers and magazines relevant to the students (such as technological magazines).
5. Ensure that library staff are polite and helpful to users.
6. Improve the quality of drinking water and sanitation facilities in the library.
7. Competitive exam current magazine should be acquired for the students who are preparing for the competitive exam.
8. Librarians should acquire books that align with the latest syllabus and acquire books for all the semester to meet the needs of students.
9. Library should open for 24x7 hours for hostel students.
10. Full time librarian should be appointed, as most of the libraries were managed by in-charge faculty members.
11. The staff in the library should be increased and should be provided training opportunities time to time.
12. Conduct regular orientation programs for students to make them aware of the library's facilities and services.

### **1.10 Chapterisation**

The present study report is organized into the following chapters:

**CHAPTER 1: Introduction:** In this chapter, the researcher provides an overview of the study, including the statement of the problem, research objectives, scope, need, and hypotheses. The researcher also provides an overview of the study design and methodology. The chapter provides the background information, research gap and the importance of the study in the field of library service quality.

**CHAPTER 2: Review of Literature:** This chapter contains a critical appraisal of the previous studies which are closely related to the current study to understand the

methodology, analysis tools, correct approaches to investigation and findings. It provides an understanding of the existing body of knowledge on service quality in libraries and other relevant topics.

**CHAPTER 3: Research Methodology:** This chapter included the steps followed during the conduct of this study, Included the sample, sample size, data collection tools, analysis methods, reference style.

**CHAPTER 4: Data Analysis and Interpretation:** This chapter presents the analysis of the collected data and the testing of hypotheses. The researcher includes various tables and figures to aid in the understanding of the collected data. The chapter is organized according to the research questions and hypotheses of the study.

**CHAPTER 5: Findings, Conclusion and Suggestions:** This chapter summarizes the study and includes the results. It provides a summary of the main findings and discusses the findings that emerged from the data analysis and interpretation. This chapter also includes the conclusions drawn from the study, as well as a discussion of the implications of the findings for future research and practice in the field of library service quality. This chapter further provides suggestions, recommendations, and areas of further research.