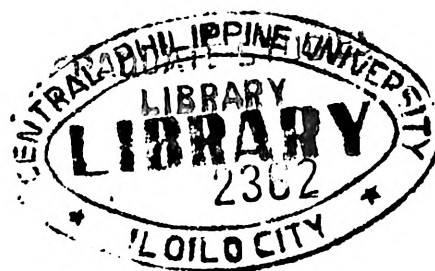


**ASSESSMENT OF THE WEST VISAYAS STATE UNIVERSITY LIBRARY:
ACCESS TO LIBRARY SERVICES, RESOURCES, AND FACILITIES;
EXTENT OF UTILIZATION AND SATISFACTION OF USERS**

A Thesis

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the Faculty of the School of Graduate Studies
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of the Requirements for the Degree
MASTER IN LIBRARY AND INFORMATION SCIENCE**



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by

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ABSTRACT

This study was conducted to determine the access of, extent of utilization and level of satisfaction with the services, resources, facilities and equipment of students and faculty members of the West Visayas State University library. The study furthermore determined the variations in the students and faculty's extent of access to, extent of utilization and level of satisfaction with the services, resources, facilities and equipment when grouped according to age, sex, academic or educational qualification and colleges they belong, and the relationship between extent of utilization and level of satisfaction and access and level of satisfaction.

The respondents of the study were the 524 randomly chosen students and faculty members of the West Visayas State University Community. Student respondents (369) were the bonafide students who were officially enrolled during the second semester of school year 2009-2010. Considered for this study for faculty respondents (155) were those full time faculty members.

A structured survey-designed questionnaire was administered to the respondents after it was tested for validity. The questionnaire was divided into three parts: the first concerns about the accessibility of the four areas of the library, the second part is about user's extent of utilization and the last part is on the level of satisfaction. The means and standard deviations were used in describing the data.

The t-test for independent samples, the One-Way Analysis of Variance (ANOVA), Post Hoc Test, and the Spearman Rho and Chi-Square set at .05 alpha levels for two tail tests were employed as inferential statistics. Frequency count was utilized to determine the number of participants that belonged to a class or category while percentage analysis was used to determine what portion of the participants belongs to a class or category. Mean was utilized to determine the respondent's assessment of the status of the WVSU Library. While the Standard Deviation was used to determine the variability on spreads of distribution of various data obtained.

One Way Analysis of Variance (ANOVA) was used to determine if there are significant differences in the level of awareness of the present status of the West Visayas State University Library in terms of access to facilities and services, extent of utilization and users overall satisfaction. Post Hoc Test using Scheffe was used on the results of One Way Analysis of Variance that shows significance.

Gamma was used to ascertain the significance of relationship in the present status of the West Visayas State University Library in terms of access to facilities and services, extent of utilization and users overall satisfaction. All statistical computations were done via the Statistical Package for the Social Sciences (SPSS) software.

The following are the major findings:

1. Majority of the students had access to the services (73.98 percent), facilities (72.63 percent) and resources (67.48 percent) of the University Library.
2. Majority of the faculty respondents had accessed the library resources (94.07 percent) and almost seventy percent had accessed the library services (78.06 percent). Even though only 63.87 percent had accessed the facilities the overall turnout affirmed that almost all of the respondents have accessed the University Library
3. For student's utilization of the library services, resources and facilities, almost forty percent had not been able to utilize the library services (40.62 percent), only one third had utilized library resources (33.33 percent) and library facilities (34.69 percent) respectively.
4. For faculty utilization of the library services, resources and facilities, almost fifty percent had utilized library services (47.06 percent) and library resources (44.08 percent) and only one third had utilized library facilities (33.55 percent). Findings also revealed that a number of students and faculty were able to utilize the library effectively because of common problems like they were not fully aware of the library services, facilities, resources
5. Almost forty one percent of the students were dissatisfied with library services (40.62 percent), while thirty three percent (33.88%) were dissatisfied with library resources and twenty seven percent (21.1%) were dissatisfied with library facilities.
6. Almost forty two percent of the faculty members were fairly satisfied with library services (41.45 percent) and library facilities (42.21 percent), and at least thirty eight percent of them were fairly satisfied with library resources (37.33 percent).

7. The students access to services, resources facilities, and equipment classified according to age showed that the 18 and above group have a higher mean access score with regards to access of library service; library resources and library facilities. The z-test revealed that the differences among means are significant at 5 percent level in library facilities.
8. Male students obtained a significantly higher mean access score than the female students on library services and library resources while the female respondents have high mean access score on library facilities. The results of the z-test for difference between means are significant on the area of library services, but not significant on library resources and facilities.
9. Students who were in the 4th year level obtained significant higher mean score than those who were in the lower year level. Tests of difference among means showed significance with library facilities. Furthermore it revealed that the students in the 2nd year and 3rd year students vary significantly with their access to the library facilities.
10. Student's access to library services and resources significantly varied according to the college they belong. Furthermore the data showed that the students from the College of Institute of Information and Communications Technology and the College of Education varied significantly in their access of the library resources and services.
11. The faculty member's access to services, resources, and facilities classified according to age showed that the 40 and below group have a higher mean access score than the 41 and above group in library resources while in library services the 41 above group and the 40 and below group have the same mean access score; on the other hand the 41 above group has a higher mean access score than those of the 40

below group in terms of access to library facilities.. The z-test showed that there are no significant differences among means.

12. Female faculty members obtained a significantly higher mean access score than the male faculty members in all the areas of the library: library services and library resources respectively but not with library facilities. The result of the z-test for difference between means was significant with library service.
13. The faculty members from the College of Nursing and the College of Education significantly varied with their access to library facilities. Similarly the faculty members with doctorate and faculty members with bachelor's degree varied significantly with their access to library facilities.
14. The student's utilization to services, resources facilities, classified according to age showed that the 18 and below group have a higher mean access score in all areas of the library. The z-test revealed that the differences among means are significant at 5 percent level in library facilities. Student's extent of utilization of library services, resources and facilities when grouped according to sex yielded values which were not significant at five percent level in the three areas of the library.
15. Student's extent of utilization to services, resources, facilities when grouped according to Colleges showed significant differences with library services, library resources and library facilities. Further study revealed that the College of Arts and Sciences and College of PESCA)has significant difference in utilization of library services, while the College of Arts and Sciences and College of PESCAR and Institute of Information and Communications Technology and Institute of Management varied significantly in their utilization of Library Resources; at the same

time as the College of Arts and Sciences and PESCAR and College of Education and Institute of Information and Communications Technology and the Institute of Management varied significantly in their usage of library facilities.

- 16.** Student extent of utilization to services, resources and facilities when grouped according to their College Level showed significant differences according to library services. While the 2nd year and 3rd year students varied significantly in their utilization of library services.
- 17.** The faculty member's extent of utilization to services, resources and facilities classified according to age showed the 40 and below group have a higher mean access score than the 41 and above group mean access in library services, while in library resources the 41 above group mean access was higher than the 30 and below group same as with library facilities. The z-test revealed that the differences among means showed significant variation at 5 percent level in library services, library resources and library facilities.
- 18.** Female faculty members obtained a significantly higher mean score in their extent of utilization than the male faculty members in all the areas of the library: library services, library resources and library facilities. However, the result of the z-test for difference between means is significant at 5 percent level with library facilities only.
- 19.** College of Education faculty members significantly obtained high mean utilization score in the area of library service (3.46), while the Institute of Management obtained high mean utilization with library facilities (3.40) and library resources (3.37). The College of Arts and Sciences and the College of Education (.025) varied significantly with their utilization of library services.

- 20.** When faculty members were grouped according to their educational attainment; faculty members with Masters Degree holder's obtained the highest utilization score than that of the bachelor's degree and doctoral degree holder's in the area of library services. In library resources and facilities the doctorate degree holder obtained the highest utilization score. The result of the F-ratio on One Way Analysis of Variance for the difference between mean is not significant with library services, library resources, and library facilities.
- 21.** The student's level of satisfaction to services, resources facilities, classified according to age showed the 18 and below group have a higher mean access score in the areas of library service and facilities. The z-test revealed that the differences among means are significant at 5 percent level in library facilities. When grouped according to sex the male students obtained a higher level of satisfaction score with library service; library resources and library facilities. The Z-test for differences between means of extent of utilization scores yielded values which are not significant at five percent level on all areas of the library.
- 22.** The variation in the level of satisfaction of students showed that those who were in College of PESCAR have a high mean score compared to other colleges. The F-ratios for the One Way Analysis of Variance tests of difference among means were significant at five percent level in all the areas of the library. The College of Arts and Sciences and PESCAR varied significantly in their level of satisfaction with library services, while College of Arts and Sciences and PESCAR, Institute of Information and Communications Technology and the Institute of Management varied significantly with their level of satisfaction with library resources, likewise College of

Arts and Sciences and College of PESCAR, and the College of Education and the Institute of Information and Communications Technology and the Institute of Management also vary significantly with their level of satisfaction in library facilities.

23. Student's level of satisfaction when grouped according to year or college level showed that the 2nd year and 3rd year students vary significantly in their utilization of library services.
24. The faculty member's level of satisfaction to services, resources facilities, and equipment classified according to age showed that the 40 and below group have a higher mean score than the 30 and above group mean satisfaction in library services, and in library resources, while the 40 above groups mean score is higher than that of 40 below group with library facilities. The z-test revealed that the differences among means have no significant variation at 5 percent level.
25. Male faculty members obtained a significantly higher mean satisfaction score than the male faculty members in all the areas of the library: library services, resources and facilities. The results of the z-test for difference between means are not significant at 5 percent level in all the areas of library.
26. The College of Nursing faculty members significantly obtained high mean utilization score in the areas of library service, library facilities and library resources. The F-ratios for the One Way Analysis of Variance (ANOVA) tests of different means is significant at five percent level with library services. Further analysis showed that the College of Education and College of Nursing faculty members varied significantly in their level of satisfaction of library services.

27. Faculty members when grouped according to their educational attainment showed that faculty members with bachelor's degree obtained the highest satisfaction score than that of the master's degree and doctorate degree holder in all areas of the library. The result of the F-ratio on One Way Analysis of Variance for the difference between mean is significant with library services only. To determine the significant difference results the Post Hoc Analysis was used, Pair wise comparison using Scheffe, the result showed that there is a significant variation in the level of satisfaction of the faculty members with Bachelor and Master's degree holder.
28. There is little or no relationship between access to services, resources, facilities and equipment and level of satisfaction of faculty and student respondents.
29. There is significant relationship found between extent of utilization of services, resources, facilities and equipment and level of satisfaction for student respondents.
30. There is little or no significant relationship found between extent of utilization of library services, resources and facilities and level of satisfaction among faculty respondents

Conclusions

Based on the findings of this study the following conclusions are drawn:

1. Student's access to library services, resources and facilities when grouped to personal characteristics showed significant differences; these findings do not support the hypothesis that students access to library services, resources and facilities does not vary significantly therefore the hypotheses is rejected.
2. Faculty's access to library services, resources and facilities vary significantly when grouped according to college, educational attainment and sex these

findings does not support the hypothesis that faculty members access to library services, resources and facilities does not vary significantly therefore the hypothesis is rejected. But when grouped according to age results showed that they do not vary significantly. This supports the hypothesis that utilization of the three areas of the library do not significantly vary according to age.

Therefore the hypothesis is accepted.

3. Student's extent of utilization of library services, resources and facilities vary significantly according to age, college and college level. The findings do not support the hypothesis that utilization of the three areas of the library does not significantly vary. Therefore the hypothesis is rejected. But when grouped according to sex the results showed that they do not vary significantly. This supports the hypothesis that utilization of the three areas of the library do not significantly vary according to sex. Therefore the hypothesis is accepted.
4. Faculty's extent of utilization of library services, resources and facilities vary significantly according to age and college. The findings do not support the hypothesis that utilization of the three areas of the library does not significantly vary in terms of age and college, therefore the hypothesis is rejected. But when grouped according to sex and educational attainment they do not vary significantly. This supports the hypothesis that utilization of the three areas of the library does not significantly vary in terms of sex and educational attainment, therefore the hypothesis is accepted.
5. Student's level of satisfaction of library services, resources and facilities varies significantly according to age, college and college level. The findings do not

support the hypothesis that utilization of the three areas of the library do not significantly varies according to age, college and college level, therefore the hypothesis is rejected. But when grouped according to sex they do not vary significantly. This supports the hypothesis that utilization of the three areas of the library do not significantly varies according to sex. Therefore the hypothesis is accepted.

6. Faculty's level of satisfaction of library services, resources and facilities vary significantly according to college and educational attainment. The findings do not support the hypothesis that level of satisfaction of the three areas of the library do not significantly vary in terms of college and educational attainment, therefore the hypothesis is rejected. However when grouped according to age and sex they do not vary significantly. This supports the hypothesis that the level of satisfaction of the three areas of the library does not significantly vary when grouped according to age and sex. Therefore the hypothesis is accepted.
7. There is little or no relationship between access to services, resources, facilities and equipment and level of satisfaction for faculty and student respondents Hence the hypothesis that the level of satisfaction is not significantly related with the extent of access to library resources is accepted.
8. There is significant relationship found between extent of utilization of services, resources, facilities and level of satisfaction for student respondents, Hence the hypothesis that the level of satisfaction is not significantly related with the extent of access to library resources of student respondents is rejected.

9. There is no significant relationship found between extent of utilization of services, resources and facilities and level of satisfaction for faculty respondents, hence the hypothesis that level of satisfaction is not significantly related to the extent of access to library resources is accepted.